

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. 003
Client Reference No. - N° de référence du client 51019-072007	Date 2013-03-26
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:

Q40. 6.14.6. Specifically to the section, is sFTP over Internet acceptable replacement for T1 Point to Point? If not, will the contractor be installing the T1 circuit into the CFHIS Datacenter? Or will CF IT be installing their circuit into the contractors Datacenter?

A40. T1 Point to Point is the approved method for the DWAN CFHIS datacenter. DND will install T1 Circuit into the CFHIS Data Center and will install the circuit into the contractors data center with the contractor's assistance.

Q43. 6.14(9a) - Where will the VPN tunnel terminate within the Departments network, on the Departments firewall(s) or on contractor supplied device(s)?

A43. The VPN will terminate on contractor supplied and supported device(s). The contractor VPN device will be connected to a dedicated interface on a Departmental firewall or to a Departmental switch utilizing a 10/100/1000mb copper ethernet interface.

Q44. 6.14(9a) - Will the VPN be running over existing internet circuits at the Departments locations or does the contractor provision the circuits?

A44. The VPN will connect over existing internet circuit(s) that has sufficient available bandwidth to support the application connectivity requirements. There may not be sufficient bandwidth to support data transfer/migration requirements, depending on time of day and volumes of data. The circuit may be either shared or dedicated to this VPN.

Q51. 6.27(2)(c). Please give us the cost/volume and location(s) of all the out of country calls for the last three years.

A51. Cost, Volume and locations for out of country calls are unavailable at this time.

However in:

Fiscal year 09/10 there were 1,143 claim lines worth \$1,656,26.53;

Fiscal year 10/11 there were 1,565 claim lines worth \$1,761,800.63

Fiscal year 11/12 there were 1,879 claim lines worth \$2,267,468.58

Q87. SOW 6.18.8. - All provider audit recoveries outstanding for one year must be paid by the Contractor to GoC and their resolution must become solely the responsibility of the Contractor, unless otherwise agreed to between the Project Authority and the Contractor: What is the historical annual amount that the Contractor is responsible for? Can the Contractor sell the uncollected bad debt to a third party collection agency? Where is it in the Price Breakdown worksheet that the Contractor can build in the cost for this responsibility? Clarify the circumstances in which the Project Authority will agree to continue responsibility for outstanding audit recoveries.

A87. The Contractor must be diligent in efforts to recover funds due to provider audits. Although the Contractor is responsible for conducting provider audits and resolving recovery of funds, unrecovered funds are not a liability of the Contractor. The Contractor will work with the Project Authority to determine if a third party collection agency for provider audit recoveries, will be used.

Q93. SOW 1.18.1. Can provider audits be specific to departments?

A93. Yes audits can be specific to departments and can be specified as part of the annual plan or occur on an ad-hoc basis.

Q110. SOW 6.2.2.i - What do you mean when you say each department? Will each department be it's own Carrier ID or Group number?

A110. Each plan is separate by department. The system must be capable of recognizing coverage under distinct and separate plans.

Q 111. Final VAC Price Breakdown Worksheet. The "Pre-implementation" tab in this worksheet does not have all the activities identified in SOW 5.2.b. Can you define, group and align all the relevant activities identified in SOW 5.2.b to the various sections in the Pre-implementation tab? This way, information received from the various Contractors will be consistently presented.

A111. There is no intent from the part of the Crown to compare Price Breakdown Worksheets between bidders, as only the bidder selected for contract award will be required to present that information.

Q112. Final VAC Price Breakdown Worksheet (Operations and Maintenance Tab). Please define, group and align the appropriate sections of the SOW for the "General Operation", "Research and Development" and "Capital Payment" sections in this worksheet? This way, information received from the various Contractors will be consistently presented.

A112. There is no intent from the part of the Crown to compare Price Breakdown Worksheets between bidders, as only the bidder selected for contract award will be required to present that information.

Q113. Final VAC Price Breakdown Worksheet. Is it mandatory for the Contractor to complete the "profit" category provided in this worksheet for each section within each tab? Will you disqualify the Contractor for being non-responsive if its profit is included in the other price categories?

A113: Profits are to be presented were relevant. Indicate \$0 if no profit is expected from a particular deliverable.

Q115. SOW Section 6.26 (1) Page 68 - All contractor resources that will access RCMP employees' information must have a valid RCMP Reliability Status (RSS) prior to commencing work. Is this an additional layer of security than that provided by CISC?

A115. An RCMP Reliability Status (RRS) is based on an individual's honesty, trustworthiness, reliability, and integrity and is a prerequisite to a security clearance. The RRS indicates successful completion of reliability checks, and allows regular access to RCMP assets and need-to-know access to all levels of protected information. The RRS must be maintained throughout an individual's entire period of employment. The checks include a number of law enforcement database checks that are not covered in the standard CISC reliability status screening process.

Q117. Please provide details pertaining to the number of contractor managed devices and the anticipated rate of change to those devices (switches, servers, pc's, dedicated circuits and leased lines, and associated commercial software?).

A117. One or more contractor managed device(s) will be used to terminate the VPN connection between the Department and the Contractor. There may be additional VPN termination points required, depending on the Departmental requested availability and recovery requirements. The anticipated rate of change to the VPN device(s) will be less than 5 major changes and 10 minor changes per year. VPN connection(s) may have to be moved/migrated to other datacenters during the span of the contract, as SSC/Departmental datacenters are moved or consolidated.

Q118. R1 If we want to use a second project to provide additional or better responses to R1 Factors A through O, we understand that a second reference project could be used, as long as the projects are not "combined" under one Rating Factor. Can you please clarify that:

- a) Does the reference to one rating factor on page 97 of the RFP mean one rating element (since R1 has only one factor)?
- b) Is the second referenced project required to meet all of the M1 mandatory criteria noted on page 95 which relates to only one (1) project reference, the M1 reference?
- c) When using a second project for the purposes of Factors and Elements in R1, should the second project be listed as an additional project under M1 (subject to all of the M1 qualification criteria), or, is the second project listed under R1 (not subject to the M1 Qualification Criteria)?

A118.

- a) **The referenced projects cannot be combined to meet one element.**
- b) **No, the second referenced project does not have to meet all of the M1 mandatory criteria.**
- c) **The reference project which should be used for the mandatory requirement should be clearly identified as such. The reference project which should be used for each element in R1 should be clearly identified. In the event that there is no indication which project should be used to meet an element in R1, the project which was submitted in response to the mandatory requirement will be used. A second reference project which is submitted in response to elements in R1 is not subject to all of the M1 qualification criteria**

The following changes are made to the Solicitation Document:

Reference: Pointed Rated Criteria, Page 96 to Page 144.

Delete in its entirety and insert the Pointed Rated Criteria attached to this Solicitation Amendment Number Three (3).

The Evaluation Criteria has been revised to achieve the following:

- provide clarifications on what the Bidder should submit to respond to each of the rated criteria
- revisions to clarify areas which were the subject of questions from potential bidders, and
- inclusion of the scoring breakdown as part of an open and transparent procurement process

The evaluation of "point rated" responses will be made using a defined percentile scale as detailed below. In applying this scale, the score for each of the items in the Scoring Breakdown will fall into one of the six defined ratings (below) depending on the extent to which the requirement is met. This guide will be used to score each bullet in the Scoring Breakdown displayed under each requirement with the exception of Elements A to I in R1 - Corporate Experience where points are awarded as indicated.

Point scores will be agreed on by consensus of the Evaluation Committee. Example: Scoring breakdown: ____/40 - Should consensus be reached to award 70 per cent, the score awarded for the item will be 28/40.

Percentage of Possible score	Guide	Description
100%	Excellent	Response fully meets or exceeds the requirement. Response is exceptionally detailed and accurate.
85%	Very Good	Response fully meets the requirement. Response meets expectation.
70%	Good	Response is satisfactory. Response falls short in one or more aspects.
50%	Acceptable	Response is adequate. It minimally meets requirement.
25%	Very Poor	Little evidence that requirement has been met.
0%	Unacceptable	Not Responsive, Not Relevant or Not Addressed.

Reference: Bidders required minimum pass marks for each Point-Rated Criteria Table on Page 18 of RFP.

Delete in its entirety and insert the following Table.

No.	Point Rated Criteria Description	Maximum Points	Minimum Required Pass Mark
R1	Corporate Experience	4,000	50% - 2,000 points
R2	Project Management Team	900	50% - 450 points
R3	FHCPS Systems	3,500	50% - 1,750 points
R4	Operational Services and Procedures	3,800	50% - 1,900 points
R5	FHCPS Plans	5,200	50% - 2,600 points
R6	Risk Assessment and Analysis	1,200	50% - 600 points
R7	Quality Assurance	800	50% - 400 points
R8	Financial Operations	1,600	50% - 800 points
	Total Maximum Points:	21,000	12,600 points

ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN UNCHANGED.

POINT-RATED CRITERIA.....	
R1 – Corporate Experience.....	97
Factor I – Relevance of the Experience.....	97
R2 - Project Management Team.....	102
Factor I – Corporate Organization and Governance Structure.....	102
Factor II– Proposed Resource - Project Manager.....	103
R3 – FHCPS Systems.....	104
Factor I – System Design Document.....	104
Factor II – Security Requirements.....	105
Factor III – Security of Personal and Financial Data.....	105
Factor IV – System Interface.....	106
Factor V – Client Registration.....	107
Factor VI – Provider Registration.....	108
Factor VII – System Architecture Plan.....	108
R4 – Operational Services and Procedures.....	109
Factor I – Provider Relations Services.....	109
Factor II – Call Centre Services.....	110
Factor III – Claims Processing Services.....	111
Factor IV – Authorization Services.....	116
Factor V - Long Term Care Program.....	116
Factor VI – Veterans Independence Program.....	117
Factor VII – Special Authorizations.....	117
Factor VIII – Drug Utilization Evaluation Service.....	118
R5 – FHCPS Plans.....	119
Factor I – Data Conversion Plan.....	119
Factor II – Communciation Plan.....	120
Factor III – Business Continuity and Disaster Recovery Plans.....	121
Factor IV – Security and Privacy Plan.....	121
Factor V – System Development/Customization and Testing Plan.....	122
Factor VI – Training Strategy and Plan.....	123
Factor VII – Transition Plan.....	124
FactorVIII - Provider Registration Services Plan.....	124
Factor IX – Reporting Solution - Action Plan.....	125
Factor X – Annual Operations Plan.....	126
Factor XI – Operations Management Plan.....	127
Factor XII – Audit Services Program Plan.....	128
Factor XIII – Contract Phase-Out Plan.....	128
R6 – Risk Assessment and Analysis.....	130
Factor I - Risk Assessment and Analysis.....	130
R7 – Quality Assurance.....	132
Factor I - Quality Assurance Program and Processes.....	132
R8 – Financial Operations.....	134
Factor I – Financial Management Planning and Control Processes and Procedures.....	134
Factor II – Financial Policies and Practices for Payment Services.....	135

R1 – Corporate Experience	
Total Available Points for R1 - 4,000	
<p>Corporate Experience - Referenced Project</p> <p>The referenced Project provided in response to Mandatory Requirement M1 will be evaluated on the basis of the cited project's relevance and similarity to the requirements for delivery of a health claims processing service. The referenced project should as a minimum include the following information:</p> <ol style="list-style-type: none"> Description of the Project and how the Project meets the stated requirements; Duration, including start and finish dates (dates should be identified by month and year); Services delivered by the Bidder, within the program; <p>The bidder may submit one additional project in order to demonstrate this experience. The description of the additional reference Project should include Company name, name of Company representative, title, telephone number and fax number.</p> <p>If a Bidder submits an additional project reference in response to the rated experience criterion (R1), the Bidder should indicate where the alternate project reference should be considered for the elements described under Factor 1. Where there is no indication to use the alternate project, the reference project submitted in response to M1 will be used to evaluate the R1 experience.</p> <p>The experience of two reference projects cannot be combined to meet one element described under the rating factor.</p> <p>The following will be used to evaluate the Corporate Experience.</p>	
Factor I – Relevance of the Experience	
<p>4,000 Maximum Points: The experience of the Bidder on previous project(s) described in M1 or an alternate project submission will be evaluated for relevance of the services described in relation to the services required for delivery of FHCPs. Relevance will be determined based on the similarity of scope, type and extent of service delivery requirements to a comparable client base (i.e. geographically dispersed, volume of clients, variety of needs).</p> <p>If an additional reference project is submitted, the bidder should indicate which of the two referenced projects is to be considered for each of the following elements (A to O below).</p>	
A. Put into operation and managed a health benefits program system	250 Maximum Points
<p>250 Points: Project demonstrates that a health benefits program system was put into operation and managed for over 5 years.</p> <p>125 Points: Project demonstrates that a health benefits program system was put into operation and managed for 3 to 5 years.</p> <p>0 Points: Project demonstrates little or no experience (less than 3 years) in putting into operation and managing a health benefits program system.</p>	

B. Non- electronic health claims processing	250 Maximum Points
250 Points: Does process non-electronic health claims 0 Points: Does not process non-electronic health claims	
C. Electronic health claims processing	250 Maximum Points
250 Points: Does process electronic health claims 0 Points: Does not process electronic health claims	
D. Automated pre-authorization of health benefits	250 Maximum Points
250 Points: Does have automated pre-authorization of benefits 0 Points: Does not have automated pre-authorization of benefits	
E. Health claims payment including consolidation of multiple claims from a single provider or client	250 Maximum Points
250 Points: Does process claims payment including consolidation of multiple claims from a single provider or client 0 Points: Does not process claims payment including consolidation of multiple claims from a single provider or client	
F. Auditing of health claims payments	250 Maximum Points
250 Points: Does audit claims payments 0 Points: Does not audit claims payments	
G. Health Claims Processing Communications (Information booklets, ID cards, etc)	250 Maximum Points
250 Points: Does provide program communications 0 Points: Does not provide program communications	
H. Bilingual Services (health claims processing, and related services) provided to clients and/or providers requiring English and French	250 Maximum Points

250 Points: Does have bilingual services provided to clients and/or providers requiring English and French 0 Points: Does not have bilingual services provided to clients and/or providers requiring English and French	
I. Processing health claims and maintaining the system used to support client programs with volume of benefit codes similar (or greater) to FHCPS.	250 Maximum Points
250 Points: Over 7.5 million benefit codes processing per year 175 Points: Over 6 million to 7.5 million benefit codes processing per year 125 Points: 4 million to 6 million benefit codes processing per year. 0 Points: Less than 4 million benefit codes processing per year.	
J. The types of benefits covered by one project relevant to the requirements for the FHCPS including basic and supplementary health care: <ul style="list-style-type: none"> • Prescribed drugs • Medical • Dental • Surgical or Prosthetic devices/aids • Preventive Health Care, Home Care, Facility Care. 	250 Maximum Points
<ul style="list-style-type: none"> • ____/75 Basic health care • ____/75 Supplementary health care • ____/100 All of the following benefit types (Value = 20 points each type) <ul style="list-style-type: none"> ○ Prescribed drugs ○ Medical ○ Dental ○ Surgical or Prosthetic devices/aids ○ Preventive Health Care, Home Care, Facility Care. 	
K. Complexity of the experience: Health Claims Processing in multiple Provinces and Territories with a variety of health program rules, regulations, multiple fee guides, benefit grids	
Project is highly complex.	250 Maximum Points
Scoring breakdown: <ul style="list-style-type: none"> • ____/75 health claims processing operations in multiple Provinces/Territories including one complex province (Alberta, British Columbia, Ontario or Quebec); • ____/50 covering 100,000 lives • ____/25 expansive variety of benefit programs including medical, dental, drugs along with supplemental services such as drug utilization reviews 	

<ul style="list-style-type: none"> • ____/50 program has multiple divisions offering different benefit levels which means various rules and regulations • ____/50 fees are managed via fee guides from multiple years for various provider types including dental providers/specialists and paramedical services for multiple provinces 	
<p>L. Revisions/Flexibility: Shown significant flexibility in previous projects to meet clients' changing needs and priorities. This could include: Shifted work geographically; Expanded and/or adapted its systems to meet increases/decreases in processing volumes; Other</p>	
Clear evidence of significant flexibility based on a request resulting from changing needs and priorities that resulted in shifting work geographically or expansion/adaptation of systems to meet changes in processing volumes and/or other relevant examples of flexibility	250 Maximum Points
<ul style="list-style-type: none"> • ____/250 Shown significant flexibility in previous projects to meet clients' changing needs and priorities. This could include: <ul style="list-style-type: none"> - Shifted work geographically - Expanded and/or adapted its systems to meet increases/decreases in processing volumes - Any other relevant examples of flexibility 	
<p>M. Privacy: Client information: The bidder has previous experience ensuring systems and services meet privacy standards including:</p> <ul style="list-style-type: none"> - A privacy infrastructure - Clear staff and sub-contractor roles and responsibilities related to protection of client information and how they interact with the Contract Holder - Policy and business processes outlining how bidder's employees and subcontractors are aware of and comply with privacy requirements - An operational overview of the bidder's ability to prevent, detect, respond and recover from privacy incidents 	
Clear evidence of a robust infrastructure that monitors and supports the protection of privacy; clear roles and responsibilities for the protection of client information, including policies and business processes for preventing, monitoring, detection, responding, correcting/recovering	250 Maximum Points
<p>Scoring breakdown:</p> <ul style="list-style-type: none"> • ____/100 The bidder has previous experience ensuring systems and services meet privacy standards including an infrastructure that monitors and supports the protection of privacy. • ____/50 The bidder has previous experience ensuring systems and services meet privacy standards including clear staff and sub-contractor roles and responsibilities related to protection of client information and how they interact with the Contract Holder. • ____/50 The bidder has previous experience ensuring systems and services meet privacy standards including policy and business processes outlining how bidder's employees and subcontractors are aware of and comply with privacy requirements • ____/50 An operational overview of the bidder's experience in maintaining processes for monitoring, detecting, responding, correcting and recovering from privacy incidents. 	

N. Existence of an Information Management Reporting system which provides the ability to produce static, scheduled reports in addition to the ability to conduct pre-defined and ad hoc inquiries	
Bidder's Information Management Reporting System allows for static, pre-defined and ad hoc reports/inquiries	250 Maximum Points
Scoring breakdown: <ul style="list-style-type: none"> • ____/100 Points Evidence of a robust Information Mgmt Reporting System. • ____/75 Points Experience producing static and scheduled reports • ____/75 Points Experience developing and running pre-defined and ad hoc queries. 	
O. Innovation: Examples of innovation used in previous health claims processing project that resulted in improvements including cost savings, reduced error rates, greater efficiency and/or increased client service	
Reference Project is highly innovative solution	500 Maximum Points
Scoring breakdown: <ul style="list-style-type: none"> • ____/100 Bidder demonstrates innovation by providing examples of innovation used in previous project • ____/100 Bidder demonstrates that innovation in previous project resulted in cost savings. • ____/100 Bidder demonstrates that innovation in previous project resulted in reduced error rates • ____/100 Bidder demonstrates that innovation in previous project resulted in greater efficiency • ____/100 Bidder demonstrates that innovation in previous project resulted in improvements in client service or any other relevant improvements. 	

R2 - Project Management Team
Total Available Points for R2 - 900 points
<p>The Bidder should submit a description, governance structure and organization charts of the proposed organization to manage and support the system and service delivery for the Pre-Implementation Phase (Phase 1) and for the Business Management requirements during the Operations and Maintenance Phase (Phase 2) of the FHCPS requirement. The description of the organization submitted should include relationships and internal controls, lines of authority and responsibility. If the Bidder is a joint venture, also describe the distribution of operational control among the joint venture partners to ensure central control of all FHCPS operations.</p> <p>The bidder should submit a detailed resume of the proposed Project Manager which will be evaluated on the breadth and depth of the individual's experience regarding the provision of Health Claims Processing and Support Services and the relevance to the FHCPS requirements. The experience may or may not have occurred within the project submitted in response to Mandatory Requirement R1. The resume should, as a minimum, include the following information:</p> <ol style="list-style-type: none"> The name of the proposed resource; Descriptions of relevant project experience (including years/months of engagement and the language in which the service was provided) which should, as a minimum, include the following information: <ol style="list-style-type: none"> Name of organization for whom the work was carried out; Duration including start and (if applicable) end dates; Roles and responsibilities of the individual proposed; Assessment of results or outcomes achieved on respective projects; Financial project value; and Names, titles, and telephone numbers of references who can verify the work was carried out by the individual proposed; Chronological work experience (dates should be identified by month and year); and A detailed listing of relevant educational (completed degree/diploma) and professional attainments of the proposed resource in relation to the requirements as defined within the RFP. All formal training should be listed by the title and duration (dates should be identified by month and year) of the course and the name of the institution having provided it. Experience as it relates to putting into operation and managing a health claims processing system and service. <p>The following factor(s) will be used to evaluate the Project Management Team.</p>
Factor I – Corporate Organization and Governance Structure
<p>540 Maximum Points for: The extent to which the description of the proposed organization demonstrates that the Corporate Organization and Governance structure are complete and effective.</p>
<p><u>A. Corporate Organization and Governance Structure:</u> The governance structure should clearly set out the project governance including, but not limited to, the operations management team, the management team representing the Departments, the pre-implementation</p>

management team, oversight committees and working groups, etc. The structure should indicate where participation is required of personnel from the Departments and what decision controls will be applied to ensure quick decision making within the project and timely delivery of services.	
Evidence of clear reporting structure and lines of communication; governance supports judicious and effective decision-making at all levels and includes a mechanism for dispute resolution, Staff roles are clearly defined with no overlap or gaps.	540 Maximum Points
<p>Scoring Breakdown;</p> <ul style="list-style-type: none"> • ____/140 Corporate Organization and Governance Structure is thoroughly described including operations management team, the management team representing the Departments, the pre-implementation management team, oversight committees and working groups, etc. Reporting structure is demonstrated and logical. • ____/100 Lines of communication are excellent • ____/100 Governance supports effective decision-making at all levels. Decision controls will be applied to ensure quick decision making • ____/100 Mechanism for dispute resolution is effective • ____/100 Staff roles are clearly defined with no overlap or gaps 	
Factor II– Proposed Resource - Project Manager	
360 Maximum Points for the extent to which the Project Manager experience is similar to the FHCPs requirements	
<u>A. Proposed Resource:</u> The Bidder's proposed resource should demonstrate experience as it relates to the relevance and similarity to the requirements for FHCPs, as outlined in the 15 R1 Elements A thru O, with special emphasis on experience putting into operation and managing a health claims processing system/service.	
PM Experience is thoroughly described and bidder has demonstrated that the PM experience is highly relevant as it is clearly detailed and demonstrates a high degree of similarity to FHCPs in all of the elements outlined in R1:	360 Maximum Points
<p>Scoring Breakdown:</p> <ul style="list-style-type: none"> • ____/360 PM experience is relevant as there is a high degree of similarity with each of the R1 elements A through O. (24 points for similarity to each of the 15 elements) 	

R3 – FHCPS Systems	
Total Available Points for R3 – 3,500	
<p>The Bidder should deliver a document that describes and illustrates the Bidder's conceptual solution to the system requirements. This should include the system design, development/customization, testing and implementation which support the delivery of FHCPS and interface with Departments' systems. The Bidder's conceptual design should include a description of how the components interface or connect with other components and Departments.</p> <p>The Bidder's solution should demonstrate that all system documentation will be kept current during the life of the contract and will be published on the FHCPS Documentation and Reporting Database with access to specific documents by authorized users.</p> <p>Simple reiteration of the contents of the RFP will result in a score of '0'.</p> <p>3,500 Maximum Points For - The extent to which the Bidder's proposed solution demonstrates the capacity to commence full service no later than 18 months following contract award.</p> <p>The following factor(s) will be used for evaluation.</p>	
Factor I – System Design Document	
<p>650 Maximum Points for the extent to which the Bidder's Systems Design Document demonstrates an effective and innovative solution which delivers all of the system components required to provide the services set out in the SOW.</p>	
A. System Design Document	
Response should address, at a minimum, requirements outlined in SOW sections 5.6 numbers 3 and 4 and 6.14.	
System design documents demonstrate a highly effective and innovative solution.	650 Maximum Points
<p>Scoring Breakdown:</p> <ul style="list-style-type: none"> • ____/100 - System Design Document thoroughly describes and provides details on the current/proposed system components to be delivered. • ____/100 - Provided diagrams (current/future state) and descriptions of inputs/outputs, processes, data flows of system, interfaces, HW/SW, data layouts, data dictionary, etc. • ____/100 - Demonstrates effective current and proposed security features (architecture, design & mechanisms to safeguard data (system controls, back-up & recovery) • ____/100 - Extent to which the Architecture Design documentation (physical components + system software - excluding application) demonstrates effectiveness and innovation. • ____/100 - Extent to which description of access, connectivity & capacity demonstrate effectiveness. • ____/100 - System Development/Customization documentation is complete and includes, at a minimum, SDLC, Policy & procedures for Change, Release & Configuration Management and Quality control processes. Extent to which the documents describe an effective and innovative methodology. • ____/50 - Provided Identification of standards and proof of compliance 	

Factor II – Security Requirements	
500 Maximum Points For: The extent to which the Bidder's System Design Document demonstrates that systems comply with security requirements.	
A - Security Requirements Response should address, at a minimum, requirements outlined in SOW section 6.26.	
Security requirements are addressed within the solution in a highly effective manner	500 Maximum Points
Scoring Breakdown: <ul style="list-style-type: none"> • ____/100 - Demonstrated compliance with security requirements as defined in SOW • ____/150 - Thoroughness of description of security Software and Hardware components, and their role in the prevention, detection, response and restoration activities involved in security incidents is complete and effective. • ____/50 - demonstrates an effective Intrusion Detection System (IDS) • ____/50 - demonstrates an effective Incident Response Team • ____/50 - demonstrated Compliance with Security Requirements Check List. • ____/100 - Device security – connections only on approval of Project Authority, Configuration control – Operating System/Application patch levels & anti-virus and anti-spyware kept current, disk encryption enabled for portable devices 	
Factor III -Security of Personal and Financial Data	
500 Maximum Points For: The extent to which the Bidder's System Design Document demonstrates that all personal and financial data is secure and that the system security documentation is maintained current.	
A - Security of Personal and Financial Data Response should address, at a minimum, requirements outlined in SOW section 6.26.	
Security of personal and financial data requirements are addressed within the solution in a highly effective manner:	500 Maximum Points
Scoring Breakdown: <ul style="list-style-type: none"> • ____/50 Extent to which the bidder has demonstrated effectiveness in Safeguarding of personal and financial data using hashing algorithms, digital certificates and signatures • ____/10 Encryption on public carrier or internet • ____/50 All data in Canada, separate application/database instances from other Contractor's systems and clients • ____/50 Extent to which the bidder has demonstrated effectiveness of technical security services to guard against unauthorized disclosure, and defend against forgery of financial data • ____/50 Extent to which the bidder has demonstrated effectiveness in monitoring of systems, facilities, and environments continually to ensure compliance with security regulations • ____/100 Application Security Architecture document and Security Component Design Document (extension of above to application layer) effectively encompass policy, architecture, implementation guidance, compliance, and process definition • ____/50 Security Services Operation Document – describes effective processes, policies, safeguards, roles & responsibilities, security management, monitoring and maintenance 	

<ul style="list-style-type: none"> • ____/10 2 required roles to be filled – Information System Security Officer & Company Security Officer • ____/130 Extent to which Security Test Plan and Process address all of the related requirements in the SOW. 	
Factor IV – Communications – System Interface	
900 Maximum Points for: The extent to which the Bidder's proposal for Communications, including system interface, meets the requirements set out in the SOW. Communications between Contractor and VAC/CF/RCMP Systems, as well as on-line communication with registered providers and clients	
A. System Linkages - Bidder's response should address, at a minimum, requirements outlined in SOW section 6.14 numbers 6 through 10.	
Ability to communicate with external systems is addressed in a highly effective manner	500 Maximum Points
<p>Scoring Breakdown:</p> <ul style="list-style-type: none"> • ____/100 Extent to which the system linkages comply with each departments' unique requirements (CF require access outside of Canada, RCMP must always "push" data to contractor, etc.) • ____/50 System receives and loads unique data from each departments' systems, in XML format, with date created and date updated • ____/75 Thorough and effective description of proposed data communication/bulk transfer solution (with no manual intervention) to be used with each department • ____/75 Thorough and effective description of capability for Web Services, message queuing & publish/subscribe methods to enable transaction based exchanges in near-real time • ____/50 Description of solution for E-request of Client Profile & Provider Data • ____/25 All communication and system interface tools are available in both English and French as required • ____/25 Data format for transfers satisfies unique needs of each department, including department specific identifiers • ____/25 Separate secure infrastructure to allow for transfer of large volume files • ____/25 Network traffic compliance with CSEC's guidelines • ____/25 Application hosting sites accessible through DNS • ____/25 Effective real time monitoring of network, using Incident and Problem Management techniques 	
B. Web Interface - Bidder's response should address, at a minimum, requirements outlined in SOW section 6.6.	
Ability to communicate with providers, clients and staff of departments using secure web service is addressed in a highly effective manner	400 Maximum Points
<p>Scoring Breakdown:</p> <ul style="list-style-type: none"> • ____/50 Clients and providers are provided with access to secure website. All clients/providers must be registered as users, issued username/password, which limits their use to their own personal/departamental data • ____/50 Security must address separate departments' needs – limiting access based on unique requirements as defined by each department • ____/50 Contractor will track usage to provide stats to partner departments. • ____/25 Website must address GoC accessibility and Common Look and Feel standards • ____/75 Provides functionality which enables providers to submit requests, claims, supporting documentation and requests for predetermination and preauthorization. • ____/75 Provides functionality which enables clients and providers to submit requests, download forms 	

<p>and inquire on claim status.</p> <ul style="list-style-type: none"> • ____/75 Provides functionality for authorized departmental users to communicate decisions on authorizations directly to FHCPS system. 	
Factor V - Client Registration	
<p>300 Maximum Points: The Bidder should describe the proposed Client Registration Function and issuance of the Health Identification Card. The system must have the ability to track and report on all eligibility updates and Departmental users must have the ability to view their respective client data and current eligibility information and history of changes. Client eligibility data must be available for claims authorization, claims processing and claims payment immediately upon receipt of the transmitted data.</p>	
<p>A. Client Registration - Bidder's response should address, at a minimum, requirements outlined in SOW sections 6.2 and 6.3.</p>	
Client enrolment/registration functions are thoroughly described and highly effective.	300 Maximum Points
<p>Scoring Breakdown:</p> <p>Provides description of this function which demonstrates understanding of the need to:</p> <ul style="list-style-type: none"> • ____/25 Implement an application which captures and displays client biographical information and specific eligibility information • ____/25 Receive the transmitted data from the Departments • ____/25 Interpret program data which is transmitted from VAC in order to generate the appropriate level of entitlement to health care benefits and/or rehabilitation services. Bidder needs a good understanding of the Veterans Health Care Regulations to develop the system rules which are required to generate correct eligibility. • ____/25 Generate the correct level of eligibility for benefits for CF and RCMP • ____/25 Track and report on all updates, including the source of the update. • ____/25 Ensure that the client eligibility data is available for claims authorization, claims processing and claims payment as soon as it is transmitted from the Departments. Client eligibility must be fully integrated with the health claims adjudication functions. • ____/25 Capture and store effective dates of eligibility and changes in eligibility. • ____/25 Segregate departments' data. • ____/25 Demonstrates an understanding of: <ul style="list-style-type: none"> • multiple eligibility sources (e.g. - Economic Support, Disability Program, Rehabilitation Program). • the need to capture each individual client's eligibility, including spouse, widow. • the need to terminate eligibility upon receipt of death information and regenerate that eligibility of death information is corrected. • ____/25 Demonstrates that the communication requirement related to client registration function will be effective (i.e. letter, Health ID card, booklet). • ____/25 Good description of the Card issue function and that the data on the cards is different for each Department. • ____/25 Good understanding of the reporting requirements and the need to produce these reports for 	

VAC based on Client CSDN ID and/or by Client File Number. Reports for CF and RCMP will be based on Member's primary ID.	
Factor VI - Provider Registration	
300 Maximum Points for the extent to which the Bidder's proposal demonstrates that a Provider Registration System will be implemented and meets the requirements in the SOW. The Bidder should describe the Provider Registration function within their system and the processes relating to the registration of providers.	
A. Provider Registration - Bidder's response should address, at a minimum, requirements outlined in SOW section 6.4	
Provider registration functions are thoroughly described and highly effective	300 Maximum Points
Scoring Breakdown:	
<ul style="list-style-type: none"> • ____/100 Processes establish provider eligibility and issue a provider kit are well described, the process is efficient and an annual report of activities will be produced. • ____/75 The bidder has described an effective system which holds provider registration data, maintains a history of changes to provider data and supports the provider registration process • ____/75 The provider registration function in the Bidder's system is integrated with claims processing and authorization functions. • ____/20 Staff of Departments provided with the ability to view provider data and perform functions to search, sort, filter and print lists of providers in specific locations of specific types and specialties. • ____/15 Bidder understands the need for providers to agree to the terms and conditions of FHCPs and the bidder has described an effective process to ensure that providers comply with claims submission directives and audit requirements. • ____/15 The bidder understands the need to ensure that providers' credentials remain valid and the proposed processes ensure that providers will be de-registered within one day of being notified. 	
Factor VII- System Architecture Plan	
350 Maximum Points: The Bidder should prepare and submit a detailed plan of the network (System Architecture) showing all connections and infrastructure, as well as detailed specifications of the software, operating systems and a document plan of how the networks will be established and maintained throughout the life of the Contract. The Bidder's System Architectural Plan should address a strategy to handle Department-requested changes in network configuration.	
A. System Architecture Plan - Bidder's response should address, at a minimum, requirements outlined in SOW section 6.14 number 13.	
System Architecture Plan is innovative and highly effective.	350 Maximum Points
Scoring Breakdown:	
<ul style="list-style-type: none"> • ____/100 Detailed diagram of network implementation across partner departments, showing all proposed infrastructure, connections, including specifications on all software and hardware included in solution • ____/75 Plan for how to effectively establish, maintain, and improve network during life of contract • ____/75 Strategy to handle changes/moves/expansions in requirements and /or capacity from partner 	

<p>departments</p> <ul style="list-style-type: none"> • ____/50 Evidence of redundancy – no single point of failure, high availability • ____/ 50 Demonstrates innovation in areas such as cost reduction, improved operational efficiencies and use of emerging technologies. 	
R4 – Operational Services and Procedures	
Total Available Points for R4 – 3,800 points	
<p>The Bidder should provide an Operational Services and Procedures Plan that describes and illustrates the bidder's conceptual solution for delivery of these service requirements.</p> <p>In order to demonstrate the Bidder's understanding of the requirements and its ability to successfully deliver the requirements, the Bidder should describe their proposed operational procedures and estimate of resources for:</p> <ul style="list-style-type: none"> • Provider Relations Services • Call Centre Services • Claims Processing Services • Veterans Independence Program Services • Long Term Care Program Services • Authorization Services • Special Authorizations (Pharmacy Program) Services • Drug Utilization Evaluation Services <p>Simple reiteration of the contents of the RFP will result in a score of '0'. The following factor(s) will be used for evaluation.</p>	
Factor I – Provider Relations Services	
<p>400 Maximum Points for the extent to which the Bidder has demonstrated that a Provider Relations Service will be put into operation to develop and maintain relationships with Providers and associations in Canada. The Bidder's should describe the proposed processes and estimate of resources for development, implementation and maintenance of the Provider Relations Services.</p>	
<p>A. <u>Provider Relations Services:</u> Bidder's response should address, at a minimum, the requirements outlined in SOW section 6.16.</p>	
<p>The Provider Relations Services are thoroughly described and the bidder has demonstrated that the Provider Relations Services will be highly effective as all of the related requirements in the SOW are met or exceeded</p>	400 Maximum Points
<p>Scoring Breakdown:</p> <ul style="list-style-type: none"> • ____/40 Proposal demonstrates an understanding of the activities and effort involved in this service by assigning sufficient full time resources. • ____/40 Proposal demonstrates sufficient bilingual capacity to ensure that provider relations services will be provided in the official language of choice of the provider. • ____/40 Description indicates bidder's understanding of the need to develop and maintain relationships with providers and associations. • ____/40 Proposal describes interpreting federal policy relating to registration of providers in a federal program and developing national provider criteria in consultation with Departments. • ____/40 Provides description of drafting administrative and tariff (fee) agreements with providers where no negotiated agreement exists and the need to develop a schedule to ensure that all administrative 	

<p>and tariff agreements are reviewed on an annual basis.</p> <ul style="list-style-type: none"> • ____/40 Describes surveys to gain knowledge and advise Departments of changes in usual and customary rates. • ____/40 Develops excellent communications with provider groups or associations for discussion of their operational, policy or other concerns and coordinates and distributes communication material for providers - e.g. provider bulletins. • ____/40 An Annual Provider Relations Plan will be included in the Annual Operations Plan and includes provider groups to be targeted for negotiations • ____/40 The annual plan will include a description of issues and recommendations for resolution. • ____/40 Responsibility to identify trends with provider claims and payments is well described. Examples of this could be the Contractor identifying and notifying the departments of the potential need to update benefit grids due to the level of rejects and cutbacks. 	
Factor II –Call Centre Services	
<p>600 Maximum Points for the extent to which the Bidder's proposal demonstrates that the required Call Centre Services will be delivered as described in the SOW.</p> <p>The Bidder's should describe the proposed operational procedures and estimate of resources for development, implementation and maintenance of the Call Centre Services.</p> <p>The Bidder's should describe an electronic call management reporting system that produces reports to verify that all service standards are met as well as production of activity reports including volumes according to lines of business (i.e. categories for calls received and benefit/service area).</p> <p>The Bidder should provide an example of a current call management report and indicate any changes that may be incorporated to support the FHCP system/ service. The bidder should demonstrate that the following criteria are met:</p> <ul style="list-style-type: none"> ○ Reports are provided in commonly used format(s) (example: PDF, Excel) ○ Viewable on-line by users with access with print ability ○ Information is presented in a logical fashion which can be easily understood. ○ Contain required elements to verify that service standards are met. ○ Contain required elements such as volumes, time periods, categories for separate lines of business, English/French, reporting on specific calls, calls forwarded. 	
<p>A. Call Centre Operations: Bidder's response should address, at a minimum, the requirements outlined in section 6.5 of the SOW.</p>	
<p>The Bidder's proposal for Call Centre Services is highly effective and innovative – meeting or exceeding all of the requirements described in the SOW.</p>	300 Maximum Points
<p>Scoring Breakdown:</p> <ul style="list-style-type: none"> • ____/40 Proposal describes establishing the Call Centre Services and has demonstrated that sufficient resources will meet the required service standards and demonstrates that the call centre service will be fully developed at the start of the Operations and Maintenance Phase. • ____/100 Proposal demonstrates that the following call centre services will be developed and maintained: <ul style="list-style-type: none"> • bilingual services, in the Official Language of the callers' choice (providers, staff or clients); • identity verification prior to releasing information 	

<ul style="list-style-type: none"> • a telephone system that must include Automatic Call Distribution, which includes distribution to Departments (such as the Canadian Forces Drug Exception Centre (CF DEC) to which the contractor's claims processing Call Centre staff must forward all calls that relate to decisions on medications requiring special authorization for CF members) and Integrated Voice Response and Voice Messaging; • equipment to accommodate hearing impaired clients, members and providers; • a mechanism to process and track the resolution of all requests, as well as complaints, concerns and issues conveyed to the Call Centre. 	
<ul style="list-style-type: none"> • ____/40 Describes an effective toll-free FHCPs Provider Call Centre service and demonstrates an excellent understanding of the types of calls which can be anticipated. • ____/40 Describes an effective toll-free FHCPs client/member call centre service and demonstrates an excellent understanding of the types of calls which can be anticipated. • ____/20 Demonstrates an effective process to respond to out of country calls. • ____/20 Demonstrates that call centre services will have access to trained health professionals. • ____/20 Processes demonstrate that Call Centre Staff will have easy access to scripts developed by the Contractor in English and French. • ____/20 Describes an effective method to determine frequently asked questions for development of scripts. 	
B. Call Management Reporting: Bidder's response should address, at a minimum, the requirements outlined in section 6.5 of the SOW.	
The bidder has demonstrated that the Call Management Reporting System will be highly effective and all of the requirements described in the SOW have been met or exceeded.	300 Maximum Points
Scoring breakdown: <ul style="list-style-type: none"> • ____/80 Thoroughly describes the proposed electronic call management reporting system that produces reports to verify that all service standards are met as well as production of activity reports including volumes according to lines of business (i.e. categories for calls received and benefit/service area). • ____/70 Call Management reporting will produce weekly, monthly and annual activity reports which include volumes according to lines of business (i.e. categories for calls received and benefit/service area). • ____/80 The Bidder has provided an example of a current call management report and has thoroughly described the changes that will be incorporated to support the FHCPs requirements. • ____/70 The bidder has demonstrate that the following criteria will be met: <ul style="list-style-type: none"> ○ Reports are provided in commonly used format(s) (example: PDF, Excel) ○ Viewable on-line by users with access with print ability ○ Information is presented in a logical fashion which can be easily understood. ○ Contain required elements to verify that service standards are met. ○ Contain required elements such as volumes, time periods, categories for separate lines of business, English/French, reporting on specific calls, calls forwarded. 	
Factor III – Claims Processing Services	
900 Maximum Points for the extent to which the Bidder's proposed claims processing services meet the requirements of the Departments as described in the SOW. The Bidder should describe the proposed strategy for development and maintenance of the Claims Processing Services. The Bidder's proposed claims processing services should meet the following 6 criteria: (1) Claims Processing Plan provides for electronically tracking, receiving and processing claims, issuing	

<p>payments/statements and retaining (automatic & manual) history commencing on the implementation date</p> <p>(2) Clear option to receive claims through multiple channels (including secure website, hard-copy, fax & electronic interface and other methods proposed by the Contractor).</p> <p>(3) Ability to capture all required data contained in the FHCPS benefit claims/claim reversals submitted by registered providers, departments' staff on behalf of clients, clients or their representatives and third parties</p> <p>(4) Evidence of control procedures to ensure the accuracy and completeness of the data captured</p> <p>(5) Ability to adjudicate and pay claims based on the business rules provided by each Department. All claims are to be processed electronically whether received on paper or electronically</p> <p>(6) Evidence that claims communication mechanisms with Providers are based on electronic requirements currently in place. POS and internet submission methods must allow for adjudication results to be automatically returned to the sender.</p> <p>The Bidder's proposal should demonstrate that all claims will be tracked through all stages from receipt to completion and adjudication and verification processes will be implemented according to the business rules of each Department. The Bidder's proposal should also demonstrate an understanding of the requirement to segregate duties as well as the need to ensure sufficient bilingual capacity (English and French).</p> <p>Simple reiteration of the contents of the RFP will result in a score of "0".</p>	
<p>A. <u>Claims Processing Services:</u> Bidder's response should address, at a minimum, the requirements outlined in Section 6.7 number 1, of the SOW.</p>	
<p>The Bidder's strategy for development and maintenance of the Claims Processing Services demonstrates a thorough understanding of the requirements and is highly effective.</p>	<p>100 Maximum Points</p>
<p>Scoring breakdown:</p> <ul style="list-style-type: none"> • <u> </u>/50 The Bidder's strategy demonstrates development and maintenance of claims processing services with efficient processes and systems, sufficient resources and fully implemented at the commencement of the Operations and Maintenance Phase. • <u> </u>/50 Bidder's strategy to develop and maintain claims processing services provides: <ul style="list-style-type: none"> ○ for electronically tracking, receiving and processing claims, issuing payments/statements and retaining (automatic & manual) history commencing on the implementation date with the ability to adjudicate and pay claims based on the business rules provided by each Department. ○ includes option to receive claims through multiple channels (including secure website, hard-copy, fax & electronic interface and other methods proposed by the Contractor). ○ ability to capture all required data contained in the FHCPS benefit claims/claim reversals submitted by registered providers, departments' staff on behalf of clients, clients or their representatives and third parties ○ evidence of control procedures to ensure the accuracy and completeness of the data captured ○ evidence that claims communication mechanisms with Providers are based on electronic requirements currently in place. POS and internet submission methods must allow for adjudication results to be automatically returned to the sender. 	
<p>B. <u>Tracking of Claims</u></p> <p>Bidder's response should address, at a minimum, the requirements outlined in section 6.7 number 2, of the SOW.</p>	
<p>The Bidder's proposal clearly demonstrates that the electronic claims tracking requirements will be fully met or exceeded.</p>	<p>100 Maximum Points</p>
<p>Scoring breakdown:</p> <ul style="list-style-type: none"> • <u> </u>/25 Claims are electronically recorded and tracked from receipt to completion and any checkpoints between • <u> </u>/25 Claims tracking history information is available for viewing by staff, clients and registered 	

<p>providers.</p> <ul style="list-style-type: none"> • ____/25 Search function exists on status of claim • ____/25 Claim status reports are provided. 	
<p>C. Adjudication of Claims: Bidder's response should address, at a minimum, the requirements outlined in sections 6.7 number 3, 5 and 7 and 6.8 of the SOW.</p>	
The bidder's proposal demonstrates an excellent understanding of the claims adjudication requirements and is highly effective in meeting the requirements.	200 Maximum Points
<p>Scoring breakdown:</p> <ul style="list-style-type: none"> • ____/30 Adjudication function is fully integrated with provider registration data, client/member eligibility data and the benefit grids of each department and capable of administering the rules of multiple Departments under one Contract. • ____/20 Capable of processing claims across benefit types, regardless of the province where services were rendered and what fee guide is being used. • ____/20 Proposal demonstrates a good understanding of the complex requirements relating to adjudication of claims submitted by VAC clients with eligibility under the Disability Program (relationship to pension condition). • ____/20 Automated claims adjudication against a pre-authorization where required. • ____/20 Applies verification edits as described in the SOW • ____/20 Rules-based adjudication of claims and claim reversals occurs in real time. • ____/20 Proposal demonstrates an understanding of the requirement to find means of achieving cost savings based on plan history. • ____/20 Proposal demonstrates an understanding of the requirement to perform analysis on claim rejections and propose solutions. • ____/20 Adjudication verifies claim based on claim history and adjudicate claims with all required end results indicated in the SOW. • ____/10 Eligibility for co-payments through other insurers is effectively managed through the system. 	
<p>D. Manual History: Bidder's response should address, at a minimum, the requirements outlined in section 6.7 number 4, of the SOW.</p>	
The Bidder's proposal demonstrates a thorough understanding of the manual history requirement and is highly effective in delivering this requirement.	50 Maximum Points
<p>Scoring Breakdown:</p> <ul style="list-style-type: none"> • ____/10 Proposal demonstrates an understanding of the need to input manual history when claims are not paid within FHCPS. • ____/10 Complete claims history for clients/members includes manually entered claims history. • ____/10 Payments not issued for manually-entered claims history if benefit was previously paid. • ____/10 All frequency and maximum rules in the adjudication of claims include manual history. • ____/10 Manual history records not counted in the FHCPS claims expenditure file and report. 	
<p>E. Claims Payment: Bidder's response should address, at a minimum, the requirements outlined in section 6.7 number 9, of the SOW.</p>	
The bidder's proposal demonstrates an excellent understanding of the claims payment requirements and is highly effective.	100 Maximum Points
Scoring Breakdown:	

Proposal demonstrates:

- ____/10 Sufficient resources and procedures to ensure segregation of duties and to ensure that service standards are met
- ____/10 Payments to be made to providers every two weeks,
- ____/10 Provider claims will be fully processed within 10 calendar days of claim receipt,
- ____/10 Payments to clients/client representatives and approved third parties must occur daily and must be issued by mail or direct deposit within one business day of the claim being adjudicated
- ____/10 Payments to a deceased client will be made to the Estate of the Deceased Client
- ____/10 Payment of multiple client or third-party claims processed on same day must be consolidated
- ____/10 Payments can be made via electronic funds transfer (EFT) or paper cheque, according to the preference of the provider or client/member
- ____/10 The capacity to make payments to Providers due to retroactive changes to service rates. The system must have the capacity to identify affected Providers, calculate adjustments and issue payments
- ____/10 Each payment to providers or clients/third party must update the client's payment history with claim and payment details. Details, where applicable, include but are not limited to: Benefit Code, Description of service/product provided, number of hours or occurrences utilized, cost per item/hour, invoice number, date(s) of service, amount submitted, amount paid, provider identification, invoice number
- ____/10 an electronic file of all payments in order of the client/member identification number can be provided to each Department.

F. Payments for Veterans Independence Program: Bidder's response should address, at a minimum, the requirements outlined in section 6.7 number 10 and 6.11 numbers 1 and 2 of the SOW.

The Bidder's strategy to meet specific payment requirements for the Veterans Independence Program demonstrates a thorough understanding of the requirement and is highly effective.

150 Maximum Points

Scoring Breakdown:

Proposal demonstrates:

- ____/20 VIP payments will be issued based on a Contribution Agreement or Grant which is established in the system for eligible veterans or survivors.
- ____/30 Proposal demonstrates that Clients who are eligible for VIP benefits will receive payment through client or provider claim reimbursement, through periodic advance payments (monthly, semi-annually or annually) or through a grant which is issued semi-annually.
- ____/20 Ability to electronically calculate and issue VIP payments or record overpayments for adjustments made when a benefit on the advance payment or grant method is reassessed or amended with a retroactive date. The system will calculate the difference from amount previously paid over the same period as the adjusted amount,
- ____/20 Ability to suppress VIP payments over a period when benefits have been suspended and, where benefit is issued by periodic payments, the system calculates and issues an adjustment based on a retroactive resumption date,
- ____/20 System will electronically track the balance remaining in the annual Contribution agreement for each VIP benefit.
- ____/20 Payment dates for advance payments or grant payments is based on the start date of the client's Contribution Agreement.
- ____/20 Claim Statement for VIP payments includes the benefit code, description of service/benefit,

explanations for any adjustments and the balance remaining for the benefit.	
G. Claim Payments Outside of Canada: Bidder's response should address, at a minimum, the requirements outlined in section 6.7 number 11, of the SOW.	
Bidder's proposal demonstrates a thorough understanding of the requirement and meets both criteria.	50 Maximum Points
<p>Scoring breakdown:</p> <ul style="list-style-type: none"> • ____/25 - Demonstrates the ability to receive, adjudicate and pay claims from clients and providers in locations outside of Canada. • ____/25 - Demonstrates the ability to pay claims in the currency of the country where the items/services were purchased 	
Claims Statements: Bidder's response should address, at a minimum, the requirements outlined in 6.7 number 12, of the SOW.	
The Bidder's strategy to meet the claims statement requirements demonstrate a thorough understanding of the requirement and is highly effective.	100 Maximum Points
<p>Scoring Breakdown:</p> <ul style="list-style-type: none"> • ____/10 Proposal demonstrates that claim statements will be developed, produced and distributed according to the requirements. • ____/10 Provider claim statements include client and benefit information for the Provider's claim reconciliation and are in the Provider's official language of choice • ____/10 Clear evidence that the claims statements summarize the results of adjudication for each of the claims processed for every provider, client/member and approved third party • ____/10 Claim Statements identify the Department, provide the benefit code, a clear description of the benefit and explanatory messages if a claim line has not been paid in full • ____/10 Claims Statements include instructions for recourse where the outcome of the claim is unacceptable • ____/10 Include messaging, where applicable, and each Department may have different requirements for messaging. For example, if a maximum amount or frequency has been reached or is nearing a limit • ____/10 Have the ability to enclose communication materials to specific client groups when requested by Departments. Examples of specific client groups: specific eligibility, geographic areas and payment method • ____/10 Ability to reprint and send duplicate Claim Statements, upon request • ____/10 Have the ability to electronically suppress the printing/ mailing of Claim Statement upon request • ____/10 The ability to print and enclose a pre-populated claim form with the Claim Statement where claim forms are provided on a replenishment basis 	
I. Trace Payments: Bidder's response should address, at a minimum, the requirements outlined in section 6.7 number 13, of the SOW.	
Demonstrated ability to trace, cancel and issue a new cheque or EFT	50 Maximum Points
<p>Scoring Breakdown:</p> <ul style="list-style-type: none"> • ____/20 Re-issue of client payments to be processed within 48 hours of confirmation that the 	

<p>previously issued payment was not received by the client.</p> <ul style="list-style-type: none"> • ____/20 Adjustments to accounts must be made as applicable and funds transferred back to the appropriate Departmental fund. • ____/10 Proposal describes an effective solution to issue payments that were originally made and dated prior to the Implementation Date. 	
Factor IV - Authorization Services	
<p>600 Maximum Points for the extent to which the Bidder's proposal demonstrates delivery of authorization services based on the business rules of each Department as described in the SOW.</p> <p>The Bidder's should describe the proposed operational procedures and estimate of resources for development, implementation and maintenance of the authorization services.</p> <p>Simple reiteration of the contents of the RFP will result in a score of '0'.</p> <p><u>A. Treatment Authorization services</u> - Bidder's response should address, at a minimum, requirements outlined in SOW section 6.9.</p>	
The Authorization services are thoroughly described and are highly effective as demonstrated by the Bidder's description of how the requirements will be met.	600 Maximum Points
<p>Scoring breakdown:</p> <ul style="list-style-type: none"> • ____/100 Established and maintained as a Centre of Expertise with sufficient resources • ____/50 Meeting required English and French capacity. • ____/50 Supported by analysts and appropriate medical professionals • ____/50 Application of the business rules and policies of the Departments • ____/50 Establishing relationship of treatment to a medical condition for which entitlement has been established. • ____/50 Ensuing pre-authorizations by Department in the case of Rehabilitation program. • ____/50 demonstrates understanding of complexity of eligibility rules • ____/50 Electronic submissions for pre-determinations and pre-authorizations as well as Treatment plans • ____/50 Ability to capture comments and retain with authorization history, • ____/50 Issuing communications as a result of authorization requests • ____/50 Deliver and maintain systems which support the adjudication and reporting of authorization requests and resulting decision 	
Factor V - Long Term Care Program	
<p>200 Maximum Points for the extent to which the Bidder's proposal demonstrates an understanding of the requirements to support the Long Term Care Program.</p> <p>The Bidder should demonstrate an understanding of the requirement to automatically generate authorizations based on transmittal of data as well as generate and issue payments based on the authorization details. The Bidder should also describe the processes to be implemented to ensure annual letters are issued when required.</p> <p>Simple reiteration of the contents of the RFP will result in a score of '0'.</p> <p>A. Long Term Care Program: The Bidder's response should address, at a minimum, the requirements outlined in Section 6.10 of the SOW.</p>	
Ability to deliver the services required to support the Long Term Care Program is thoroughly described and is highly effective.	200 Maximum Points

<p>Scoring breakdown:</p> <ul style="list-style-type: none"> _____/100 Well described process to automatically receive data and generate authorizations based on transmittal of data _____/50 Well described process to generate and issue payments based on the authorization details _____/50 Processes will ensure annual letters are issued when required. 	
Factor VI - Veterans Independence Program	
<p>200 Maximum Points for the extent to which the Bidder's proposal demonstrates an understanding of the requirements to support the Veterans Independence Program. The Bidder should describe the strategy and procedures to deliver requirements relating to the Veterans Independence Program. Simple reiteration of the contents of the RFP will result in a score of '0'.</p>	
A. Veterans Independence Program: The Bidder's response should address, at a minimum, the requirements outlined in Section 6.11 of the SOW.	
Ability to administrate VIP is thoroughly described and is highly effective.	200 Maximum Points
<p>Scoring breakdown:</p> <ul style="list-style-type: none"> _____/100 strategy and procedures to electronically create VIP authorizations which stipulate payment method are detailed and effective _____/50 Calculation requirements and reporting requirements will be met. _____/50 Demonstrated ability to deliver requirements as processes to administer Annual Follow-up and Contribution Plan renewals are detailed and effective. 	
Factor VII – Special Authorizations	
<p>600 Maximum Points for the extent to which the Bidder's proposal demonstrates an understanding of the requirements to deliver Special Authorization services for the Departments as described in the SOW. Simple reiteration of the contents of the RFP will result in a score of '0'.</p>	
A. Special Authorizations – Pharmacy Program : The Bidder's response should address, at a minimum, the requirements outlined in section 6.12 of the SOW.	
The Special Authorization services for the Pharmacy Program are thoroughly described and are highly effective as demonstrated by the Bidder's description of how the requirements will be met.	600 Maximum Points
<p>Scoring breakdown:</p> <ul style="list-style-type: none"> _____/100 demonstrated ability to handle English and French inquiries through various methods including a dedicated toll-free number, facsimile, internet and hard-copy communications _____/100 evidence of a toll-free phone service to provide medically needs-based approvals utilizing medical professionals _____/100 Ability to respond to a variety of different requests, including: <ul style="list-style-type: none"> - authorizations for products on the "special authorization" formulary; - decisions on the relationship between a particular drug ATC (anatomical therapeutic classification) and a client's medical pensioned condition; - referrals on requests for non-formulary products (NFP's) that must be ruled on by an appropriate authority; - authorization requests for standard benefits from pharmacies not on the Point of Service (POS) network; and general inquiries about eligible benefits 	

<ul style="list-style-type: none"> • ____/100 ability to acquire necessary medical information on clients through contacts with pharmacists, physicians, other health care providers, and staff in the Departments through phone contacts, as well as in writing and electronically • ____/100 Ability to provide an interim decision at the time of the call; obtain the necessary information, and render a final decision within two weeks • ____/100 technical and operational capacity to support a network of approximately 30,000 providers across ten (10) provinces and the three (3) territories 	
Factor VIII - Drug Utilization Evaluation (DUE) Service	
300 Maximum Points for the extent to which the bidder's proposal demonstrates an understanding of the requirements to deliver the Drug Utilization Evaluation Service as described in the SOW. The Bidder's proposal should describe processes to ensure that requirements will be met Simple reiteration of the contents of the RFP will result in a score of '0'.	
A. Drug Utilization Evaluation (DUE) Service: The Bidder's response should address, at a minimum, the requirements outlined in section 6.13 of the SOW.	
The Bidder's proposal clearly describes and demonstrates that the DUE Service requirements will be fully met and highly effective.	300 Maximum Points
Scoring Breakdown: <ul style="list-style-type: none"> • ____/50 Effective processes to gather information, evaluate, analyze and interpret utilization by clients/members, prescribing by physicians and dispensing by pharmacists. • ____/50 Effective processes to measure these patterns against predetermined standards; • ____/50 Effective processes to undertake actions to elicit improvements and enhance quality of care by ensuring appropriate therapies • ____/50 Effective processes to measure the results arising from interventions • ____/25 ability to have access to the patient's entire claim history • ____/25 ability to use data sources with software that is sensitive and specific to detect relevant inappropriate drug use and prevent drug related problems • ____/50 ability to routinely review various concurrent and retrospective reports, as well as various ad hoc reports and refer high risk adverse drug utilization cases to the respective Department for further assessment 	

R5 – FHCPs Plans	
Total Available Points for R5 – 5,200	
<p>The Bidder should provide an integrated Project Plan which demonstrates the bidder's understanding of work to be accomplished by describing, in sequential order from commencement of Phase 1 (date of Contract award) to completion of Phase 3 (Contract phase- out). The Project Plan should provide a description of each major activity, analysis of tasks and estimates of resources. The bidder's description should include a timeline with key milestones for each major activity to ensure that all requirements in the SOW will be met. Where applicable, the Bidder should indicate which requirements of the SOW are being addressed by each milestone.</p> <p>The proposed Integrated Project Plan should demonstrate innovation in areas such as cost reduction, improved operational efficiencies and improved client and provider service.</p> <p>As a minimum the Integrated Project Plan should include the following plans:</p> <ul style="list-style-type: none"> ○ Data Conversion Plan ○ Communications Plan ○ Business Continuity and Disaster Recovery Plans ○ Security and Privacy Plan ○ System Development/Customization and Testing Plan ○ Training Strategy and Plan ○ Transition Plan ○ Provider Registration Plan ○ Reporting Solution - Action Plan ○ Annual Operations Plan ○ Operations Management Plan ○ Audit Services Program Plan ○ Contract Phase-Out Plan 	
Factor I –Data Conversion Plan	
<p>600 Maximum Points For - The extent to which the Bidder's proposed plan demonstrates the capacity to commence full service no later than 18 months following contract award.</p> <p>The Data Conversion Plan should describe how the bidder proposes to convert and load up to a maximum of 7 years of data, as specified by Departments, from the previous FHCPs system into the Contractor's FHCPs system, as well as transport and store a portion of the previous Contractor's archived files. Data will be received through the Project Authority from the incumbent contractor. The data to be converted will be provided to the Contractor in accordance with the approved Pre-implementation Plan.</p> <p>To evaluate the effectiveness of the plan, consideration will be given to the effectiveness of the proposed milestones, completeness of the bidder's response, bidder's understanding of the requirements and whether the timeframes for milestone delivery are realistic.</p> <p>Simple reiteration of the contents of the RFP will result in a score of '0'.</p>	
<p>A. Data Conversion Plan - Bidder's response should address, at a minimum, requirements outlined in SOW section 5.4 and 6.24.</p>	

Data Conversion Plan is highly effective.	600 Maximum Points
<p>Scoring Breakdown:</p> <ul style="list-style-type: none"> • _____/100 Data Conversion methodology is effective and demonstrates the bidder's understanding of the requirement, capacity and ability to perform as claimed • _____/200 Plan is comprehensive and activities are relevant: <ul style="list-style-type: none"> ○ Includes a description of each major activity and analysis of tasks ○ Key Milestones, deliverables and applicable interdependencies are identified. ○ Demonstrates that each related requirement in the SOW will be met. ○ Demonstrates that security and privacy are maintained as required. • _____/100 Schedule is effective and activities will be completed in the required timeframe with no disruption in service. • _____/100 Resource plan demonstrates appropriate resources are assigned to the required activities. • _____/100 Demonstrated innovation in areas such as cost reduction, improved operational efficiencies and improved client and provider service or other relevant areas. 	
Factor II –Communications Plan	
<p>400 Maximum Points For - The extent to which the Bidder's proposed plan demonstrates the capacity to commence full service no later than 18 months following contract award.</p> <p>The Bidder should submit the Communications Plan in accordance with the Pre-Implementation Plan and Integrated Schedule to establish and maintain ongoing communications with the departments, providers and clients to ensure a smooth, uninterrupted transition between contracts and throughout the Operations and Maintenance Phase. The Communications plan should include at least three communication channels, web/email, written and Call Centre and include deliverables, implementation schedules and dependencies. The Communication Plan should include the development and distribution of the various communication materials by including a Communication Material Strategy which demonstrates how the required communication material will be developed (client kits, including booklet and card, as well as provider kits and bulletins and letters). To evaluate the effectiveness of the plan, consideration will be given to the effectiveness of the proposed milestones, completeness of the bidder's response, bidder's understanding of the requirements and whether the timeframes for milestone delivery are realistic.</p> <p>Simple reiteration of the contents of the RFP will result in a score of '0'.</p>	
A. Communications Plan: Response should address, at a minimum, requirements outlined in SOW section 5.7.	
Communications Plan is highly effective.	400 Maximum Points
<p>Scoring Breakdown:</p> <ul style="list-style-type: none"> • _____/50 Communications Plan and Communications Material Strategy demonstrates a good understanding of the requirement as well as the capacity and ability to perform as claimed • _____/200 Plan is comprehensive and activities are relevant: <ul style="list-style-type: none"> ○ Includes a description of each major activity and analysis of tasks ○ Key Milestones, deliverables and applicable interdependencies are identified. ○ Demonstrates that each requirement in the SOW will be met. ○ Demonstrates that security and privacy are maintained as required. • _____/50 Schedule is effective and activities will be completed in the required timeframe with no disruption in service. • _____/50 Resource plan demonstrates appropriate resources are assigned to the required activities. 	

<ul style="list-style-type: none"> • _____/50 Demonstrated innovation in areas such as cost reduction, improved operational efficiencies and improved client and provider service or other relevant areas. 	
<p align="center">Factor III – Business Continuity and Disaster Recovery Plans</p>	
<p>300 Maximum Points For - The extent to which the Bidder's proposed plan demonstrates the capacity to commence full service no later than 18 months following contract award.</p> <p>The Bidder should submit a Business Continuity Plan (BCP) and a Disaster Recovery Plan in accordance with the Pre-Implementation Plan and Integrated Schedule. Simple reiteration of the contents of the RFP will result in a score of '0'.</p>	
<p>A. Business Continuity and Disaster Recovery Plans: The bidder's response should address, at a minimum, requirements outlined in SOW section 5.11, and 6.19.</p>	
<p>Business Continuity Plan and Disaster Recovery Plan are highly effective.</p>	<p align="center">300 Maximum Points</p>
<p>Scoring Breakdown:</p> <ul style="list-style-type: none"> • _____/50 Demonstrates ability for backup and recovery of IT Systems, Premises and essential equipment, customer service, administration and operations • _____/50 Demonstrates disaster recovery site which can assume production services within 4 hours • _____/50 Identifies essential services, functions and resources and demonstrates that business essential services will continue during a service disruption in accordance with recovery time objectives • _____/50 Business Continuity policy and governance structure is effective and necessary resources are in place and BCP Recovery Team is developed • _____/40 Mitigation strategies, interdependencies between Contractor and suppliers are addressed and activities and processes relating to disruption activities are addressed. • _____/40 Methodology to validate and verify the integrity and completeness of restored data and data management systems is outlined and effective. • _____/20 Plan is kept current through annual reviews and the plans are tested annually with reporting provided to the Project Authority. 	
<p align="center">Factor IV- Security and Privacy Plan</p>	
<p>300 Maximum Points For - The extent to which the Bidder's proposed plan demonstrates the capacity to commence full service no later than 18 months following contract award.</p> <p>A security and privacy plan and process includes the verification and validation of both technical and non-technical controls for security and privacy. Technical controls include those system configurations and features designed within the system such as identification and authorization, audit and operating system security policies. Non-technical controls include management and operational security controls such as rules of behaviour, configuration management plans, contingency/disaster recovery plans, interface control documents, physical security controls, and/or interconnection agreements.</p> <p>The Security and Privacy Plan assesses the technical implementation of the security design, ensures that the security and privacy controls have been implemented as described in the SOW, and ensures that the features perform as planned.</p> <p>To evaluate the effectiveness of the plan, consideration will be given to the effectiveness of the proposed milestones, completeness of the bidder's response, bidder's understanding of the requirements and whether the</p>	

timeframes for milestone delivery are realistic. Simple reiteration of the contents of the RFP will result in a score of '0'.	
A. Security and Privacy Plan: The bidder's response should address, at a minimum, requirements outlined in SOW sections 5.12, 6.25 and 6.26.	
Security and Privacy Plan is highly effective.	300 Maximum Points
<p>Scoring Breakdown:</p> <ul style="list-style-type: none"> • ____/75 Plan ensures that security and privacy controls will be implemented, will be effective and demonstrates the bidder's understanding of the requirement as well as the capacity and ability to perform as claimed • ____/75 The Plan has included an effective Privacy Operations Document which describes the privacy infrastructure, it's staff and subcontractor's roles, and how it plans to comply with privacy requirements of the three partner departments. It should contain an operational overview of the intent to prevent, detect, respond and recover from privacy incidents • ____/100 Plan is comprehensive and activities are relevant: <ul style="list-style-type: none"> ○ Includes a description of each major activity and analysis of tasks ○ Key Milestones, deliverables and applicable interdependencies are identified. ○ Demonstrates that each related requirement in the SOW will be met. • ____/50 Schedule and Resource Plans are effective and activities will be completed in the required timeframe with no disruption in service. 	
Factor V – System Development/Customization and Testing Plan	
<p>1000 Maximum Points For - The extent to which the Bidder's proposed plan demonstrates the capacity to commence full service no later than 18 months following contract award.</p> <p>The Bidder should submit a comprehensive System Development/Customization and Testing Plan which demonstrates the strategy the bidder will apply to realize the solution as described in system design submitted in response to R3. The Bidder's plan should demonstrate the strategy the Bidder will apply to test the systems, services and processes to ensure they adhere to the requirements defined in the SOW in accordance with the Pre-Implementation Plan and Integrated Schedule. Departments' personnel will participate in the user acceptance testing as required.</p> <p>To evaluate the effectiveness of the plan, consideration will be given to the effectiveness of the proposed milestones, completeness of the bidder's response, bidder's understanding of the requirements and whether the timeframes for milestone delivery are realistic. Simple reiteration of the contents of the RFP will result in a score of '0'.</p>	
A. System Development/Customization and Testing Plan: The Bidder's response should address, at a minimum, requirements outlined in SOW sections 5.3, 5.13 and 6.14.	
System Development/ Customization and Testing Plan is highly effective and innovative.	1000 Maximum Points
<p>Scoring breakdown:</p> <ul style="list-style-type: none"> • ____/100 System Development/ and Customization Plan demonstrates a good understanding of the requirement as well as the capacity and ability to perform as claimed • ____/200 Testing strategy thoroughly describes all system and business functions and features to be 	

<p>tested as well as services and processes. The strategy also describes testing approach, locations, testing risks and mitigation strategies, roles and responsibilities of team members, and success/failure criteria.</p> <ul style="list-style-type: none"> • _____/200 Testing strategy will identify types of testing to be completed (unit, system, user acceptance, etc.), and the environment and data to be used for testing (servers, databases, access connectivity, capacity, potential for masking of data). • _____/200 System Development/ Customization & Testing Plan is comprehensive and activities are relevant: <ul style="list-style-type: none"> ○ Includes a description of each major activity and analysis of tasks ○ Key Milestones, deliverables and applicable interdependencies are identified. ○ Demonstrates that each related requirement in the SOW will be met. ○ Demonstrates that security and privacy are maintained as required. • _____/150 Schedule for System Development/ Customization & Testing is effective and activities will be completed in the required timeframe with no disruption in service. • _____/75 Resource plan (estimate of resources) demonstrates appropriate resources are assigned to the required activities for System Development/ Customization & Testing. • _____/75 Demonstrates innovation in techniques and methodology as it relates to System Development/Customization and Testing. 	
Factor VI – Training Strategy and Plan	
<p>300 Maximum Points For - The extent to which the Bidder's proposed plan demonstrates the capacity to commence full service no later than 18 months following contract award.</p> <p>The Bidder should provide a Training Strategy and Plan to deliver training to the Departments staff prior to the FHCPs System implementation and annually in the Operations and Maintenance Phase. The Training Strategy should be specific to each Department and include methodology, training plans outlining detailed procedures for system access and administrative processes, resource requirements and time lines. The training and training documentation is provided in both Official Languages. Training documentation includes a system user manual.</p> <p>To evaluate the effectiveness of the plan, consideration will be given to the effectiveness of the proposed milestones, completeness of the bidder's response, bidder's understanding of the requirements and whether the timeframes for milestone delivery are realistic.</p> <p>Simple reiteration of the contents of the RFP will result in a score of '0'.</p>	
<p>A. Training Strategy and Plan: The Bidder's response should address, at a minimum, requirements outlined in SOW Sections 5.16 and 6.27.</p>	
<p>Training Strategy and Plan is highly effective and innovative.</p>	300 Maximum Points
<p>Scoring Breakdown:</p> <ul style="list-style-type: none"> • _____/100 Training strategy and methodology is effective and demonstrates the bidder's understanding of the requirement, capacity and ability to perform as claimed • _____/100 Plan is comprehensive and activities for are relevant: <ul style="list-style-type: none"> ○ Includes a description of each major activity and analysis of tasks ○ Key Milestones, deliverables and applicable interdependencies are identified. ○ Demonstrates that each requirement in the SOW will be met. ○ Demonstrates that security and privacy are maintained as required. • _____/25 Schedule is effective and activities will be completed in the required timeframe with no disruption in service. • _____/25 Resource plan (estimate of resources) demonstrates appropriate resources are assigned to 	

<p>the required activities.</p> <ul style="list-style-type: none"> • _____/50 Demonstrated innovation in areas such as cost reduction, improved operational efficiencies and improved client and provider service or other relevant areas. 	
Factor VII – Transition Plan	
<p>400 Maximum Points For - The extent to which the Bidder's proposed plan demonstrates the capacity to commence full service no later than 18 months following contract award.</p> <p>The Transition Plan should describe how the Bidder proposes to ensure a smooth transition with the Previous Contractor to ensure uninterrupted FHCPS services. The Transition Plan should demonstrate an understanding of the coordination with all parties impacted by the transition.</p> <p>To evaluate the effectiveness of the plan, consideration will be given to the effectiveness of the proposed milestones, completeness of the bidder's response, bidder's understanding of the requirements and whether the timeframes for milestone delivery are realistic. Simple reiteration of the contents of the RFP will result in a score of '0'.</p>	
<p>A. Transition Plan: The Bidder's response should address, at a minimum, requirements outlined in SOW section 5.17.</p>	
Transition Plan is highly effective.	400 Maximum Points
<p>Scoring Breakdown:</p> <ul style="list-style-type: none"> • _____/100 Transition plan demonstrates the bidder's understanding of the requirement, capacity and ability to perform as claimed and ensures seamless transition of service delivery. Demonstrates that Contractor will be ready to implement with a positive response to successful delivery of the requirements identified in the Statement of work: • _____/150 Plan is comprehensive and activities are relevant: <ul style="list-style-type: none"> ○ Includes a description of each major activity and analysis of tasks ○ Key Milestones, deliverables and applicable interdependencies are identified. ○ Demonstrates that each requirement in the SOW will be met. ○ Demonstrates that security and privacy are maintained as required. • _____/50 Schedule is effective and activities will be completed in the required timeframe with no disruption in service. • _____/50 Resource plan (estimate of resources with roles and responsibilities) demonstrates appropriate resources are assigned to the required activities. • _____/50 Demonstrated innovation in areas such as cost reduction, improved operational efficiencies and improved client and provider service or other relevant areas. 	
Factor VIII – Provider Registration Services Plan	
<p>400 Maximum Points For - The extent to which the Bidder's proposed plan demonstrates the capacity to commence full service no later than 18 months following contract award.</p> <p>The Bidder's proposal should demonstrate an understanding of the Provider Registration Services Plan and the requirement to re-register all current providers. The Provider Registration Services Plan should also address the</p>	

situation where current active Providers have not re-registered as of the commencement of the Operations and Maintenance Phase.

To evaluate the effectiveness of the plan, consideration will be given to the effectiveness of the proposed milestones, completeness of the bidder's response, bidder's understanding of the requirements and whether the timeframes for milestone delivery are realistic.

The Provider Registration Plan includes clear details related to:

- (1) a mechanism to ensure Providers meet eligibility criteria;
- (2) the development of a registration form and Provider Kit with distribution of these items via web, electronic, fax & paper channels in the Official Language of the Provider's choice;
- (3) existence of relevant documentation (such as Claims Submission Agreement) which ensures the Provider's compliance with claims submission guidelines;
- (4) mechanism to verify valid credentials for each Provider;
- (5) communication strategy to ensure immediate notification of Departmental representatives in the event that any Providers are not in possession of valid credentials;
- (6) the ability for the Contractor to de-register or end-date a Provider within 1 business day of being notified by the Departments;
- (7) inclusion of a plan to produce an Annual Provider Report

Simple reiteration of the contents of the RFP will result in a score of '0'.

A. Provider Registration Services Plan - The Bidder's response should address, at a minimum, the requirements outlined in sections 5.5 and 6.4 of the SOW.

Plan demonstrates a thorough understanding of the requirements and is highly effective.

400 Maximum Points

Scoring Breakdown:

- / **100** Provider Registration Plan demonstrates the bidder's understanding of the requirement, capacity and ability to perform as claimed
- / **150** Plan is comprehensive and activities are relevant:
 - Includes a description of each major activity and analysis of tasks
 - Key Milestones, deliverables and applicable interdependencies are identified.
 - Demonstrates that each requirement in the SOW will be met.
 - Demonstrates that security and privacy are maintained as required.
- / **50** Schedule is effective and activities will be completed in the required timeframe with no disruption in service.
- / **50** Resource plan (estimate of resources with roles and responsibilities) demonstrates appropriate resources are assigned to the required activities.
- / **50** Demonstrated innovation in areas such as cost reduction, improved operational efficiencies and improved client and provider service or other relevant areas.

Factor IX – Reporting Solution - Action Plan

300 Maximum Points For - the extent to which the Bidder's proposed plan demonstrates the capacity to commence full service no later than 18 months following contract award.

The Bidder should provide a plan to develop standard reports and an ad hoc reporting solution as stipulated in

the Reporting Requirements described in the SOW. The Bidder should include the reporting component of the Documentation and Reporting Website.

To evaluate the effectiveness of the plan, consideration will be given to the effectiveness of the proposed milestones, completeness of the bidder's response, bidder's understanding of the requirements and whether the timeframes for milestone delivery are realistic.

Simple reiteration of the contents of the RFP will result in a score of '0'.

A. Reporting Solution - Action Plan: The Bidder's response should address, at a minimum, requirements outlined in SOW sections 5.8, 6.21, 6.22 and Annex C.

Plan for Reporting Solution is highly effective.	300 Maximum Points
--	---------------------------

Scoring Breakdown:

- /50 Reporting Solution is effective and demonstrates the bidder's understanding of the requirement, capacity and ability to perform as claimed
- /100 Plan is comprehensive and activities are relevant:
 - Includes a description of each major activity and analysis of tasks
 - Key Milestones, deliverables and applicable interdependencies are identified.
 - Demonstrates that each requirement in the SOW will be met.
 - Demonstrates that security and privacy are maintained as required.
- /50 Schedule is effective and activities will be completed in the required timeframe with no disruption in service.
- /50 Resource plan (estimate of resources with roles and responsibilities) demonstrates appropriate resources are assigned to the required activities.
- /50 Demonstrated innovation in areas such as cost reduction, improved operational efficiencies and improved client and provider service or other relevant areas.

Factor X- Annual Operations Plan

300 Maximum Points For - The extent to which the Bidder's proposed plan demonstrates the capacity to deliver the FHCPS services.

The Bidder's proposed Annual Operations Plan should demonstrate that the requirements of the SOW will be delivered as described. The Bidder should also demonstrate an understanding of the requirement to deliver an Annual Operations Report which details the performance against the objectives in the previous year's Annual Operations Plan.

Simple reiteration of the contents of the RFP will result in a score of '0'.

A. Annual Operations Plan: The Bidder's response should address, at a minimum, requirements outlined in SOW section 6.1.

Annual Operations Plan is highly effective.	300 Maximum Points
---	---------------------------

Scoring Breakdown:

<ul style="list-style-type: none"> • _____/100 Annual Operations Plan is effective and demonstrates the bidder's understanding of the requirement, capacity and ability to perform as claimed • _____/100 Annual Operations Plan is comprehensive. It includes objectives for the operational year and major initiatives to be undertaken such as communications, negotiations with associations, systems enhancements and business management activities, etc. • _____/50 Annual Operations Plan includes the unique plans which are required annually. • _____/50 Annual Operations Report is scheduled according to requirements. 	
Factor XI– Operations Management Plan	
<p>300 Maximum Points For - The extent to which the Bidder's proposed plan demonstrates the capacity to deliver the FHCPS services.</p> <p>The Bidder should provide an Operations Management Plan which demonstrates that the requirements described in the SOW will be delivered as described.</p> <p>The FHCPS Operations Management Plan describes how services and management practices will be put into operation and managed.</p> <p>To evaluate the effectiveness of the plan, consideration will be given to the effectiveness of the proposed milestones, completeness of the bidder's response, bidder's understanding of the requirements and whether the timeframes for milestone delivery are realistic.</p> <p>Simple reiteration of the contents of the RFP will result in a score of '0'.</p>	
<p>A. Operations Management Plan: The Bidder's response should address, at a minimum, requirements outlined in SOW section 5.14 number 1.</p>	
Operations Management Plan is highly effective.	300 Maximum Points
<p>Scoring Breakdown:</p> <ul style="list-style-type: none"> • _____/50 Operations Management Strategy describes how the Bidder proposes to put into operation the services and management practices. It demonstrates a good understanding of the requirement as well as the capacity and ability to perform as claimed • _____/100 Plan is comprehensive and activities are relevant: <ul style="list-style-type: none"> ○ Includes a description of major objectives for FHCPS delivery ○ Describes major activities and analysis of tasks ○ Key Milestones, deliverables and applicable interdependencies are identified. ○ Demonstrates that each requirement in the SOW will be met. ○ Demonstrates that security and privacy are maintained as required. • _____/25 Includes effective methodology to measure and demonstrate compliance with operational requirements including monitoring and meeting service standards. • _____/25 Demonstrates effective strategy to monitor billings, processing of claims and Contractor employees' activities. • _____/25 Organizational Change Management strategy, tools and processes are fully described and demonstrate that change management is highly effective . • _____/25 Schedule is effective and activities will be completed in the required timeframe with no disruption in service. 	

<ul style="list-style-type: none"> • ____/25 Resource plan (estimate of resources with roles and responsibilities), Resource build up plan and Resource Back-up plan demonstrates appropriate resources are assigned to the required activities. • ____/25 Demonstrated innovation in areas such as cost reduction, improved operational efficiencies and improved client and provider service or other relevant areas. 	
Factor XII - Audit Services Program Plan	
<p>300 Maximum Points For - The extent to which the Bidder's proposed plan demonstrates the capacity to commence full audit services no later than 18 months following contract award.</p> <p>The Bidder should provide an Audit Services Program Plan which demonstrates that the requirements in the SOW will be delivered as described. The Bidder's plan should demonstrate the ability to undertake a full range of audit and investigative services for the Departments.</p> <p>To evaluate the effectiveness of the plan, consideration will be given to the effectiveness of the proposed milestones, completeness of the bidder's response, bidder's understanding of the requirements and whether the timeframes for milestone delivery are realistic.</p> <p>Simple reiteration of the contents of the RFP will result in a score of '0'.</p>	
<p>A. Audit Services Program Plan: The Bidder's response should address, at a minimum, requirements outlined in SOW section 5.10 and 6.18.</p>	
The Audit Services Program Plan is highly effective.	300 Maximum Points
<p>Scoring breakdown:</p> <ul style="list-style-type: none"> • ____/100 Audit Services Program Plan is thorough, effective and demonstrates the bidder's understanding of the requirement, capacity and ability to perform as claimed • ____/125 Plan is comprehensive and activities are relevant: <ul style="list-style-type: none"> ○ Includes a description of each major activity and analysis of tasks ○ Key Milestones, deliverables and applicable interdependencies are identified. ○ Demonstrates that each requirement in the SOW will be met. ○ Demonstrates that security and privacy are maintained as required. • ____/25 Schedule is effective and activities will be completed in the required timeframe with no disruption in service. • ____/25 Resource plan (estimate of resources) demonstrates appropriate resources are assigned to the required activities. • ____/25 Demonstrated innovation in areas such as cost reduction, improved operational efficiencies and improved client and provider service or other relevant areas. 	
Factor XIII – Contract Phase-Out Plan	
<p>300 Maximum Points For - The extent to which the Bidder's proposed plan demonstrates the capacity to meet the requirements of the Close-Out Phase and sequence of activities and all timeframes for milestone delivery are realistic.</p>	

Contract Phase-Out is the period that will start during the Operations and Maintenance Phase, when the Contractor has been given formal written notification by Canada of a specific contract end date. The period of time from such notification until the expiry date of Contract will be considered as the Contract Phase-Out. During this period the Contractor shall undertake activities to ensure the smooth, efficient and complete transition to a new arrangement for FHCPS without interruption of service delivery to the Departments or their clients and providers.

It is anticipated that 9 months may be required for the Contract Phase-Out.

Contract Phase-Out Plan should demonstrate the Bidder's understanding of the requirements by describing, in sequential order from date of end of Operations to Contract completion, the milestones and activities it proposes should be accomplished to meet the requirements for transfer of all FHCPS information and data to the Project Authority and any third-party(ies) designated by the Project Authority.

To evaluate the effectiveness of the plan, consideration will be given to the effectiveness of the proposed milestones, completeness of the bidder's response, bidder's understanding of the requirements and whether the timeframes for milestone delivery are realistic.

Simple reiteration of the contents of the RFP will result in a score of '0'.

A. Contract Phase-Out Plan: The Bidder's response should address, at a minimum, requirements outlined in SOW section 7.1

Contract Phase-Out Plan is highly effective.	300 Maximum Points
<p>Scoring breakdown:</p> <ul style="list-style-type: none"> • ____/50 Contract Phase-out Plan demonstrates the bidder's understanding of the requirement, capacity and ability to perform as claimed. Ensures uninterrupted FHCPS services to departments, clients and providers and ensures that operations are maintained during the Phase-out period. • ____/100 Plan is comprehensive and activities are relevant: <ul style="list-style-type: none"> ○ Includes a description of each major activity and analysis of tasks ○ Key Milestones, deliverables and applicable interdependencies are identified. ○ Demonstrates that each requirement in the SOW will be met. ○ Demonstrates that security and privacy are maintained as required. • ____/50 Schedule is effective and activities will be completed in the required timeframe with no disruption in service. • ____/50 Resource plan (estimate of resources with roles and responsibilities) demonstrates appropriate resources are assigned to the required activities. • ____/50 Demonstrated innovation in areas such as cost reduction, improved operational efficiencies and improved client and provider service or other relevant areas. 	

R6 – Risk Assessment and Analysis
Total Available Points for R6 – 1,200 points
<p>The Bidder should submit an initial Risk Assessment identifying:</p> <ul style="list-style-type: none"> • Perceived (by the Bidder) relevant major risks • The probability of occurrence • The possible impact on service delivery for each risk • A sound mitigation strategy for each risk. <p>The Bidder should identify, describe and analyze the perceived risks associated with the plans for the Pre-Implementation Phase, Operations and Maintenance Phase and the Contract Phase-Out Phase. In describing each risk, the Risk Assessment should include whether that risk can be mitigated or avoided, the probability of occurrence, the possible impact on the service delivery and a sound mitigation strategy for that risk. Although the bidder should address the risks for all phases, the following are of particular importance:</p> <ul style="list-style-type: none"> • transition risks pertaining to the following areas of concern: <ul style="list-style-type: none"> a) transition time frame constraints; b) limited support from current service provider and/or future service provider; c) security; privacy; d) re-registration of registered Providers; e) conversion and storage of data; and f) business continuity during transition to full operations and transition out and • risks associated with the uniqueness and complexity of FHCPS and risks related to following issues throughout the Operations and Maintenance Phase: <ul style="list-style-type: none"> a) ongoing program changes; b) protection of clients' personal information; and c) maintenance of service standards. <p>Simple reiteration of the contents of the RFP will result in a score of '0'.</p>
Factor I - Risk Assessment and Analysis
<p>1,200 Maximum Points For - A risk assessment identifying perceived, relevant major operational risks, whether each risk can be avoided, controlled or mitigated, the probability of occurrence, the possible impact on service delivery and a mitigation strategy for that risk during the Operations and Maintenance Phase of the Contract;</p> <ul style="list-style-type: none"> • Identifies numerous risks from each of the different phases of implementation in addition to risks potentially affecting the entire project covering a variety of topics across the bidders business. • Indication of whether each risk can be controlled or avoided • The probability of a risk occurring, • The possible impact on service delivery • A mitigation strategy is developed for each risk that includes a detailed description of the process to be

<p>followed to ensure that the requirements of FHCPS are fulfilled</p> <ul style="list-style-type: none"> The mitigation strategy for each risk provides a solution that meets the required timelines or that ensures continuity of service while the final solution is being developed. 	
<p>The Risk Assessment and Analysis are thoroughly described and the Mitigation Strategy is innovative and highly effective.</p>	<p>1200 Maximum Points</p>
<p>Scoring breakdown:</p> <ul style="list-style-type: none"> <u> </u> / 450 Identification of numerous relevant risks from each phase of the project which demonstrates a thorough understanding of the SOW requirements. Value = 225 Points for each of the following. <ul style="list-style-type: none"> Risk assessment includes, but is not limited to, key areas of concern during pre-implementation and transition such as transition timeframes, security, privacy, re-registration of providers, obtaining data and information from previous contractor, conversion and storage of data and business continuity. Risk assessment includes, but is not limited to, key areas of concern during the Operations and Maintenance Phase such as ongoing program changes, communications, reporting, protection of personal information, maintenance of service standards <u> </u> / 450 Effectiveness: A mitigation strategy is developed for each risk. Value = 225 Points for each of the following. <ul style="list-style-type: none"> includes a detailed description of the process to be followed to ensure that the requirements of FHCPS are fulfilled. The mitigation strategy for each risk provides a solution that meets the required timelines or that ensures continuity of service while the final solution is being developed. <u> </u> / 300 Completeness: In addition to Identification of the risks and the mitigation of the risks, the following Risk Assessment Components have been thoroughly described – Value = 100 points for each of the following: <ul style="list-style-type: none"> Control/Avoidance: Provides an Indication of whether each risk can be controlled or avoided Probability of Occurrence: includes the probability of each risk occurring which demonstrates understanding of the SOW requirements. Impacts on service delivery of each relevant risk is provided and demonstrates thorough understanding of the SOW requirements 	

R7 – Quality Assurance	
Total Available Points for R7 – 800 points	
<p>In order to demonstrate the ability to deliver the QA Program, the Bidder should identify and describe the QA objectives of the following requirements (a – l) and describe what QA procedures the Bidder would implement to ensure its identified objectives are met:</p> <ul style="list-style-type: none"> a) claims processing; b) authorization services; c) provider audit; d) verification of provider credentials; e) financial operations; f) provider and client communication and information; g) system performance and testing; h) reporting; i) business management; j) provider registration; k) FHCPS manuals; and l) FHCPS user training and support. <p>The following will be used to evaluate the Quality Assurance Program and Process.</p>	
Factor I - Quality Assurance Program and Processes	
<p>800 Maximum Points for - The extent to which the Bidder's Quality Assurance Program and Process are effective.</p> <p>Simple reiteration of the contents of the RFP will result in a score of '0'.</p>	
A. Quality Assurance Program and Processes: Bidder's response should address, at a minimum, the requirements outlined in Sections 5.9 and 6.17 of the SOW.	
The Quality Assurance Program and Processes are thoroughly described, represent a thorough understanding of the requirements and are highly effective.	800 Maximum Points
<p>Scoring breakdown:</p> <ul style="list-style-type: none"> • _____/75 Bidder has thoroughly described a Quality Assurance Program which ensures accessibility, timeliness, responsiveness, accuracy, adherence to privacy and security standards and service standards. • _____/75 Bidder has thoroughly described a Quality Assurance Program which attempts to improve the quality of claims submitted as well as processing and systems efficiency • _____/75 Bidder has thoroughly described a Quality Assurance Program which includes monitoring 	

and performance measurement reports and periodic audits of all services and systems.

- /75 Bidder has thoroughly described a Quality Assurance Program which includes client surveys (in both official languages) to ensure that provider services were received and also includes Provider Satisfaction Survey (in both official languages) every two years with resulting analysis and report.
- /500 The bidder has demonstrated a thorough understanding of the requirements by describing Quality Assurance objectives and procedures to be implemented relating to the following SOW requirements 40 points deducted for each of the following which is not adequately addressed:
 - a) claims processing;
 - b) authorization services;
 - c) provider audit;
 - d) verification of provider credentials;
 - e) financial operations;
 - f) provider and client communication and information;
 - g) system performance and testing;
 - h) reporting;
 - i) business management;
 - j) provider registration;
 - k) FHCPS manuals; and
 - l) FHCPS user training and support.

R8 – Financial Operations	
Total Available Points for R8 – 1,600 points	
<p>The Financial Operations describes the recording, controlling and reconciliation of the FHCPS Claims funding requests, Provider, Client, Third-party payments and audit recoveries</p> <p>The Financial Management Planning and Control Processes and Procedures describe financial management planning and control processes and procedures that will be used.</p> <p>The Financial Policies and Practices should describe payment services for an efficient and secure payment to Providers, clients and third parties for verified claims. The financial control policies and practices and financial reporting allow all charges to be consolidated on a per-provider and per-Client basis, by province. Payments are to be generated within the required time frames identified in the SOW, and all financial reports generated and delivered within the parameters defined in the SOW.</p>	
Factor I – Financial Management Planning and Control Processes and Procedures	
<p>800 Maximum Points for: The extent to which the Bidder's Financial Management Planning and Control Processes and Procedures are complete and effective.</p> <p>Simple reiteration of the contents of the RFP will result in a score of '0'.</p> <p>A. Financial Management Planning and Control Processes and Procedures: Bidder's response should address, at a minimum, requirements outlined in SOW sections 5.15 and 6.20.</p>	
The Financial Management Planning and Control Processes and Procedures are complete and highly effective.	800 Maximum Points
<p>Scoring breakdown:</p> <ul style="list-style-type: none"> • _____ / 300 : The Bidder's proposal includes description of efficient and secure processes relating to: <ul style="list-style-type: none"> ○ FHCPS Claims Funding request ○ Provider, client and third-party payments ○ Audit recoveries ○ Detection and correction of errors ○ Recovery and processing of amounts due to adjustments. • _____ / 200 : Financial management planning and control processes and procedures are clearly defined and outline their role in: <ul style="list-style-type: none"> ○ budgeting, ○ reconciliation, ○ claims funding, ○ claims expenditure, ○ cash flow planning ○ financial management, ○ financial data integrity, ○ accuracy of financial data ○ recovery of funds, ○ remittance of interest earned. 	

<ul style="list-style-type: none"> • _____/300 : Financial Management Planning and Control Processes and Procedures demonstrate: <ul style="list-style-type: none"> ○ Sound internal control - financial controls include the development and implementation of a system of internal control over the funds expended ○ Segregation of duties ○ Efficient budgeting ○ Error free reconciliation of the FHCPS account ○ Accountability for stale-dated cheques, FHCPS claims funding request, and FHCPS claims expenditure data file and report ○ Effective Cash flow planning and financial management ○ Financial data integrity ○ Accuracy and probity of financial data ○ Independent audits and effective recovery of funds from audit ○ Thorough description and required timing of any required reports. 	
Factor II - Financial Policies and Practices and Reporting	
800 Maximum Points for: The extent to which the Bidder's Financial Policies and Practices for payment services are complete and effective and result in accurate and timely payment to recipients.	
Simple reiteration of the contents of the RFP will result in a score of '0'.	
A. Financial Policies and Practices and Reporting: Bidder's response should address, at a minimum, requirements outlined in SOW sections 5.15 and 6.20.	
The Financial Policies and Practices are complete and highly effective.	800 Maximum Points
Scoring breakdown:	
<ul style="list-style-type: none"> • _____/80 Describes a flexible and customizable claims processing system is utilized that ensures accurate, efficient and secure payment service to providers, clients and approved third parties • _____/80 Client/service provider payments controls are enacted to provide reasonable assurances that the goods were supplied/the health care services were rendered • _____/80 A methodology for consolidating claim lines per provider, per client, per approved third party, per benefit area, per province/territory and per region • _____/80 Methods for detection and correction of financial errors or abuse of responsibility • _____/80 There is a clear segregation of duties • _____/80 Control system implemented to ensure that only authorized personnel can effect a payment and to ensure spending limits are observed. • _____/80 Tracks and report on amounts related to stale-dated cheques • _____/80 Collects amounts receivable • _____/80 Financial reports are scheduled to be provided within stated time frames in SOW 6.29 • _____/80 Provides a report of the FHCPS claims expenditure data file for each invoice period and procedure for reporting manual transactions is included 	