

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

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| Title - Sujet Svc, Federal Health Claims Process | |
| Solicitation No. - N° de l'invitation 51019-072007/K | Amendment No. - N° modif. 007 |
| Client Reference No. - N° de référence du client 51019-072007 | Date 2013-05-07 |
| 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 2013-05-14 | |
| 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 |

RFP CHANGES

The following changes are made to the Solicitation document:

1) Reference RFP Attachment 3, Price Breakdown

Delete in its entirety the Price Breakdown spreadsheet issued with the original RFP on January 25, 2013.

Replace with the Price Breakdown spreadsheet issued with this Solicitation Amendment Number Seven (7).

Sheet titled Treatment Authorization has been revised to add VIP Renewal Analyst

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:

This question reposted with additional information:

Q17. Can you explicitly list which forms must be submitted as part the Financial Bid.

A17. Please refer to Part 3, Para. 3.1 which describes the forms that must be submitted with the Financial Bid.

The Price Breakdown in Part 6, Para 6.2 should be provided with the bid, but if it does not, must provide it to the Contracting Authority within fifteen (15) working days of the request or as specified by the Contracting Authority in writing. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

The statements described in Part 6, Para 6.3 are NOT to accompany the bid. If PWGSC wishes to determine the Bidder's financial capability, the Contracting Authority may, by written notice to the Bidder, require the submission of some or all of the financial

information detailed below during the evaluation of bids. The Bidder must provide the following information to the Contracting Authority within fifteen (15) working days of the request or as specified by the Contracting Authority in the notice.

Q127. Is it possible to provide typical types and volumes of out of country calls and claims as we cannot seem to locate this in the RFP volumetrics data.

A127. Cost, Volume and locations for out of country calls are unavailable at this time.

Q131. Please provide clarity into the type of "out of country" coverage required for each department.

A131. VAC clients who are residents of Canada but are temporarily out of country require the approval of VAC staff in Foreign Countries Operations in Ottawa for the payment of claims. These claims will be submitted for payment through the FHCPS and will be paid in the currency submitted.

CF members traveling or working outside of Canada may incur expenses for health care when their health needs cannot be met through normal military means. Most out of country claims for the CF are emergency services. This could include ambulance, hospital services, physician services, diagnostic imaging, lab work, medications, etc. These claims will be submitted for payment through the FHCPS and will be paid in the currency submitted.

For RCMP - Please refer to Annex A.2, page 92: Posting in Canada Traveling Out of Country; Out of Country Posting or Operation Liaison Officers in Country of Posting/Liaison Officers Out of Country of Posting/United Nations International Peace Operation.

Q132. Would the Crown consider an extension of four additional weeks to allow for a more complete and comprehensive response?

A132. The RFP has been amended to extend the closing date from April 30, 2013 to May 14, 2013.

Q134. Annex B -What is the current split of volume for emails, faxes, web and phone calls from members? Can these statistics be split by specific call types? Could yearly/monthly/weekly and

daily stats be provided? Could similar statistics be provided for Departments and Providers as well?

A134. Please refer to the following sections of the RFP:

Page 12 - PART 2 BIDDER INSTRUCTIONS - 2.7 Volumetric Data

Page 61 - Basis of Payment - 4. Treatment Authorization Services

For RCMP. Please refer to Annex B.2, page 109: RCMP Member General Inquiry Call Centre Volume: The RCMP presently does not have an inquiry line. The expected call volume to the claims administrator will be based on current member population (as of September 2011, 19, 281 regular members). Volumes will be dependent on demographics and business changes.

This question reposted with additional information:

Q143. SOW 6.14.9, Page 46 Network Acquisition and Setup-up.

A. Will the Crown provide the location/city of each partner departments (CF, VAC, RCMP) external firewall, so that all bidders will be able to better determine network costs/pricing?

B. Please provide the physical location of the specific Data Centre for each Department: CF, RCMP and VAC.

A143. VAC firewall is currently located in Summerside, PE. Additional firewalls may be located in Moncton, NB, Charlottetown, PE and Montreal, QC. Connections to multiple firewalls supporting VAC may be required, based on the connectivity requirements for the level of continuity specified by VAC.

The locations of the CF's firewalls would be in Borden and/or in Ottawa/Hull (NCR).

This question reposted with additional information:

Q144. SOW 6.14.9, Page 46 Network Acquisition and Setup-up. The SOW that represents this RFP has changed from the initial RFI.

A. Will the Crown confirm that bidders will only be responsible to provide and manage the network equipment outside of each partner Department's (CF, VAC, and RCMP) external firewall?

B. Will the Crown further confirm that RCMP and CF will manage their portion of the networks to the RCMP regional offices and CF Health Services Centres/Detachments, including associated network equipment and PC's?

A144. Bidders will be responsible to provide and manage all equipment required to support connectivity to firewalls located at Crown datacenters supporting VAC and all bidder equipment will be located in Public Access Zones.

For CF - Bidders will only be responsible to provide and manage the network equipment outside of the CF and that the CF will manage their own portion of the network including network equipment and PC's.

This question reposted with additional information:

Q150. 6.12.2.d. Can you please give examples within your program where dispensing fees are based on the # of days for which a product has been supplied? Ideally can you provide a grid indicating dispensing fee rules within each Province and Territory?

A150. In Quebec, VAC has an agreement with the pharmacy association that states when dispensing medications for a chronic medical condition the dispensing fee is equal to the full dispensing fee divided by 30 multiplied by the number of days dispensed.

Example:

Full dispensing fee is \$9.46

Daily dispensing fee is \$.32 (9.46/30)

5 days dispensed = dispensing fee of \$1.60 (.32*5)

Attached is a grid showing the dispensing fee rules for most provinces (subject to change). Atlantic provinces are excluded on the chart as these agreements are negotiated by the current FHCPS contractor as part of their private business.

Q153. SOW Section 6.26.1 states: "All contractor resources that will access RCMP employees' information must have a valid RCMP Reliability Status (RRS) prior to commencing work."

We have been advised by local RCMP that obtaining RCMP Reliability Status (RRS) for individuals can take a minimum of three to six months and will cost approximately \$600 per employee, although this cost could vary. This process includes the following activities:

1. 2.5 hour interview with employee by local RCMP office
2. Fingerprinting
3. Complete personal background checks - references, past employers, etc...

Note: If the local RCMP office does not agree that the clearance is necessary, they can actually refuse to process such clearances on behalf of an individual or firm.

A. Please confirm that we will need to obtain an RCMP Reliability Status (RRS) clearance for all employees handling or having access to RCMP data, including systems team, inquiry, claims, audit, training, mail room and authorization staff.

B. Please confirm that the full cost of the RRS clearance must be borne by the contractor?

C. Will we be given support from RCMP HQ to ensure all staff who we require RRS clearances for this contract, will be processed through local RCMP offices, well in advance of contract implementation? Due to the fact that face to face interviews are required as well as fingerprinting, we anticipate needing the full 18 months to ensure all operational staff are successfully cleared to the RRS level in advance of contract implementation date.

A153. A: YES, an RRS clearance will be required for all employees.

B: The contractor will be responsible for any costs involved in preparing the forms, obtaining photographs of the employee, and any travel required for the employee to present themselves at an interview. The contractor would also bear any costs associated with paying for the employee's time. However, the RCMP does not charge the contractor a fee for processing the security clearance.

C: As a Headquarters project, the clearances will be processed at the RCMP Headquarters located in Ottawa. If the paperwork is entirely complete when it is received for processing, it takes approximately two (2) months to complete the clearance request. However, individual circumstances and workload could impact this estimate. If the contractor's employee resides outside of the National Capital region, RCMP Division security offices may be able to assist in conducting the interviews in other locations. If the file goes to another Division for assistance, then the time frame for processing will increase by a month or more on average as a HQ file is being fit into their workload and the Division may not have the same compliment of staff as the HQ Personnel Security Unit (PSU) for processing files.

ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN UNCHANGED.