

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des soumissions -
TPSGC
Place du Portage, Phase III
Core OA1\noyau OA1
11 Laurier St.\11, rue Laurier
Gatineau, Québec K1A 0S5
Bid Fax: (613) 997-9776

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
Health Services Project Division (XF)/Division des
projets de services de santé (XF)
Place du Portage, Phase III, 12C1
11 Laurier St./11 rue, Laurier
Gatineau
Gatineau
K1A 0S5

Title - Sujet DSLMM PROJECT	
Solicitation No. - N° de l'invitation 24062-140104/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client 24062-140104	Date 2013-11-15
GETS Reference No. - N° de référence de SEAG PW-\$\$XF-005-26490	
File No. - N° de dossier 005xf.24062-140104	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-12-31	
Time Zone Fuseau horaire Eastern Standard Time EST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Maheson, Vaanee	Buyer Id - Id de l'acheteur 005xf
Telephone No. - N° de téléphone (819) 956-1770 ()	FAX No. - N° de FAX (819) 956-8303
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: See herein.	

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

Disability and Sick Leave Management (DSLIM) Transformation Project Procurement

Introduction

Public Works and Government Services Canada (PWGSC) and the Treasury Board Secretariat (TBS) are launching an industry engagement process in order to gather information on disability management services to support the Disability and Sick Leave Management (DSLIM) project. As part of the DSLIM project, PWGSC and TBS wish to engage the industry at the early stages, in order to obtain industry feedback on the DSLIM requirements, possible delivery models as well as the procurement strategy itself.

This notice outlines the Government of Canada's (GC) intended industry Engagement Process, and invites industry to register for the industry day that will be held on December 9, 2013 and the one-on-one meetings held between December 10 and 13, 2013.

DSLIM Project

The DSLIM project seeks to create an integrated and modernized approach to managing injury, illness and disability in the federal public service to improve employee wellness and productivity by helping employees return to work when possible. Annex A attached provides an overview of the DSLIM project.

It is anticipated that a component of the project would consist of procuring disability management services to manage and administer short-term and long-term disability plans for the federal public service. The disability management services may include, amongst other related services: receiving and adjudicating disability claims under the disability plans, conducting case management to facilitate timely return to work and/or issuing disability benefit payments to employees.

While a brief overview of DSLIM project is included as part of this notice, industry is encouraged to attend the industry day to obtain more detailed information.

Industry Engagement Process Objectives

- a) Assess the level of industry interest/capacity to provide the federal public service with short-and long-term disability management services including:
 - case management;
 - adjudication;
 - rehabilitation; and
 - return-to-work services;

- b) Gather input on the potential service delivery options;

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- c) Determine the key service elements and parameters that drive pricing and availability; and,
- d) Solicit input on the development of a procurement strategy.

Engagement Process

The “Engagement Process” begins with the industry day and concludes when an official Request for Proposal (RFP) is published on the Government Electronic Tendering Service (GETS), or when the GC advises Participants that the Engagement Process has concluded. The Engagement Process may involve the following activities:

1. Industry Day (an awareness/information session and open forum);
2. One-on-one meetings;
3. Request(s) for Information (RFI), as required;
4. Working group meetings, as required; and
5. Draft Request for Proposal.

Participation in the Engagement Process will be strictly reserved to properly registered individuals who sign and submit, to the PWGSC Contracting Authority named herein, the Terms and Conditions of Engagement Process (“Participants”), provided in Annex D to this notice.

There will be no short listing of Participating Suppliers (suppliers with individuals that have signed and submitted the Terms and Conditions of Engagement Process) for purposes of undertaking any future work as a result of this Engagement Process. Similarly, participation in this Engagement Process is not a condition or prerequisite for participation in any RFP(s). Industry representatives that do not participate in the Engagement Process will remain eligible to submit a bid in response to any future RFP relating to the DSLM procurement.

1. Industry Day

An industry day is scheduled for December 9, 2013 from 1pm to 4pm, in the National Capital Region (NCR). During this session, PWGSC, TBS and other government representatives will present an overview of the Engagement Process and the DSLM project and timelines.

The industry day is intended to be an open forum allowing the GC to communicate its requirements at a high level, and for industry to ask questions and seek information in order to gain a sound understanding of the DSLM project needs.

2. One-on-one meetings with individual suppliers

One-on-one meeting(s) with Participating Suppliers will be held following the industry day to allow Participating Suppliers to introduce themselves to PWGSC and TBS and to discuss requirements in more detail. The meetings will be from December 10th to 13th in the NCR and will be one and half hours long. A schedule is included in Annex B.

3. RFI

One or multiple RFI may be circulated to Participants to obtain feedback on the solicitation documents as they are developed.

4. Working group meetings

Participants may be invited to Working Group Meetings comprised of representatives from industry and the GC to discuss specific issues, potential solutions and to review and revise solicitation document(s), as applicable.

5. Draft RFP

A Draft RFP may be posted on GETS to give industry the opportunity to comment on the documents prior to any final RFP being posted.

Registration Process for Industry Day & One-on-One meetings

Interested suppliers are encouraged to register for the industry day and one-on-one meetings **prior to November 27, 2013**, by submitting, to the PWGSC Contracting Authority identified herein, a signed copy of Annex D - Terms and Conditions for the Engagement Process for **each** individual that chooses to participate.

At the time of registration, Participating Suppliers may submit preferred dates and times for the one-on-one meeting, which the GC will do its best to accommodate. Please see Annex B – One-on-one meetings schedule for the dates and times that are available. Prior to the industry day, Participating Suppliers will be contacted directly by the Contracting Authority with the:

- location details for the industry day (in the NCR); and
- the date, time and location of their one-on-one meeting.

Communications

Media cannot participate in the Engagement Process. Any media enquiries are to be submitted to PWGSC Media Relations Office at 819-956-2313.

Suppliers may provide comments or questions prior to industry day and any one-on-one meetings. **This information is to be submitted to the Contracting Authority by November 27, 2013.**

All enquiries and other communications related to the Engagement Process shall be directed exclusively to the PWGSC Contracting Authority. The use of e-mail to communicate is acceptable.

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During the Engagement Process, the Contracting Authority may communicate with Participants through direct email rather than by posting additional notices on the GETS.

Confidentiality

The GC will handle any material or information provided by industry in accordance with the applicable Acts and Regulations.

Participants should identify any submitted information that is to be considered as either commercially sensitive or proprietary.

Disclaimer

This document is intended for information purposes only and may be subject to change without notice.

PWGSC Contracting Authority:

Vaanee Maheson

PWGSC, Special Procurement Initiatives Directorate

11 Laurier Street, Gatineau (QC), K1A 0S5

Tel: (819) 956-1770

GCIM.DSLM@tpsgc-pwgsc.gc.ca

ANNEXES:

ANNEX A: OVERVIEW OF THE DSLM PROJECT

ANNEX B: ONE-ON-ONE MEETINGS SCHEDULE

ANNEX C: TOPICS FOR DISCUSSION AT ONE-ON-ONE MEETINGS

ANNEX D: TERMS AND CONDITIONS OF THE ENGAGEMENT PROCESS

ANNEX A

OVERVIEW OF THE DSLM PROJECT

DSLM Project Background:

The GC intends to find efficiencies in operations, enhance productivity, and bring public service compensation in line with comparable public and private sector employers in Canada.

The GC is committed to enhancing the wellness and well-being of its employees. Workplace wellness and productivity go hand in hand as workforce well-being generates higher levels of employee engagement, in turn leading to better performing workplaces.

Budget 2013 stated the government's intention to examine its human resources management practices and institutions in a number of areas, including disability and sick-leave management, with a view to ensuring that public servants receive appropriate services that support a more timely return to work. The Speech from the Throne (October 16, 2013) reinforced the commitment to modernize disability and sick leave management.... "Reform disability and sick-day entitlements and work with employees to get them back to work as soon as possible."

DSLM Project Objectives:

Proposed structural changes to disability management in the federal public service are expected to achieve the following business outcomes:

1. Employees have incentives and seamless access to services:
 - a) To maintain their health (mental and physical), and
 - b) When illness or injury occurs, support to recover and stay at work if possible or return to work as soon as it is safe to do so, including with all necessary accommodations, and
 - c) If return to work is not possible, reasonable income security.
2. Disability management in departments, agencies and separate employers is supported by coherent, aligned policy; cost-effective disability plans; responsive services, and streamlined reporting requirements.
3. Departments' and agencies' sick leave, workers' compensation and employee benefit program costs are reduced.
4. A greater share of disability management resources are directed "upstream" to prevention and early intervention, consistent with a high performing and productive workforce.

In summary, the proposed changes to sick leave and disability management in the federal public services will create a modernized, seamless and more accessible system for employees, with a

policy and program framework that is cost effective, sustainable and one that promotes employee wellness and productivity.

In achieving these outcomes, the following principles will guide the final design of the new disability management and sick leave system:

- Fairness – the new system must treat all employees equitably, without favouring long-serving employees or those at more senior levels and regardless of the cause of illness / injury / disability;
- Comparability – the new system must reflect what comparable employers provide their employees;
- Affordability – the new system must cost less than the current one;
- Sustainability – the new system must contain costs over time, including as a result of targeted wellness and prevention activities and improved workforce productivity; and,
- Administrative simplicity – when implemented, the new system must be straightforward to operate, placing fewer time-consuming administrative demands on employees, managers and Human Resources (HR) professionals than the status quo, and interoperable with the GC's HR pay systems as well as provincial worker's compensation pay systems.

ANNEX B**ONE-ON-ONE MEETINGS SCHEDULE**

DAY	TIME
December 10, 2013	8:30 – 10:00
	10:15 – 11:45
	13:00 – 14:30
	14:45 – 16:15
December 11, 2013	8:30 – 10:00
	10:15 – 11:45
	13:00 – 14:30
	14:45 – 16:15
December 12, 2013	8:30 – 10:00
	10:15 – 11:45
	13:00 – 14:30
	14:45 – 16:15
December 13, 2013	8:30 – 10:00
	10:15 – 11:45
	13:00 – 14:30
	14:45 – 16:15

The GC will make an effort to accommodate requests for other meetings dates and times in the event that the above dates are not convenient, however it cannot guarantee that such requests will be met.

ANNEX C

TOPICS FOR DISCUSSION AT ONE-ON-ONE MEETINGS

The following questions represent a starting dialogue for the one-on-one meetings. Though it is not necessary to provide responses to the questions below, the responses will be extremely valuable.

Disability Plan Design

1. Are there any new and innovative approaches that industry is taking to help employees maintain their health or recover quickly from injury or illness?
2. What are some of the service delivery options that are available for the management of short-term and long-term disability plans? What are the pros and cons of each?
3. What are some key service elements and parameters that drive pricing and availability when it comes to administering/managing disability plans?

Procurement Strategy:

1. If the GC were to proceed with a procurement to administer and manage short-term and long-term disability plans; how many contracts do you suggest be awarded? Why? How long of a contract period would you recommend? Why?
2. Based on your experience, how much time would be required to ramp-up after contract award before providing disability management services to employees?
3. Given that TBS will need to negotiate changes to the disability/sick leave with bargaining agents; the number of individuals that will be transitioned and the time of transition to the new disability plans may not be known at the procurement stage. What challenges does this pose for you, and how can they be managed?
4. What information would you need from the GC prior to bidding on a RFP for disability management services?

Engagement Process:

1. What are your thoughts on the proposed Engagement Process? Is there anything that we can do to make this experience more beneficial?
2. Do you have specific topics that you would like to discuss during the working group meetings?

ANNEX D

TERMS AND CONDITIONS OF ENGAGEMENT PROCESS (MANDATORY FORM)

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

All GC documentation provided throughout the industry engagement process, which begins with the industry day and concludes when an official RFP is published on the Government Electronic Tendering Service (GETS) or when the GC advises Participants that the Engagement Process has concluded ("Engagement Process"), will be provided to all participants who have agreed to and signed the Terms and Conditions of Engagement Process ("Participant").

The Engagement Process may involve the following activities:

1. Industry Day (an awareness/information session and open forum);
2. One-on-one meetings;
3. Request(s) for Information (RFI), as required;
4. Working group meetings, as required; and
5. Draft Request for Proposal.

The GC will not disclose proprietary or commercially sensitive information concerning a Participating Supplier to other Participating Suppliers or third parties, except and only to the extent required by law.

TERMS AND CONDITIONS

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

- To discuss their views concerning the DSLM project and to provide positive resolutions to the issues in question. Everyone shall have equal opportunity to share their ideas and suggestions;
- Allow the GC to record and/or make notes during the one-on-one sessions and/or working group sessions should clarification of information be required;

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- To NOT reveal or discuss any information to the MEDIA/NEWSPAPER regarding the DSLM project during this Engagement Process. Any media questions will be directed to the PWGSC Media Relations Office at 819-956-2313;
 - To direct enquiries and comments only to authorized representatives of the GC, as directed in notices given by the Contracting Authority from time to time;
 - That the GC is not obligated to issue any Request for Proposal (RFP), or to award any Contract for the DSLM project;
 - That the GC retains absolute discretion over the terms and conditions of the RFP, if it is released;
 - That the GC will not reimburse any person or entity for any cost incurred in participating in this Engagement Process;
 - To direct all enquiries with regard to the procurement of the DSLM project to the Contracting Authority;
 - That participation is not a mandatory requirement. Not participating in this Engagement Process will not preclude a supplier from submitting a bid;
 - That a Draft RFP may be posted on GETS for industry comment;
 - That failure to agree to and to sign the Terms and Conditions will result in the exclusion from the Engagement Process;
 - That any information submitted to the GC as part of the Engagement Process may be used by the GC in the development of a subsequent competitive RFP. However, the Government is not bound to accept any expression of interest or to consider it further in any associated documents such as a RFP;
 - That the GC may disclose the names of Participating Suppliers that choose to participate in the Engagement Process;
 - That other Participants may join the Engagement Process at any time in the process; and,
 - That a dispute resolution process to manage impasses throughout this Engagement Process shall be adhered to as follows:

Dispute Resolution Process

1. By informal discussion and good faith negotiation, each of the parties shall make all reasonable efforts to resolve any dispute, controversy or claim arising out of or in any way connected to this industry engagement.
2. Any dispute between parties of any nature arising out of or in connection with this industry engagement shall be resolved by the following process:
 - a. Any such dispute shall first be referred to the Participating Supplier's Representative and the PWGSC Manager managing the industry engagement. The parties will have three (3) business days in which to attempt to resolve the dispute;
 - b. In the event the representatives of the parties specified in Article 2.a. above are unable to resolve the dispute, it shall be referred to the Participating Supplier's Project Director and the PWGSC Senior Director of the Directorate responsible for managing the industry engagement. The parties will have three (3) business days to attempt to resolve the dispute;
 - c. In the event the representatives of the Parties specified in Article 2.b. above are unable to resolve the dispute, it shall be referred to the Participating Supplier's Chief Executive Officer and the PWGSC Director General of the Sector responsible for managing the industry engagement, who will have five (5) business days to attempt to resolve the dispute; and,
 - d. In the event the representatives of the Parties specified in Article 2.c. above are unable to resolve the dispute, the Contracting Authority shall within five (5) business days render a written decision which decision shall include a detailed description of the dispute and the reasons supporting the Contracting Authority's decision. The Contracting Authority shall deliver a signed copy thereof to the Participating Supplier.

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

**Name of
Participating
Supplier:**

**Name of Individual
& Signature:**

Telephone:

E-mail:
