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REQUEST FOR PROPOSAL (RFP)

Reference Number: 1000154128

ISSUE DATE: November 25, 2013

CLOSING DATE & TIME: January 6, 2014 2:00pm EST

PROJECT TITLE Orthodontic Services in support of the Non-Insured Health Benefits (NIHB) Program

DIVISION Benefit Management Review Services Division

DIRECTORATE Non-Insured Health Benefits

BRANCH First Nations and Inuit Health Branch

DEPARTMENT Health Canada

For any clarification or additional information, please e-mail:

FNIHB_CMU_GMC_DGSPNI@HC-SC.GC.CA

Bid Submission Envelopes are to be delivered only to the following address:

Health Canada Bid Receiving Unit
Federal Records Centre Building
161 Goldenrod Driveway
Address Locator 1801B
Ottawa, ON K1A 0K9

RFP Reference Number: 1000154128

Attention: Nick Metaxas (Contracting Officer)

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PART I STATEMENT of WORK

1.0 Scope

1.1 Title

Orthodontic Services in support of the Non-Insured Health Benefits (NIHB) Program

1.2 Introduction

The (NIHB) Program of the First Nations and Inuit Health Branch (FNIHB) of Health Canada requires the services of:

two (2) Orthodontists to undertake Initial reviews and Level 1 appeal reviews;
one (1) Orthodontist to undertake Level 2 appeal reviews and possible Initial, level 1, level 3 reviews as required due to capacity issues;
one (1) Orthodontist to undertake Level 3 appeal reviews and possible Initial, level 1, level 2 reviews as required due to capacity issues, and
one (1) Orthodontist to undertake Initial reviews, level 1, 2, and 3 appeal reviews if required due to capacity issues, all on “**an as and when required**” basis in support of the NIHB Orthodontic Review Centre.

Up to five (5) separate Contracts may be awarded in order to ensure that resources are available. The same resource cannot be used to review more than one (1) level of adjudication or appeal e.g. Initial Review or First, Second or Third level of Appeal.

1.3 Estimated Value

Up to five (5) Contracts may be awarded as a result of this RFP by resource category as follows:

The value of each Contract effective until **March 30th, 2017**, must not exceed the following amounts. Any proposal for a specific category exceeding the corresponding amount below will be deemed non-compliant:

- Stream 1a: One (1) Contract for an Orthodontist to undertake the reviews and Level 1 appeals is expected to be valued at **\$348,000.00**;
- Stream 1b: One (1) Contract for an Orthodontist to undertake the reviews and Level 1 appeals is expected to be valued at **\$348,000.00**;
- Stream 2: One (1) Contract for an Orthodontist to undertake Level 2 appeals is expected to be valued at **\$34,000.00**;
- Stream 3: One (1) Contract for an Orthodontist to undertake Level 3 appeals is expected to be valued at **\$26,000.00**.
- Stream 4: One (1) Contract for an Orthodontist to undertake Initial, Level 1, 2, and 3 appeals due to capacity issues is expected to be valued at **\$84,000.00**; and

In addition, two (2) one year optional periods for each Contract(s) may be exercised at Health Canada's discretion on a year by year basis, effective **April 1st, 2017 until March 29th, 2018 and April 1st, 2018 until March 31st, 2019** respectively the value of which (by category) will not exceed the following amounts. Any proposal for a specific category exceeding the corresponding amount below will be deemed non-compliant:

- Stream 1a: **\$232,000.00**;
- Stream 1b: **\$232,000.00**;
- Stream 2: **\$22,500.00**;
- Stream 3: **\$17,000**; and
- Stream 4: **\$56,000.00**.

Note: all amounts above are inclusive of travel and living and other expenses (if applicable) as well as all applicable taxes.

1.4 Objectives of the Requirement

The NIHB Program requires the services of five (5) Orthodontists on “**an as and when required**” basis for a period of three (3) years from the Contract date plus two (2) twelve (12) month option periods to evaluate requests for Orthodontic benefits and various levels of appeals in support of the NIHB Orthodontic Review Centre. Each of the Contractors will provide recommendations within a specific deadline for the approval or denial of cases. The Contractor will also provide professional advice with regard to specific cases to the NIHB Program and the development of guidelines as well as provide training/ information sessions on “**an as and when required**” basis.

1.5 Background, Assumptions and Specific Scope of the Requirement

Health Canada (HC) is responsible for the administration of the Non-Insured Health Benefits (NIHB) Program to provide approximately 926,000 registered Indians and Inuit individuals with a limited range of medically necessary health-related goods and services when they are not insured elsewhere. The purpose of the Program is to provide these benefits to First Nations and Inuit people in a manner that:

- is appropriate to their unique health needs;
- contributes to the achievement of an overall health status for First Nations and Inuit people that is comparable to that of the Canadian population as a whole; and
- is sustainable from a fiscal and benefit management perspective and facilitates First Nations and Inuit control at a time and pace of their choosing.

The principles established for the Program include:

- all registered Indians and recognized Inuit normally resident in Canada are eligible for Non-Insured Health Benefits regardless of location in Canada or income level;
- benefits will be provided based on professional, medical or dental judgement, consistent with the best practices of health services delivery and evidence-based standards of care;
- there will be national consistency of mandatory benefits, equitable access and portability of benefits and services;
- the Program will be managed in a sustainable and cost effective manner; and
- management processes will involve transparency and joint review structures whenever agreed to by First Nations and Inuit organizations.

In terms of this **specific requirement**, the Orthodontic Review Centre of the Benefit Management Review Services Division does not have sufficient staff with the expert knowledge in the field of orthodontics. The orthodontic function was centralized in June 2002 to adjudicate orthodontic cases submitted by all regions. A critical mass of orthodontic expertise had to be established for the assessment and review of all submissions for coverage of orthodontic treatment whether partial or comprehensive. A three (3) step appeal process exists to provide a mechanism for examining cases after they were denied at the Initial Review level. As a consequence, the Orthodontic Review Centre has previously contracted with a number of different Orthodontists to evaluate Initial Reviews as well as Level 1, 2, and 3 Appeals for orthodontic services.

Initial Review is the first adjudication of the diagnostic records and other required documentation provided by the NIHB Client and/or Service Provider. The same consultant who undertook the initial review will not review the appeal at any level.

Level One (1) Appeals are the initial re-evaluation of the diagnostic records and additional information provided by the NIHB Client and/or Service Provider. Recommendations are provided based on the information provided against established Program guidelines and criteria. Final decisions at Level 1 Appeal are taken by the Director of Benefit Review Services Division.

Level Two (2) Appeals are the second re-evaluation of the diagnostic records and additional information provided by the Client and/or Service Provider. Recommendations are provided based on the information provided against established Program guidelines and criteria. Final decisions at Level 2 Appeal are taken by the Director of Benefit Management Division.

Level Three (3) Appeals are the final re-evaluation of the diagnostic records and additional information provided by the Client and/or Service Provider. The Level 3 appeals are reviewed by the Contractor and a dentist employed by Health Canada. Recommendations are provided based

on the information provided against established Program guidelines and criteria. Final decisions at the Third and final level of Appeal are taken by the Director General of NIHB.

Note: An orthodontist cannot review the same case more than once. A different orthodontist is required to review the Initial request as well as any subsequent Appeals.

For the next three (3) years, plus two (2) twelve (12) month option periods, the Orthodontic Review Centre wants to contract with two (2) Orthodontists to conduct initial reviews and Level 1 appeal reviews, one (1) Orthodontist to undertake Level 2 appeal reviews, one (1) Orthodontist to undertake Level 3 appeal reviews, and one (1) orthodontist to cover absences, all on “**an as and when required**” basis.

Work will be disbursed to the individual Contractors by the Departmental Representative based on the Orthodontic Review Centre’s determination of what is operationally most efficient and effective.

2.0 Requirements

2.1 Tasks, Activities, Deliverables and Milestones

Stream 1 - Two separate Orthodontists to undertake Initial Reviews and /or Level 1 Appeal reviews:

For the review and evaluation of initial requests and files related to the benefits under the NIHB Program, the Orthodontist will, as requested by the HC Project Authority or their delegated representative:

- review initial applications requesting coverage for orthodontic services and prepare the written case review report on a provided adjudication template;
- review Level 1 appeal cases and prepare the written recommendation on a provided adjudication template;
- research and provide assistance with the development of NIHB guidelines and policies as required. The time constraints are dictated by the urgency of each situation which presents itself; and
- provide expert advice including expert opinions on issues and responses to technical/ medical questions or to provide training. The time constraints are dictated by the urgency of each situation which presents itself. In certain situations, same day responses may be required. This may require the Contractor to contact Service Providers to discuss client needs as identified by the Orthodontic Review Centre, to participate in teleconferences or to provide training/ information sessions as the need arises.

Stream 2 - One Orthodontist to undertake Level 2 Appeal reviews and possible Initial Reviews and/ or other levels of appeal if required due to capacity issues:

For the review and evaluation of requests and files related to the benefits under the NIHB Program, the Orthodontist will, as requested by the HC Project Authority or their delegated representative:

- review Level 2 appeal cases and prepare the written recommendation on a provided adjudication template;
- if requested by the Project Authority, review initial applications requesting coverage (See Stream One) for orthodontic services;
- research and provide assistance with the development of NIHB guidelines and policies as required. The time constraints are dictated by the urgency of each situation which presents itself; and
- provide expert advice including expert opinions on issues and responses to technical/ medical questions or to provide training. The time constraints are dictated by the urgency of each situation which presents itself. In certain situations, same day responses may be required. This may require the Contractor to contact Service Providers to discuss client needs as identified by the Orthodontic Review Centre, to participate in teleconferences or to provide training/ information sessions as the need arises.

Stream 3 - One Orthodontist to undertake Level 3 Appeal reviews and possible initial reviews and/ or other levels of appeal if required due to capacity issues:

For the review and evaluation of requests and files related to the benefits under the NIHB Program, the Orthodontist will, as requested by the HC Project Authority or their delegated representative:

- review Level 3 appeal cases and prepare the written recommendation on a provided adjudication template;
- if requested by the Project Authority, review initial applications requesting coverage (see Stream One) for orthodontic services;
- research and provide assistance with the development of NIHB guidelines and policies as required. The time constraints are dictated by the urgency of each situation which presents itself; and
- provide expert advice including expert opinions on issues and responses to technical/ medical questions or to provide training. The time constraints are dictated by the urgency of each situation which presents itself. In certain situations, same day responses may be required. This may require the Contractor to contact Service Providers to discuss client needs as identified by the Orthodontic Review Centre to participate in teleconferences or to provide training/ information sessions as the need arises

Stream 4 - One Orthodontist to undertake Initial reviews, Level 1, 2, and 3 appeal reviews if required due to capacity issues:

For the review and evaluation of requests and files related to the benefits under the NIHB Program, the Orthodontist will as requested by the HC Project Authority or their delegated representative:

- review Initial, Level 1, 2, and 3 appeals requesting coverage for orthodontic services and prepare the written recommendation on a provided adjudication template;
- research and provide assistance with the development of NIHB guidelines and policies as required. The time constraints are dictated by the urgency of each situation which presents itself; and
- provide expert advice including expert opinions on issues and responses to technical/ medical questions or to provide training. The time constraints are dictated by the urgency of each situation which presents itself. In certain situations, same day responses may be required. This may require the Contractor to contact Service Providers to discuss client needs as identified by the Orthodontic Review Centre, to participate in teleconferences or to provide training/ information sessions as the need arises.

2.2 Specifications and Standards

The Orthodontic Review Centre requires that all requests for orthodontic services be evaluated by the consultant within the following deadlines unless otherwise notified and agreed to by the Project Authority:

- Stream 1:** Completion of a minimum of forty (40) reviews and a maximum of eighty (80) reviews of applications and preparation of the written reports or completion of a minimum of twenty (20) Level 1 appeal reviews and a maximum of forty (50) Level 1 appeal reviews and preparation of the written reports is assigned on the same day as the files are assigned. There may also be other miscellaneous requests and input into policies by the Contractor, with the deadlines set by both parties in advance of assignment of the work.
- Stream 2:** Completion of a minimum of twenty (20) and a maximum of forty (50) Level 2 appeal reviews and preparation of the written reports is assigned on the same day as the files are assigned. Should the Contractor be required to cover for the initial review, the Contractor will be expected to meet the same standard as the Stream 1 Contractor. There may also be other miscellaneous requests and input into policies by the Contractor, with the deadlines set by both parties in advance of assignment of the work.
- Stream 3:** Completion of a minimum of ten (10) and a maximum of forty (50) Level 3 appeal reviews and preparation of the written reports is assigned on the same day as the files are assigned. Should the Contractor be required to cover for the initial review, the Contractor will be expected to meet the same standard as the Stream 1 Contractor. There may also be other miscellaneous requests and input into policies by the Contractor, with the deadlines set by both parties in advance of assignment of the work.
- Stream 4:** Initial review and level 1 appeals, refer to Stream 1, Level 2 appeals, refer to Stream 2, and Level 3 appeals, refer to Stream 3.

During the initial three (3) month period of the Contract, unless otherwise agreed to by both Parties, the Contractor will not be held to these standards as they become familiar with the work load and the documentation involved. Further as identified in section 3.3, should the Contractor be requested and agree to undertake work from another Stream due to operational resource loading issues, both parties, the Contractor and the Project Authority will agree on the impact on the performance time lines. In such circumstances, the Project Authority will track which resource gets what file in order that all of the work gets done but there is no conflict with the need for independent assessments.

2.3 Technical, Operational and Organizational Environment

In addition, the following constraints will impact on the provision of the services to NIHB by the Contractor:

- all Contractors must be available to work 7.5 hours between the hours of 8:00 a.m. and 5:00 p.m. and respond to NIHB demands for case reviews or other related work within the time lines and with the volumes identified in section 2.2 and;
- the Contractor must be available during normal working hours to contact service provider(s) to discuss clients' needs upon the request from the Project Authority or their delegate within the time lines identified at the time the request is made.

2.4 Method and Source of Acceptance

The Project Authority or their delegate will monitor the Contractor's orthodontic recommendations for consistency of application to the NIHB Program criteria and guidelines. The provision of the professional advice and the other services will be monitored by the Departmental Representative and measured against work of similar nature performed by other professional resources. Any discrepancies will be identified in writing to the Contractor and corrective action will be undertaken in a manner and against a schedule agreed upon by both parties.

2.5 Reporting Requirements

The Contractor will complete and submit in writing one copy of the recommendation to a Departmental Representative on the templates and forms provided by the NIHB Orthodontic Review Centre. The exact format and timing for the provision of the professional advice and other services described in section 2.1 will be determined in advance by both parties.

2.6 Contractor Project Management Control Procedures

The Departmental Representative or delegate will monitor the number of requests and appeals received for Orthodontic services for specific periods of time:

- daily, weekly or monthly depending on the volume of submissions; and
- ensure that invoicing is received and processed on a monthly basis. Days worked will be monitored and logged with an NIHB representative for reporting and verification

purposes. Any discrepancies between this log and the monthly invoice will be clarified by the Contractor to the satisfaction of the Departmental Representative.

2.7 Change Management Procedures

No amendment of the Contract nor waiver of any of the terms and provisions shall be deemed valid unless effected by a written amendment.

2.8 Ownership of Intellectual Property

The Crown will retain ownership of any intellectual property emanating from the Contract due to the following exception to TB Policy:

6.4.2 The main purpose of the Contract is the Crown is seeking to augment IP which it already owns.

3.0 Other Terms and Conditions of the SOW

3.1 Authorities

The Project Authority and Departmental Representative will be the Manager of the Orthodontic Review Centre.

3.2 Health Canada's Obligations

Health Canada shall:

- provide access to NIHB policies and guidelines;
- provide requests for case review, appeals, expert advice or other NIHB requests in a timely manner;
- provide recommendation and adjudication templates, as well as sample invoice forms;
- provide other assistance or support or feedback in a timely manner as required; and
- the Project Authority and Departmental Representative will provide upon the commencement of the Contract up to a half day teleconference with each of the Contractors to familiarize the Contractors' resources with the current workload, forms to be used and types of files that will need to be reviewed. Should both Parties determine and agree that additional training or guidance is required to meet the performance standards required of the work, the Project Authority will undertake to provide the training and/ or guidance.

Note: An NIHB Analyst will take the recommendation provided by the Orthodontist and the NIHB Analyst alone will input it into the Claims Processing System.

3.3 Contractor's Obligations

In addition to section 2.1, the Contractor shall:

- maintain membership in good standing with the regulatory body in the province in which the Contractor is registered. Should the membership status change at any time during the Contract period, the Contractor will immediately inform the Project Authority;
- follow all applicable NIHB policies, procedures, guidelines and templates as provided by NIHB management for the program;
- ensure confidentiality of information and protect physician/ patient relationships;
- Follow the Privacy Code used by HC for the confidentiality of information; and
- Engage in behaviors that are in compliance with HC Value and Ethics code.

The Project Authority may require the Contractor(s) of any of the Streams to take on the activities of another Stream, if due to operational problems or issues, there are insufficient resources to fulfill the requirements for a particular Stream. In advance of assigning work from another Stream, the Project Authority will consult with the Contractor and they will mutually come to agreement on the performance standards and time lines that will be expected for the work in the other Stream. However, in such situations, the Project Authority will ensure that any files assigned for handling are not files that the same resource would later have to undertake any further action on.

3.4 Location of Work, Work Site and Delivery Point

Any Contract resulting from this RFP will be interpreted and governed by the laws of the Province/ Territory in which the Contractor resides.

Due to existing workload and deadlines, all personnel assigned to any Contract resulting from this RFP must be ready to work in close and frequent contact with the Departmental Representative and other departmental personnel.

The work will be performed at the Orthodontic Review Centre at 200 Eglantine Driveway, Ottawa, Ontario on “**an as and when required basis**”. No files or documentation related to the reviews or appeals are to be removed without the pre-approval of the Project Authority or their delegate.

3.5 Language of Work

It is expected that of the five (5) contracts, a minimum of one (1) of the contracts will be with bilingual resources. In such cases, the language of the work will be both English and French to be determined at the time the requirement is identified to the Contractor. The language of the other Contracts is expected to be English essential.

3.6 Special Requirements

3.6.1 No Conflict of Interest

- the Contractor declares that no bribe, gift, benefit, or other inducement has been or will be paid, given, promised or offered directly or indirectly to any official or employee of Canada or to a member of the family of such a person, with a view

to influencing the entry into the Contract or the administration of the Contract;

- the Contractor must not influence, seek to influence or otherwise take part in a decision of Canada knowing that the decision might further its private interest. The Contractor must have no financial interest in the business of a third party that causes or would appear to cause a conflict of interest in connection with the performance of its obligations under the Contract. If such a financial interest is acquired during the period of the Contract, the Contractor must immediately declare it to the Contracting Authority;
- the Contractor warrants that, to the best of its knowledge after making diligent inquiry, no conflict exists or is likely to arise in the performance of the Contract. In the event the Contractor becomes aware of any matter that causes or is likely to cause a conflict in relation to the Contractor's performance under the Contract, the Contractor must immediately disclose such matter to the Contracting Authority in writing; and
- if the Contracting Authority is of the opinion that a conflict exists as a result of the Contractor's disclosure or as a result of any other information brought to the Contracting Authority's attention, the Contracting Authority may require the Contractor to take steps to resolve or otherwise deal with the conflict or, at its entire discretion, terminate the Contract for default. Conflict means any matter, circumstance, interest, or activity affecting the Contractor, its personnel or subcontractors, which may or may appear to impair the ability of the Contractor to perform the Work diligently and independently.

3.7 Security Requirements

It is a condition that, prior to performance of any obligation under any Contract resulting from this RFP, the Contractor and Sub-contractors and their employees assigned to the performance of such Contractor will be security cleared by the federal government at the **Reliability** level.

If the successful Bidder does not have the required reliability level prior to performance of any obligation under any contract resulting from this RFP, Health Canada will sponsor the security screening for the Contractor and sub-contractors and their employees assigned to the performance of such contract until it is obtained.

Security clearances are issued by the Canadian and International Industrial Security Directorate (CIISD) of Public Works and Government Services Canada (PWGSC). **For instructions and the Personnel Screening Consent and Authorization form TBS/SCT 330-23 (Rev. 2006/02), please visit website:** (<http://www.ciisd.gc.ca/text/forms/fillable/23/TBS330-23fill-e.pdf>)

3.8 Insurance Requirements

It is the sole responsibility of the Contractor to decide whether or not any insurance coverage is necessary for its own protection or to fulfill its obligations under the Contract and to ensure compliance with required federal, provincial or municipal law. Any such insurance

shall be provided and maintained by the Contractor at its own expense

3.9 Travel and Living Expenses

It is expected that there will be travel involved in conducting the work. Travel is estimated at \$20,000.00 per year per Contract for the Stream 1 Contractors and \$4,800.00 per year per Contract for the Stream 2, \$3,600.00 per year for the Stream 3 Contractor, and \$12,000.00 for the Stream 4 contractor. Should travel be required, it must be pre-approved by the Project Authority and the current TBS Travel Directive (http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/tbm_113/td-dv-1_e.asp) will apply.

4.0 Project Schedule

4.1 Expected Start and Completion Dates

The services of the Contractor will be required for a period of approximately three (3) years commencing upon Contract award. The expected completion date of this project is March 30th, 2017. Included in this RFP is an option to renew the Contracts on a year by year basis for a total of two (2) one (1) year options. The two (2) one (1) year option periods may be exercised at Health Canada's discretion with a completion date of March 31st, 2019.

4.2 Schedule and Estimated Level of Effort (Work Breakdown Structure)

The Project Authority will develop an Annual calendar for the Contractor outlining when the Contractor can expect the reviews to be handled. Given the uncertainty of the volume of appeals, every effort will be made to also provide advance planning of days for the handling of the appeals. Should the Contractor not be available to manage a planned review or appeal day, the Contractor is to provide written notice to the Project Authority a minimum of six (6) weeks in advance of the event occurring.

- the workload expected for each of the **Stream 1** Contracts is estimated at an average of four (4) review days per month plus ten (10) additional days each year;
- the workload for each of the **Stream 2** Contracts is estimated at one (1) review day every two (2) months plus an additional thirty (30) days each year; and
- the workload for the **Stream 3** Contract is estimated at one (1) review day every three (3) months plus an additional fifteen (15) days each year.

5.0 Required Resources or Types of Roles to be Performed

Refer to section 2.0.

6.0 Applicable Documents and Glossary

6.1 Applicable Documents

Health Canada will provide/make available within the first week of the Contract to the successful Contractor for the duration of the Contract:

- NIHB Directives and Guidelines relating to the applicable programs;
- NIHB Policy Interpretations;
- NIHB Privacy Policy;
- administrative procedures;
- adjudication form; and
- invoice form.

6.2 Relevant Terms, Acronyms and Glossaries

- First Nations and Inuit Health Branch (FNIHB)
- Health Canada (HC)
- Non-Insured Health Benefits Program (NIHB)
- Dental Provider Information Kit (DPIK)
- Request for Proposal (RFP)
- Statement of Work (SOW)

PART II PROPOSAL REQUIREMENTS

7.0 Administrative Instructions for Completion of the RFP

7.1 General Information

7.1.1 Components, Language and Number of Copies

You are invited to submit **four (4)** written copies in either official language (English or French) of the Technical Proposal and **one (1)** copy of the Cost proposal. The RFP Reference Number and the name of the Departmental Representative must be marked on all documents, binders and respective envelopes. Your proposal must be structured in the following manner:

- **one (1)** covering letter, signed by an authorized representative of your firm;
- **three (3)** copies of the Technical Proposal;
- **three (3)** filled copies of Substantiation form;
- **one (1)** copy of the Cost/Price Proposal, contained in a *separate sealed envelope* (refer to section 9.0 for instructions); and
- **one (1)** electronic copy on a diskette or CD of the technical proposal

The Financial Proposal (hard copy and electronic) must be submitted in a separate, sealed envelope or other packaging. There must be no financial information on any hard copy or electronic copy of the covering letter or the Technical Proposal.

7.1.2 Bid Validity Period

Certify below that all pricing identified in the bid/ proposal will be valid for a period of ninety (90) days (*or other period*) from the closing date of the RFP.

Signature of Authorized Representative of the bidder Date

7.1.3 No Payment for Pre-Contract Costs

No payment will be made for costs incurred in the preparation and submission of a proposal in response to this RFP. No costs incurred before receipt of a signed contract or specified written authorization from the Departmental Representative can be charged to the proposed contract.

7.2 Delivery Instructions for Bid / Proposal

Bid submission envelopes are to be returned to the following address:

Health Canada Bid Receiving Unit

Federal Records Centre Building,
161 Goldenrod Driveway (Loading Dock),
Ottawa, Ontario K1A 0K9
Attention: Nick Metaxas
RFP Reference Number: 1000154128

All bids must be time stamped at the Bid Receiving Unit. Each bid submission envelope must include the RFP reference number and the name of the responsible Contract Officer

Proposals are to be submitted directly to the attention of the Contract Officer and address shown as the “Issuing Office” on the cover page of this RFP package.

The onus for submitting bids on time at the specified location rests with the bidder. It is the responsibility of the bidder to ensure correct and timely delivery of the entire bid to the Crown, including all required information and proposal pages.

7.3 Non-Acceptance of Proposal by Facsimile or Electronic Means

Proposals sent by fax, telex, e-mail and telegraphic means will **not** be accepted.

7.4 Closing Date and Time

All proposals must be received at the specified location by the date and time indicated on the first page of this RFP. Proposals received after this time will be returned unopened.

7.5 Time Extension to Closing Date

Requests for a time extension to the closing date will not be considered.

7.6 Non-Compliance / Unacceptable Proposals

Failure to meet the mandatory requirements of this RFP will result in your proposal being declared non-responsive.

Proposals received after the proposal closing time will not be considered and will be returned unopened to the bidder. Further, for any proposals which are found to be non-compliant, the financial part of the bid or proposal will be returned unopened with a letter from Health Canada indicating that the bid/proposal was non-compliant.

7.7 Bidders Conference / Site Visits

Not applicable

7.8 Announcement of Successful Contractor

The name of the successful bidder will be announced on Buyandsell.gc.ca only upon contract award and sign-off.

7.9 Rights of the Crown

The Crown reserves the right to:

- reject any or all proposals received in response to this RFP;
- accept any proposal in whole or in part; and
- cancel and/or re-issue this requirement at any time.

7.10 Sample Long Form Contract

The successful bidder for this requirement will be expected to enter into agreement with Health Canada as per departmental contract terms and conditions.

7.11 Employment Equity

The Federal Contractors Program for Employment Equity requires that some organizations bidding for federal government contracts make a formal commitment to implement employment equity, as a pre-condition to the validation of their bids. All bidders must check the applicable box(es) below. **Failure to do so may render the bid non-responsive.**

Program requirements do not apply for the following reason(s):

- bid is less than \$200,000;
- this organization has fewer than 100 permanent part-time and/or full time employees across Canada;
- this organization is a federally regulated employer;

or, program requirements do apply:

- copy of signed Certificate of Commitment is enclosed; or
- Certificate number is _____

NOTE: *The Federal Contractors Program for Employment Equity applies to Canadian-based bidders only. The Certificate of Commitment criteria and other information about the Federal Contractors Program for Employment Equity are available in the PWGSC Standard Acquisition Clauses and Conditions (SACC) Manual, Section 2, and on the Government Electronic Tendering Service.*

7.12 Procurement Business Number (PBN)

Public Works and Government Services Canada (PWGSC) has adopted the Procurement Business Number (PBN) for all its purchasing databases, and now requires that its suppliers have one for each of their offices that may be awarded contracts. Register with Contracts Canada's Supplier Registration Information (SRI) service to obtain your PBN. As an existing or potential supplier to the Department, you must obtain a PBN to avoid possible delays of any contract award. It is Health Canada's intention to use this sourcing system for all its procurements of goods and services to which the trade agreements do not apply.

SRI is a database of suppliers who have registered to do business with the Government of Canada. The PBN is created using your Canada Customs and Revenue Agency Business Number to uniquely identify a branch, division or office of your company. Unlike many existing departmental vendor databases, your

information in SRI is accessible to all federal government buyers. SRI can help to open up new opportunities with the federal government for requirements not posted on the electronic tendering service, MERX™.

Visit the Contracts Canada Internet site at <http://contractscanada.gc.ca/en/busin-e.htm> for information and registration procedures. Alternatively, you may contact a Supplier Registration Agent at: 1-800-811-1148 or, in the National Capital Region, at 956-3440.

7.13 Order of Precedence

In the case of any dispute which may arise during the period which may be covered by any ensuing contract, the following documents will be considered in order of precedence in terms of importance in resolving any disputes between the parties:

- The Health Canada Contract;
- Any changes to the terms and conditions contained herein which have been approved by General Counsel for Health Canada;
- The Statement of Work in this RFP;
- The terms identified in this RFP; and
- The Contractor's Proposal (technical and price).

8.0 Technical Proposal

8.1 General Information

The technical proposal must address all the requirements of the SOW and demonstrate that the Bidder is capable of meeting all obligations of the contractor specified in the same.

The technical proposal must meet **all of the Mandatory Requirements** listed in Section 12.0, as well as the **minimum scores identified for the Point Rated Requirements** in Section 13.0.

Furthermore, the technical proposal should include the following:

8.2 Understanding of the Requirements

This is a brief statement that demonstrates that the contractor understands the requirements of the SOW, including the objectives, scope of work and deliverables.

8.3 Approach and Methodology:

8.3.1 General Approach

This is a description of the overall approach and strategy to this project.

8.3.2 Methodology

Identify methodologies and techniques to be used, including identifying any proprietary information which is proposed to be used in the program.

8.3.3 Work Plan / Project Schedule

Break down the work by task - show phases, planned start, completion dates and the estimated level of effort (i.e. person days) needed to complete the task. The work plan may include a matrix and/or time line charts. A project schedule structured in weeks, reflecting milestones and deliverables, should be included.

8.3.4 Performance and Quality Control

The Bidder must specify how you propose to deal with the performance and quality assurance of the work provided by your organization to the Crown. Include information about quality control methods and reporting mechanisms.

8.4 Proposed Team

8.4.1 Personnel

If applicable, identify all proposed personnel, including **Project Manager**, who will be assigned to this contract, describe the role they will be performing, including the amount of direct time dedicated to the project by principals and/or senior personnel, and explain why they are well suited for the work, referring to their qualifications, certifications, education and experience.

If applicable, include a list of proposed sub-contractors, with reference to their capabilities, experience and degree of involvement in the work.

The bidder must certify in the technical proposal that the information provided in all the personnel résumés has been verified to be true and accurate. In addition, for every resource proposed by the bidder who is not an employee of the firm, the actual resource must certify that they are aware that they are being bid as part of the bid/ proposal and state their relationship with the firm.

8.4.2 Contingency Plan

Not applicable

8.5 Contractor Profile

8.5.1 Organization

If applicable, provide background information about your company, including its legal name and the province in which the company is incorporated.

8.5.2 Relevant Work Experience

Describe your company's capacity and experience in this field.

8.5.3 References

The Bidder must provide a minimum of two (2) letters of reference for each proposed resource identifying that they have experience in the last ten (10) years that **demonstrates their ability to meet the performance standards in adjudication and appeals work established in section 2.2 of the Statement of Work and outlining the resource's ability to handle program deadlines similar to those of the NIHB Program.** Provide with each letter of reference the contact name, telephone number, fax number and e-mail address if applicable.

8.6 Résumés of Personnel

Attach résumés of proposed personnel.

9.0 Financial Proposal

9.1 General Information

The Financial Proposal must contain a detailed breakdown of the **total quoted price**, by phase, or by major tasks, or both. The Financial Proposal should address each of the following, if applicable:

9.1.1 *Per Diem*

For each individual and/or labour category to be employed on the project, including subcontractors, indicate the proposed time rate and the estimated time requirement. Although detailed support for the rates is not requested at this time, you should be prepared to substantiate the proposed rates.

Using the tables provided below, bidders are requested to quote **fixed** per diem rates for each proposed resource required to complete the work.

At no time will time rates include such things as administrative expenses, or GST/HST as such practices inflate time rates, do not reflect market/going rates and may prejudice a Bidder from being awarded the Contract.

The per diem rate(s) will be inclusive of all payroll, overhead costs, direct expenses and profits required to complete the work, and shall be indicated separately within the Bidder's Financial Proposal.

Note: Per diem(s) are not to be quoted as ranges. A day is defined as 7.5 hours exclusive of meal breaks. Payment shall be for days actually worked with no provision for annual leave, statutory holidays and sick leave. **Time worked which is more or less than a day shall be prorated to reflect actual time worked.**

9.1.2 Travel

Estimate the cost of travel using the current Treasury Board Travel Directive.

9.1.3 Other Expenses

List any other expenses which may be applicable, giving an estimated cost for each (e.g. long distance communications, reproduction, shipping, equipment, rentals, materials, etc.).

9.1.4 Goods and Services Tax / Harmonized Sales Tax

Various items in your cost proposal may be subject to GST / HST or custom duties, and this charge must be included in the cost estimates where applicable.

9.2 Price Justification

The Bidder must provide, on Health Canada's request, one or more of the following price justification:

- a current published price list indicating the percentage discount available to Health Canada; or
- a copy of paid invoices for the like quality and quantity of the goods, services or both sold to other customers; or
- a price breakdown showing the cost of direct labour, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, etc., and profit; or
- price or rate certifications; or
- any other supporting documentation as requested by Health Canada.

STREAM 1 Two separate Orthodontists to undertake Initial Reviews and /or Level 1 Appeal reviews:

Per Diem Rate from Contract award to March 31, 2017	Level of Effort in days over 3 years	Ontario HST (13%)	Total cost
\$	180		\$

STREAM 2 Orthodontist to undertake Level 2 Appeal reviews and possible Initial Reviews and/ or other levels of appeal if required due to capacity issues:

Per Diem Rate from Contract award to March 31, 2017	Level of Effort in days over 3 years	Ontario HST (13%)	Total cost
\$	12		\$

STREAM 3 One Orthodontist to undertake Level 3 Appeal reviews and possible initial reviews and/ or other levels of appeal if required due to capacity issues:

Per Diem Rate from Contract award to March 31, 2017	Level of Effort in days over 3 years	Ontario HST (13%)	Total cost
\$	6		\$

STREAM 4 One Orthodontist to undertake Initial reviews, Level 1, 2, and 3 appeal reviews if required due to capacity issues:

Per Diem Rate from Contract award to March 31, 2017	Level of Effort in days over 3 years	Ontario HST (13%)	Total cost
\$	15		\$

Calculation of Price:

- the Bidder is to provide in column 1 the proposed per diem rate;
- Health Canada will multiply the Rate by the Level of Effort in days and apply Ontario HST to determine the total cost.

Option Years:

STREAM 1 Two separate Orthodontists to undertake Initial Reviews and /or Level 1 Appeal reviews:

Per Diem Rate from April 1, 2017 to March 31, 2019	Level of Effort in days over 2 years	Ontario HST (13%)	Total cost
\$	120		\$

STREAM 2 Orthodontist to undertake Level 2 Appeal reviews and possible Initial Reviews and/or other levels of appeal if required due to capacity issues:

Per Diem Rate from April 1, 2017 to March 31, 2019	Level of Effort in days over 2 years	Ontario HST (13%)	Total cost
\$	8		\$

STREAM 3 One Orthodontist to undertake Level 3 Appeal reviews and possible initial reviews and/ or other levels of appeal if required due to capacity issues:

Per Diem Rate from April 1, 2017 to March 31, 2019	Level of Effort in days over 2 years	Ontario HST (13%)	Total cost
\$	4		\$

STREAM 4 One Orthodontist to undertake Initial reviews, Level 1, 2, and 3 appeal reviews if required due to capacity issues:

Per Diem Rate from April 1, 2017 to March 31, 2019	Level of Effort in days over 2 years	Ontario HST (13%)	Total cost
\$	10		\$

Calculation of Price:

- the Bidder is to provide in column 1 the proposed per diem rate;
- Health Canada will multiply the Rate by the Level of Effort in days and apply Ontario HST to determine the total cost by stream.

10.0 Enquiries

All enquiries or issues concerning this procurement must be submitted **in writing only** to the Departmental Representative named on the front cover page of this RFP document **not later than seven (7) calendar days prior to the bid closing date.**

To ensure consistency and quality of information to Bidders, the Departmental Representative will provide, simultaneously to all bidders to which this solicitation has been sent,

- any information with respect to significant enquiries received, and
- the replies to such enquiries without revealing their sources,

provided that such enquiries are received no less than seven (7) calendar days prior to the bid closing date.

All enquiries and other communications with government officials throughout the solicitation and evaluation period are to be directed **only** to the Departmental Representative named on the front cover page of this RFP document. **Non-compliance with this condition during the bid solicitation and evaluation period may be sufficient reason for bid disqualification.**

PART III BID SELECTION PROCESS

11.0 Introduction

Proposals must pass mandatory and rated requirements in order to be deemed technically compliant and financial proposals to be opened and further scored. The requirements are the same for all streams.

12.0 Mandatory Requirements

12.1 Method of Evaluation

Mandatory requirements are evaluated on a simple pass or fail basis. Failure by bidders to meet any of the mandatory requirements will render the bidder’s proposal **non-responsive**. The treatment of mandatory requirements in any procurement process is absolute.

Proposers must meet **all** the mandatory requirements described below. This will be evaluated as either “**Yes**” or “**No**”. Proposals not receiving “**Yes**” for any mandatory requirement will **not** be considered further.

12.2 Mandatory Requirements

Attention Bidders: Write beside each of the criteria the relevant page number(s) from your proposal which addresses the requirement identified in the criteria.			
Criteria	Page #	Yes	No
<p>M1. Registration with Royal College of Dental Surgeons</p> <p>Any proposed resource as an Orthodontist must be a member in good standing with the Royal College of Dental Surgeons as demonstrated by providing proof of membership with their Technical Proposal at the time of bid submission.</p>			
<p>M2. Accreditation as an Orthodontist</p> <p>Any proposed resource as an Orthodontist must be an accredited Orthodontist and possess a valid license in Canada at the time of bid submission.</p>			

Attention Bidders: Write beside each of the criteria the relevant page number(s) from your proposal which addresses the requirement identified in the criteria.			
Criteria	Page #	Yes	No
<p>M3. Clinical Experience</p> <p>Any proposed resource as an Orthodontist must have a minimum of five (5) years' experience providing clinical services as an orthodontist and clinical experience practicing in a general practice as demonstrated by providing on the Experience Substantiation form submitted with the Technical Proposal, outlining for each relevant experience at a minimum:</p> <p>a) the location in which the work was done; b) the contact point name*, address, phone number and if available their e-mail address; c) start and end date of the work experience; d) brief description of the type of clinical experience and the clientele served.</p> <p>* if the individual worked for themselves, please provide the name of the clinic.</p>			
<p>M4. Information on the Experience Substantiation form:</p> <p>Each resource proposed, must complete the Substantiation form Annex "B" in order to be deemed compliant with the requirement.</p>			
<p>M5. Letters of Reference</p> <p>The Bidder must provide a minimum of two (2) letters of reference for each proposed resource identifying that they have experience in the last ten (10) years that demonstrates their ability to meet the performance standards in adjudication and appeals work established in section 2.2 of the Statement of Work and outlining the resource's ability to handle program deadlines similar to those of the NIHB Program. With each letter of reference provided, information must include the contact name, telephone number, fax number and e-mail address if applicable.</p>			
<p>M6. Security Clearance</p> <p>The proposed resource must hold a valid security clearance at the Reliability level demonstrated through the provision of their security clearance number with the Technical proposal. Should the resource not hold a valid clearance at the time of bid submission, the Bidder must provide completed security clearance forms with the Technical Proposal for the resource and the resource must be eligible to obtain security clearance.</p>			

13.0 Point Rated Requirements

13.1 Method of Evaluation

A bid with a score less than **the minimum stated for R1 or R3** will be considered **non-compliant** and eliminated from the competition.

13.2 Point Rated Requirements

Attention Bidders: Write beside each of the criteria the relevant page number(s) from your proposal which addresses the requirement identified in the criteria.					
Criteria	Page #	Max Points	Minimum required	Points Allocated	Comments
Stream 1, 2, 3, and 4					
<p>R1. Clinical Experience as an Orthodontist</p> <p>Beyond the minimum experience identified in support M3 Criteria, the resources proposed as an Orthodontist should have more than the minimum of five (5) years' experience providing clinical services as an orthodontist as demonstrated by providing on the Experience Substantiation form submitted with the Technical Proposal, outlining for each relevant experience at a minimum:</p> <p>a) the location in which the work was done;</p> <p>b) the contact point name*, address, phone number and if available their e-mail address;</p> <p>c) start and end date of the work experience;</p> <p>d) brief description of the type of clinical experience and the clientele served.</p> <p>* if the individual worked for themselves, please provide the name of the clinic.</p> <p><i>Two (2) points will be allotted for every additional year, up to a maximum of ten (10) points.</i></p>		10	6		
<p>R2. Bilingual French and English</p> <p>Two (2) points will be awarded if bidder is proficient in both official languages.</p>		2			
<p>R3. References</p> <p>References provided under M5 will be verified and rated.</p>		5	3		
TOTAL		17			

14.0 BASIS OF AWARDING CONTRACT

Highest Compliant Combined Rating of Technical Merit and Price:

It is understood by the parties submitting proposals that, to qualify, bidders **must** meet all mandatory requirements as well as the minimum score identified for the point-rated criteria. The contract will be awarded based on a determination of best value taking into account both the technical merit of the proposals and the price evaluations. To arrive at an overall score achieved by a firm, a weighting has been established whereby technical merit will be valued at 60% of the bid and price at 40%.

Example 1 - Contractor Ranking

For the purpose of ranking all technically compliant proposals by stream, the following ratio will factor the technical and the price component to establish a total score:

$$\text{Technical Score} = \frac{\text{Bidder's Points}}{\text{Maximum Points}} \times 60\% \qquad \text{Cost Score} = \frac{\text{Lowest Bid}}{\text{Bidder's Cost}} \times 40\%$$

$$\text{Total Score} = \text{Technical Score} + \text{Cost Score}$$

Contracts will be recommended to **the highest total score**.

For stream 1, the top 2 scoring bids will be recommended for the contracts.

Given our need for distinct resources for different streams, in the event that a winning bidder bids on more than one (1) stream, he will be recommended for contract award for the stream of the higher value only, and the compliant runner-up of the lower-valued stream will be recommended for contract for that stream, and so on. Stream 1 is the exception, since both the winner AND the runner-up will be awarded a contract.

15.0 DEBRIEFING

A debriefing will be provided, on request, only following entry by Health Canada into a contractual arrangement with the successful Bidder. Should a Bidder desire a debriefing, the Bidder must contact the name identified on the front cover of the RFP **no later than 30 days** after being notified of their bid being deemed unsuccessful. The debriefing will include an outline of the reasons the submission was not successful, making reference to the evaluation criteria. The confidentiality of information relating to other submissions will be protected.

16.0 CERTIFICATIONS – ANNEX “A”

Compliance with Terms and Conditions

The Bidder by signing below hereby certifies that it has read the RFP in its entirety, including the Statement of Work, and signifies compliance with and acceptance of all the articles, clauses, terms and conditions contained or referenced in this RFP document.

Signature of Authorized Representative of the bidder	Date

Certification of Education and Experience

To be considered responsive, the proposals must contain the following certification:

“The Bidder hereby certifies that all statements made with respect to education and experience are true and that any person proposed by the Bidder to perform the work or part of the work is either an employee of the Bidder or under a written agreement to provide services to the Bidder.”

The Crown reserves the right to verify the above certification and to declare the bid non-responsive for any of the following reasons:

- a) unverifiable or untrue statement;
- b) unavailability of any person proposed on whose statement of education and experience the Crown relied to evaluate the offer and award the Contract.

Signature of Authorized Representative of the bidder	Date