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**Bid Receiving - PWGSC / Réception des soumissions**  
**- TPSGC**  
**11 Laurier St. / 11, rue Laurier**  
**Place du Portage , Phase III**  
**Core 0A1 / Noyau 0A1**  
**Gatineau, Québec K1A 0S5**  
**Bid Fax: (819) 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**  
Business Management and Consulting Services  
Division / Division des services de gestion des affaires  
et de consultation  
11 Laurier St. / 11, rue Laurier  
10C1, Place du Portage  
Gatineau, Québec K1A 0S5

<b>Title - Sujet</b> NNC CLAIMS PROCESSING SERVICES	
<b>Solicitation No. - N° de l'invitation</b> A7101-130008/A	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> A7101-130008	<b>Date</b> 2014-09-24
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZG-409-27879	
<b>File No. - N° de dossier</b> 409zg.A7101-130008	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2014-10-06</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Perkins, Deborah	<b>Buyer Id - Id de l'acheteur</b> 409zg
<b>Telephone No. - N° de téléphone</b> (819) 956-8656 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

## Question 1

### Milestones and Dates

#### 7.2.1 “DIAND requires that the NNC Processing commence no later than 45 days after Contract award”.

Is there flexibility in extending the 45 day implementation window after contract award? Based on Industry standards and Express Scripts Canada's extensive experience in implementing claims adjudication solutions for new customers, this is an unreasonable time frame to develop, test and implement new functionality to meet the NNC Claims Processing Service requirements. Given the unique adjudication requirements for the NNC Claims Processing Services program this limited implementation timeline favors the incumbent and does not provide an opportunity for other vendors participate in the bidding process. Based on industry norms there is an expectation of at least a 6 month implementation window. Please advise if consideration will be given to extending the 45 day implementation window.

### Answer 1

The department will allow an additional 20 day implementation window which will trigger an amendment to the RFP related section (revised table to follow in a later amendment). AANDC appreciates the challenge in putting in place the requirements under the description and scope of work, which entail to describe the business process, the claim process set up and Training, the readiness for Claim process Operations and Support and finally prepare the future phase out plan.

As outlined in the section 7.2.2 for the specific deliverables, the successful bidder will need to respect the timeframes to ensure the continuity of the operations of Nutrition North Canada and be processing within 65 days of the contract award date.

## Question 2

We are formally requesting an extension of the deadline for responding with a new closing date of October 20<sup>th</sup> at 2:00 pm EDT.

The above mentioned RFP is a set aside under the Government of Canada's Procurement Strategy for Aboriginal Business (PSAB). The Government of Canada recognizes that when it comes to federal government procurement, Aboriginal business pursuing and winning contracts are under-represented for a variety of reasons. The spirit and intent of PSAB aims to increase the number of Aboriginal firms participating in the federal procurement process by:

1. Building internal capacity
2. Forming joint ventures
3. Sourcing suitable sub-contractors

It is critical that if a PSAB RFP such as the above mentioned requires mandatory specific technical and highly specialized industry experience, that a reasonable and fair timeframe be given to Aboriginal bidders in order to develop joint ventures or partnerships. The current window is inadequate to allow Aboriginal bidders appropriate time to form joint ventures with industry leaders, source sub-contractors or ask questions and receive a response for added clarity. Therefore, the current close date not only defeats the purpose of PSAB but seem to unfairly favor the incumbent.

Solicitation No. - N° de l'invitation

A7101-130008/A

Amd. No. - N° de la modif.

003

Buyer ID - Id de l'acheteur

409zg

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A7101-130008

File No. - N° du dossier

409zgA7101-130008

CCC No./N° CCC - FMS No/ N° VME

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## **Answer 2**

On the recommendation of Public Works Government Services Canada (PWGSC), this RFP for NNC Claim Processing Services was extended until October 1st, 2014 and is further extended for a new bid closing date of 2:00 pm EST, October 6, 2014.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**