

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des soumissions
- TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
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

Title - Sujet NNC CLAIMS PROCESSING SERVICES	
Solicitation No. - N° de l'invitation A7101-130008/B	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client A7101-130008	Date 2015-06-18
GETS Reference No. - N° de référence de SEAG PW-\$\$ZG-409-28967	
File No. - N° de dossier 409zg.A7101-130008	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-07-31	
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: Perkins, Deborah	Buyer Id - Id de l'acheteur 409zg
Telephone No. - N° de téléphone (819) 956-8656 ()	FAX No. - N° de FAX (819) 956-2675
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

Solicitation No. - N° de l'invitation

A7101-130008/B

Client Ref. No. - N° de réf. du client

A7101-130008

Amd. No. - N° de la modif.

001

File No. - N° du dossier

409zgA7101-130008

Buyer ID - Id de l'acheteur

409zg

CCC No./N° CCC - FMS No/ N° VME

This amendment number one (1) is drawn up to respond to questions raised. PWGSC has also attached a clean version of the evaluation criteria as it was brought to our attention that due to errors with the formatting some of the criteria may not be complete.

Question

I hope you might be able to please direct me to the following RPP: **08C38-120072/A** which is referred to in a recent posting on Buyandsell, as shown below.

Answer

The first paragraph right before the Table of Contents is deleted and replaced with:

This bid solicitation cancels and supersedes previous bid solicitation number A7101-130008/A dated August 22, 2014 with a closing of October 06, 2014 at 2:00 pm. A debriefing or feedback session will be provided upon request to bidders/offerors/suppliers who bid on the previous solicitation. The debriefing may be in writing, by telephone or in person.

Question

We are considering proposing for this RFP, and given the volume of work and research required to put together a response, we are kindly asking for a two (2) week extension of the closing date.

Answer

The closing date has been **extended by two (2) weeks** the new bid closing date is:

2:00 p.m. EDT on the 31 July, 2015 .

Question

The first page of the RFP document states "This bid solicitation cancels and supersedes previous bid solicitation number 08C38-120072/A dated August 22, 2014 with a closing of October 06, 2014 at 2:00 pm....."

Can the client please provide some details as to why this is being re-tendered?

Answer

There has been a change in scope the first requirement was set up with a Set-aside Program for Aboriginal Business (PSAB) which has been removed under this re-competition.

Question

Where there any bids received in response to the previous bid solicitation 08C38-120072/A ?

Solicitation No. - N° de l'invitation

A7101-130008/B

Client Ref. No. - N° de réf. du client

A7101-130008

Amd. No. - N° de la modif.

001

File No. - N° du dossier

409zgA7101-130008

Buyer ID - Id de l'acheteur

409zg

CCC No./N° CCC - FMS No/ N° VME

Answer

Yes there was.

Question

Did the evaluation of those responses resulted in a contract award?

Answer

No a contract was not awarded the requirement is being re-competed with the set-aside being removed.

ALL OTHER TERMS AND CONDITONS REMAIN UNCHANGED.

CORPORATE MANDATORY CRITERIA		CROSS REFERENCE TO PROPOSAL /RESUME	COMPLIANT	
			YES	NO
M1	<p>The Bidder MUST provide a corporate profile demonstrating:</p> <p>a) The full legal name of the entity submitting the Proposal and identification of all parties to the Proposal, including, as applicable, all joint venture or consortia members, partners or subcontractors;</p> <p>b) That the Bidder has been in business in the provision of Claims Processing services for the past five (5) years, at a minimum;</p> <p>c) An organizational chart and brief description of the Bidder 's management structure as it relates to this requirement, including decision-making processes, accountabilities and reporting relationships between the Bidder's operating divisions; and</p> <p>d) A brief discussion of the Bidder's Business Continuity Plan (BCP) as it relates to both IT systems and business process continuity</p>			
M2	<p>The Bidder MUST provide two (2) distinct and unrelated project summaries describing its experience that is comparable to the requirements for claims processing support stated in the SOW for implementation, training, operation, and support.</p> <p>For Proposals submitted as a joint venture, the combined experience of the Parties forming the joint venture will be considered in the evaluation of the experience of the Bidder.</p> <p>1.1 Each project MUST have taken place during the past five (5) years, <i>calculated as of the closing date of the RFP</i>. Projects may be on-going.</p> <p>1.2 Projects provided MUST have included at a minimum all the following Service Elements:</p> <p>a) Claims Processing and Adjudication;</p> <p>b) Call Centre and/or Service desk;</p> <p>c) User Training delivery; and</p> <p>d) Training or Communications Materials development and delivery.</p>			

Solicitation No. - N° de l'invitation
A7101-130008/B
Client Ref. No. - N° de réf. du client
A7101-130008

Amd. No. - N° de la modif.
001
File No. - N° du dossier
409zgA7101-130008

Buyer ID - Id de l'acheteur
409zg
CCC No./N° CCC - FMS No/ N° VME

CORPORATE MANDATORY CRITERIA		CROSS REFERENCE TO PROPOSAL /RESUME	COMPLIANT	
			YES	NO
	<p>1.3 Projects provided MUST each be valued at \$500,000 or greater (to the Contractor).</p> <p>1.4 Within <u>each</u> project summary provided, the Bidder MUST indicate the following:</p> <ul style="list-style-type: none"> a) the name of the client organization; b) project duration, including start and finish dates (dates should be identified by month and year for example march 2004 – February 2007); c) a brief description of the type and scope of services provided (such as requirements definition, process design, transition and data migration, adjudication and follow-up audit, training and support); d) the number of claimants supported and the average size of the claims processed (in terms of number of individual claim line items); and e) name, title and valid contact information (a telephone number or e-mail) of a client reference within the client organization who possessed oversight or approval authority over the Bidder's work for the cited project. <ul style="list-style-type: none"> i) The named individual identified as a project Client Reference MUST be a resource affiliated with the identified client organization to which the work was delivered, and <u>not</u> a member or affiliate of the Bidder's organization or Joint Venture Partner organization, or of a sub-Contractor of the Bidder. <p>The named individual identified as a project Client Reference MUST have held a position of authority within the client organization for the work undertaken by the Bidder in relation to the referenced project.</p>			
M3	<p>Claims Processing Services</p> <p>1.1 The Bidder MUST provide a description of the Bidder's claims processing and reporting abilities, including the following information at a minimum:</p> <ul style="list-style-type: none"> a) the Bidder's ability to adapt its existing internal tools and business processes to meet DIAND's requirements for verification of the Nutrition North Canada (NNC) Food Subsidy Claims within forty-five (45) working days after Contract Award; 			

CORPORATE MANDATORY CRITERIA		CROSS REFERENCE TO PROPOSAL /RESUME	COMPLIANT	
			YES	NO
	<p>b) the Bidder's ability to update and maintain operational currency of its internal and claimant-available tools, given the requirement to regularly update various claim eligibility factors, as described in the SOW;</p> <p>c) the Bidder's ability to accept and process hardcopy claim forms;</p> <p>d) the Bidder's ability to accept claimant electronic data files containing claim form information;</p> <p>e) the Bidder's ability to develop custom outputs and reports, based on input information.</p> <p>1.2 The Bidder's ability to allow a Claimant (user) to prepare and submit NNC Food Subsidy Claims forms in either of Canada's Official Languages (English and French), as selected by the user.</p> <p>1.3 The Bidder MUST describe its typical turn-around time in working days for processing a submitted claim that is similar in type or format and complexity to that described within the SOW.</p>			
M4	<p>Project Plan and Work Breakdown</p> <p>1.4 The Bidder MUST provide a proposed Project Plan and Work Breakdown for undertaking the work required for Deliverable 1 through to the end of the first quarter of Deliverable 3 (i.e. three months), as described in section SW6.0 of the SOW (in accordance with the deliverables and milestone dates indicated in section SW7.0).</p> <p>1.5 The Project Plan and Work Breakdown MUST be accompanied by a narrative which explains the overarching rationale and provides descriptive text for each major activity and milestone, outlining the Bidder's anticipated resource allocation, level of effort and timeline to complete the work.</p> <p>1.6 The Work Plan MUST provide a project schedule structured in weeks, reflecting milestone dates and deliverables, including the planned start and completion dates to complete each task, and the estimated level of effort (i.e. person days) needed to complete each deliverable. The proposed Work Plan may include a matrix and / or time line chart (i.e. Gantt chart).</p>			

CORPORATE MANDATORY CRITERIA		CROSS REFERENCE TO PROPOSAL /RESUME	COMPLIANT	
			YES	NO
	<p>Note: Bidders are reminded that rates MUST appear in the financial proposal ONLY and therefore no pricing is to be included with the Project Plan and Work Breakdown. The Bidder's failure to comply with this condition will result in the Bidder's Proposal being declared non-compliant and being given no further consideration.</p> <p>The Bidder's proposed Project Plan and Work Breakdown and accompanying narrative should address the evaluation factors included within Point Rated Criterion, Section 3.0.</p>			
M5	<p>Bidder Service Level Agreement</p> <p>1.1 The Bidder MUST describe its offered Service Level Agreement (SLA), that at a <u>minimum</u>, meets the expected service standards as de-scribed within section SW10 the SOW. The SLA MUST not simply be a confirmation of the service standards below.</p> <p>a) The Bidder's SLA MUST address Help Desk / Support Services hours of availability and means to contact;</p> <p>i) This service offering MUST include toll-free help desk / support services, in both English and French, that are available to Claimants during DIAND regular office hours (09:00 to 18:00 EDT);</p> <p>b) The Bidder's SLA MUST address Help Desk contacting methods and turnaround timeframes;</p> <p>i) During Core Hours:</p> <p><input type="checkbox"/> Phone Access: Initial call answered by live operator or voice mail. Follow-up within one (1) working day.</p> <p><input type="checkbox"/> E-mail Access: Automated first response within two (2) hours of receipt of the query, follow-up within one (1) working day.</p> <p>ii) After Hours:</p> <p><input type="checkbox"/> Phone Access: Initial call answered by voice mail. Follow-up within one (1) working day.</p> <p><input type="checkbox"/> E-mail Access: Automated first response within two (2) hours of receipt of the query, follow-up within one (1) working day.</p>			

Solicitation No. - N° de l'invitation
A7101-130008/B
Client Ref. No. - N° de réf. du client
A7101-130008

Amd. No. - N° de la modif.
001
File No. - N° du dossier
409zgA7101-130008

Buyer ID - Id de l'acheteur
409zg
CCC No./N° CCC - FMS No/ N° VME

CORPORATE MANDATORY CRITERIA		CROSS REFERENCE TO PROPOSAL /RESUME	COMPLIANT	
			YES	NO
	<p>c) The Bidder's SLA MUST address the turnaround timeframes for the Claim Processing Service:</p> <p>i) Review Claim Data For Validity within 5 working days</p> <p>ii) Eligibility Check and Adjudication, inspection and Escalation with 20 working days* for Recipients <u>with</u> Advance Payments (* excluding time when the Contractor is waiting for information from Recipient).</p> <p>The Bidder MUST describe the process by which it monitors its SLA compliance and any remedies it offers in the event of non-performance with respect to SLA compliance.</p>			

Account Representative

RESOURCE MANDATORY CRITERIA		CROSS REFERENCE TO PROPOSAL /RESUME	MEETS	
			YES	NO
M6	<p>Bidder Resources proposed MUST meet all of the minimum qualifications for the Resource Category in which they are proposed:</p> <p>a) At least one (1) of the following professional qualifications relevant to project management services:</p> <p>(1) professional designation; or (2) degree(s), diploma(s), certificate(s) from a recognized post-secondary institution; and</p> <p>b) Five (5) cumulative years experience during the past ten (10) years related directly to the provision of account management services; AND</p> <p>c) The resource MUST demonstrate experience managing two (2) projects related directly to claims processing, each valued at \$500,000.00 or greater (to the Contractor).</p> <p>(1) Projects provided above MUST have taken place during the past ten (10) years.</p>			

Solicitation No. - N° de l'invitation

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

A7101-130008/B

001

409zg

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

A7101-130008

409zgA7101-130008

Operational Project Manager/Claim Adjuster

RESOURCE MANDATORY CRITERIA		CROSS REFERENCE TO PROPOSAL / RESUME	MEETS	
			YES	NO
M7	<p>a) At least one (1) of the following professional qualifications relevant to project management services:</p> <ol style="list-style-type: none"> 1) professional designation; or 2) degree(s), diploma(s), certificate(s) from a recognized post-secondary institution; <p>b) A minimum of five (5) cumulative years experience during the past ten (10) years related directly to the provision of project management services;</p> <p>c) A minimum of five (5) cumulative years experience during the past (10) years related directly to the provision of audit, accounting, risk management or forensic review services;</p> <p>d) The resource MUST demonstrate experience managing the implementation of two (2) Claims Processing Projects:</p> <ol style="list-style-type: none"> (1) Each project must have included a minimum of the following Service Elements: <ol style="list-style-type: none"> (a) Call Centre and/or Service Desk; (b) User Training delivery; and (c) Communication Materials development and delivery. (2) Projects provided above may have been in either the public or private sector, and MUST each be valued at \$500,000.00 or greater (to the Contractor). (3) Projects provided above MUST have taken place during the past ten (10) years. <p>e) Possession of one of the following:</p> <ol style="list-style-type: none"> (1) A Certified Internal Auditor certification from the Institute of Internal Auditors (IIA) in good standing; OR (2) A Certified Fraud Examiner (CFE) certification awarded by the Association of Certified Fraud Examiners (ACFE), in good standing; OR (3) Evidence of education in the area of Fraud Examination from an accredited educational program. 			

Solicitation No. - N° de l'invitation
A7101-130008/B
Client Ref. No. - N° de réf. du client
A7101-130008

Amd. No. - N° de la modif.
001
File No. - N° du dossier
409zgA7101-130008

Buyer ID - Id de l'acheteur
409zg
CCC No./N° CCC - FMS No/ N° VME

CORPORATE – POINT RATED

Corporate Point Rated Evaluation Criteria		Point Rated Evaluation Criteria	Max. Points Available	Evaluators Comments
R1	<p>Previous Experience of the Bidder (Project Summaries Mandatory M2) up to a maximum of 100 points</p> <p>a) The similarity and relevance of the reference client organization for which the Bidder provided services (up to 5 points/project).</p> <p>b) The scope and complexity of services provided by the Bidder in terms of the setup, training, and support services provided by the Bidder (up to 20 points/project).</p>	<p>5 points/project = Federal level organization (e.g. department, agency or Crown Corporation).</p> <p>3 points/project = Other governmental organizations (e.g. at the municipal or provincial level).</p> <p>Up to 4 points for each of the following service areas within each cited project:</p> <p>i. implementation – Bidder's claims process was adapted and undertaken in accordance with client's specific business requirements;</p> <p>ii. Training – Bidder provided training to support the up-take of the new process by users;</p> <p>iii. Claim Verification/ Adjudication – Bidder was involved in the follow-up investigative process to confirm or reject claim items that were questionable or not immediately approvable;</p> <p>iv. Claim Audit – Bidder was involved in a follow-up in-depth audit process to review claims, Claimant supporting documentation;</p> <p>v. Support – Bidder provided bilingual (English and French) phone/email help desk support to Claimants/users.</p>	<p>10</p> <p>40</p>	

Solicitation No. - N° de l'invitation

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

A7101-130008/B

001

409zg

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

A7101-130008

409zgA7101-130008

Corporate Point Rated Evaluation Criteria		Point Rated Evaluation Criteria	Max. Points Available	Evaluators Comments
		<p>Up to 2.5 points for each of the following Training-related services within each cited project:</p> <p>i. Bidder provided training delivery in-person and on-site at designated location;</p> <p>ii. Training was delivered in both English and French.</p>	10	
	c) The scope, range and complexity of the Bidder's Claims Processing and Reporting solution (up to 20 points/project)	<p>Up to 5 points for each of the following functionalities implemented by the Bidder in the client's solution:</p> <p>i. automated processing – capable of handling large (multi-1000 line) electronic claims;</p> <p>ii. reporting – Bidder developed customized outputs or reports specific to the client's unique requirements;</p> <p>iii. scanning / digitization capabilities – to handle paper forms or supporting documentation;</p> <p>iv. claim-specific user support such as online forums or a knowledge base.</p>	40	
Maximum Technical Points			100	
Minimum Pass Mark (70%)			70	
Bidder's Technical Score			/100	

Solicitation No. - N° de l'invitation
A7101-130008/B
Client Ref. No. - N° de réf. du client
A7101-130008

Amd. No. - N° de la modif.
001
File No. - N° du dossier
409zgA7101-130008

Buyer ID - Id de l'acheteur
409zg
CCC No./N° CCC - FMS No/ N° VME

Corporate Point Rated Evaluation Criteria		Evaluation Guidelines	Max. Points Available	Evaluators Comments
R2	<p>Approach and Methodology (up to a maximum of 105 points, based on the extent to which the Bidder's proposed approach and methodology is detailed, feasible, responsive and consistent with the requirement as expressed within the SOW)</p> <p>a) The Bidder's proposed operational activities supporting the core service of claim processing, including:</p> <ul style="list-style-type: none"> i) claim verification; ii) claim eligibility; iii) adjudication; iv) follow-up inspection and verification; v) training; vi) reporting and; vii) records retention requirements. 	<p>70 points = all seven requirements addressed, and the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A.</p> <p>60 points = all seven requirements addressed, and 6 of the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A.</p> <p>50 points = all seven requirements addressed, and the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A.</p> <p>40 points = all seven requirements addressed, and the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A.</p> <p>30 points = all seven requirements addressed, and the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A.</p> <p>20 points = all seven requirements addressed, and the activities are supported by descriptions and examples that demonstrate</p>	70	

Solicitation No. - N° de l'invitation
A7101-130008/B
Client Ref. No. - N° de réf. du client
A7101-130008

Amd. No. - N° de la modif.
001
File No. - N° du dossier
409zgA7101-130008

Buyer ID - Id de l'acheteur
409zg
CCC No./N° CCC - FMS No/ N° VME

Corporate Point Rated Evaluation Criteria	Evaluation Guidelines	Max. Points Available	Evaluators Comments
<p>b) The Bidder's established procedures described in its Business Continuity Plan (BCP)</p> <p>c) The Bidder's proposed Transition Strategy and the Bidder's previous experience in facilitating the transition of Claims Processing services delivery</p>	<p>the services required in the SOW, presented in Annex A.</p> <p>10 points = all seven requirements addressed, and the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A.</p> <p>0 points = all seven requirements addressed, and the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A.</p> <p>10 points = details are precise and indicate sound strategies for both IT continuity and business continuity.</p> <p>5 points = details only provide overview processes and procedures indicating a moderately effective strategy, or some areas are lacking in detail or are missing.</p> <p>0 points = weak, ineffective strategy, insufficient detail to assess effectiveness or major omission of BCP details.</p> <p>Up to 3 points for each of the following objectives that are addressed in the Bidder's Transition Plan:</p> <p>i. level of service delivery is maintained throughout transition period;</p> <p>ii. knowledge transfer is facilitated;</p> <p>iii. all data is correctly formatted or cleansed, migrated, and available for use.</p>	<p>10</p> <p>9</p>	

Solicitation No. - N° de l'invitation

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

A7101-130008/B

001

409zg

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

A7101-130008

409zgA7101-130008

Corporate Point Rated Evaluation Criteria		Evaluation Guidelines	Max. Points Available	Evaluators Comments
		<p>Up to 4.5 points for the Bidder's previous experience within the past three years in:</p> <p>i. transition-in of service delivery for a major client that meets one of the following –a project worth over \$500,000.00 to the Bidder OR with a large (multi-1000) claimant base, OR a highly complex data conversion and migration requirement (with a large database, large amounts of data, or complicated data relationships).</p>	4.5	
		<p>Up to 2.5 points for the Bidder's previous experience within the past three years in:</p> <p>i. transition-out of service delivery (for reason (which must be indicated) not related to client dissatisfaction) for major client that meets one of the following – a project worth over \$500,000.00 to the Bidder or with a large (multi-1000) claimant base, or a highly complex data conversion and migration requirement.</p>	2.5	
	d) The Bidder's approach to the resource and subcontractor availability and performance management.	<p>Up to 3 points for each of the following:</p> <p>i. ensures appropriate primary resources are in place and properly trained on any internal or client specific operational procedures;</p> <p>ii. ensures appropriate backup resources are identified for resource replacement requirements;</p>	9	

Solicitation No. - N° de l'invitation
A7101-130008/B
Client Ref. No. - N° de réf. du client
A7101-130008

Amd. No. - N° de la modif.
001
File No. - N° du dossier
409zgA7101-130008

Buyer ID - Id de l'acheteur
409zg
CCC No./N° CCC - FMS No/ N° VME

Corporate Point Rated Evaluation Criteria		Evaluation Guidelines	Max. Points Available	Evaluators Comments
		iii. ensures timely and effective identification and resolution of any performance issues.		
Maximum Technical Points			105	Maximum Technical Points
Minimum Pass Mark (70%)			73.50	Minimum Pass Mark (70%)
Bidder's Technical Score			/105	Bidder's Technical Score

Corporate Point Rated Evaluation Criteria		Evaluation Guidelines	Max. Points Available	Evaluators Comments
R3	<p>The Bidder's proposed Project Plan and Work Breakdown (provided in response to Mandatory Criterion M4) demonstrates that it meets the requirements as expressed in the SOW, presented in Annex A, with respect to the following specific factors:</p> <p>a) the Bidder provided a clear Project Plan and Work Breakdown, showing a linkage of project milestones / deliverables with the proposed resource allocation and expected outcomes and next steps;</p> <p>b) the Bidder's proposed schedule management and control processes;</p>	<p>Up to 5 points for each of the following areas:</p> <p>i. critical paths and key milestones are clearly identified;</p> <p>ii. milestones are linked to the expected deliverables;</p> <p>iii. identified time frames and levels of resource allocation necessary to complete the work within DIAND's identified timeframe and meet the requirements expressed in the SOW.</p> <p>5 points = processes are in place to ensure key milestones and deadlines are met, and to prevent the occurrence of schedule slippage.</p>	<p>15</p> <p>5</p>	

Solicitation No. - N° de l'invitation
A7101-130008/B
Client Ref. No. - N° de réf. du client
A7101-130008

Amd. No. - N° de la modif.
001
File No. - N° du dossier
409zgA7101-130008

Buyer ID - Id de l'acheteur
409zg
CCC No./N° CCC - FMS No/ N° VME

Corporate Point Rated Evaluation Criteria		Evaluation Guidelines	Max, Points Available	Evaluators Comments
	c) the Bidder's proposed schedule and methods of communication;	<p>0 points = does not demonstrate that adequate processes are in place to ensure key milestones and deadlines are met and to prevent the occurrence of schedule slippage.</p> <p>Up to 2.5 points = for each of the following areas:</p> <ul style="list-style-type: none"> i. processes to ensure that DIAND is kept informed of the progress of assigned work are clearly defined; ii. the bidder's defined issue management and dispute resolution practices to handle problems as they arise are clearly outlined. 	5	
	d) the Bidder's approach to resource and subcontractor availability and performance management.	<p>Up to 3 points for each of the following areas:</p> <ul style="list-style-type: none"> i. the Bidder's proposed quality assurance and control measures are clearly identified within the Project Plan and Work Breakdown; ii. the Bidder's identified quality assurance and control measures are rigorous and appropriate; iii. the Bidder's identified quality assurance and control measures address all of the specific deliverables required under each phase of the work covered by the Project Plan. 	9	
	e) the Bidder's proposed approach to the performance of claim review and verification;	<p>Up to 2 points for each of the following areas:</p> <ul style="list-style-type: none"> i. the Bidder's proposed approach is clearly identified within the Project Plan and Work Breakdown; 	4	

Solicitation No. - N° de l'invitation
A7101-130008/B
Client Ref. No. - N° de réf. du client
A7101-130008

Amd. No. - N° de la modif.
001
File No. - N° du dossier
409zgA7101-130008

Buyer ID - Id de l'acheteur
409zg
CCC No./N° CCC - FMS No/ N° VME

Corporate Point Rated Evaluation Criteria	Evaluation Guidelines	Max, Points Available	Evaluators Comments
<p>f) the Bidder's identification and assessment of two major risks or issues during the period covered by the Project Plan, including but not limited to time frame constraints for initiation of claims processing, and the Bidder's defined strategies to mitigate the identified risks.</p>	<p>ii. the Bidder's defined claim review and inspection procedures are clearly described and are applicable to DIAND's requirement.</p> <p>Up to 5 points for the following:</p> <p>i. the Bidder's proposed approach addresses solutions for varying degrees of assurance, to periodic spot review and methods for selection of claims for such a periodic review process.</p> <p>Up to 15 points per identified risk.</p> <p>For each of the two major risks identified under the Project Plan, up to 5 points per risk for the following factors:</p> <p>i. the issue or area of risk is clearly identified and is relevant to the project;</p> <p>ii. the risk is assessed in relation to its possible impact on services delivery and presents a major challenge to the success of the project;</p> <p>iii. the risk is clearly analyzed, and a feasible and effective strategy for risk mitigation or avoidance is presented.</p> <p>A maximum of two risks and associated mitigation strategies will be evaluated in the order presented in the Bidder's Technical Proposal.</p>	<p>5</p> <p>30</p>	
Maximum Technical Points		73	
Minimum Pass Mark (70%)		51.10	
Bidder's Technical Score		/73	

Solicitation No. - N° de l'invitation
A7101-130008/B
Client Ref. No. - N° de réf. du client
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Point Rated Evaluation Criteria		Evaluation Guideline	Max. Points Available	Evaluators Comments
R4	Presenting the Proposal in a clear and logical fashion and in a manner which facilitates a clear and straightforward evaluation, based on the information requested in the RFP	<p>2 Points – Ordering/structuring the proposal to match the order and sequence of the Mandatory and Point-Rated Criteria in the RFP.</p> <p>1 point – including tabs between the sections of the Proposal.</p> <p>2 points – Overall quality of the proposal as it relates to presentation of information and ease-of-use.</p>		
Maximum Technical Points			5	
Minimum Pass Mark (70%)			3.5	
Bidder's Technical Score			/5	

Point Rated Evaluation Criteria		Evaluation Guideline	Max. Points Available	Evaluators Comments
R5	<p>a) Extent of the named <u>Operational Project Manager/Claim Adjuster</u> resource's experience in managing project teams during the development, implementation and operations phases of electronics claims processing, including needs analysis, data cleansing/migration and systems integration.</p> <p>(b) Extent of the named <u>Account Representative</u> resource's experience in managing claims</p>	<p>20 points = 7 or more specific projects or 10 or more years of relevant experience in the specified area;</p> <p>16 points = 5-6 projects specific projects or 8 or more years of relevant experience in the specified area;</p> <p>12 points = 3-4 projects with relevant experience in the specified area or 6 or more years of relevant experience in the specified area.</p> <p>0 points = no relevant experience in the specified area beyond the minimum required to meet the mandatory experience qualifications.</p>	<p>20</p> <p>5</p>	

Point Rated Evaluation Criteria	Evaluation Guideline	Max. Points Available	Evaluators Comments
<p>processing and other key areas such as operation of a toll-free call centre and/or service desk, claims verification, and systems management.</p> <p>(c) Extent of the named <u>Account Representative</u> resource's experience in handling Contractor-client relations, Contract issues and disputes, including sub-contractors.</p>	<p>4 points = 5-6 projects specific projects or 8 or more years of relevant experience in the specified area;</p> <p>3 points = 3-4 projects with relevant experience in the specified area or 6 or more years of relevant experience in the specified area.</p> <p>0 points = no relevant experience in the specified area beyond the minimum required to meet the mandatory experience qualifications.</p> <p>5 points = 7 or more specific projects or 10 or more years of relevant experience in the specified area;</p> <p>4 points = 5-6 projects specific projects or 8 or more years of relevant experience in the specified area;</p> <p>3 points = 3-4 projects with relevant experience in the specified area or 6 or more years of relevant experience in the specified area.</p> <p>0 points = no relevant experience in the specified area beyond the minimum required to meet the mandatory experience qualifications.</p>	5	
Maximum Technical Points		30	
Minimum Pass Mark (70%)		21	
Bidder's Technical Score		/30	