

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. 002
Client Reference No. - N° de référence du client A7101-130008	Date 2015-07-14
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	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
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

This amendment number two (2) is drawn up to incorporate changes to Integrity Provisions of the terms and conditions and to respond to questions raised.

At PART 2 - BIDDER INSTRUCTIONS, 1 Standard Instructions, Clauses and Conditions:

Delete:

The 2003 (2013-06-01) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Insert:

The 2003 (2015-07-03) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

At PART 5 - Certifications

Insert:

1.1.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

1.1.2 Declaration of Convicted Offences

As applicable, pursuant to subsection Declaration of Convicted Offences of section 01 of the Standard Instructions, the Bidder must provide with its bid, a completed Declaration Form, to be given further consideration in the procurement process.

PART 5 - Attachment 1

Insert

4. Integrity Provisions – List of Names Associated Information

Pursuant to subsection List of Names of section 01 of the Standard Instructions 2003, Bidders who are incorporated or a sole proprietorship, including those bidding as a joint venture, must submit a complete list of names of all individuals who are currently directors of the Bidder, or the name of the owner(s), as applicable. Bidders bidding as societies, firms or partnerships do not need to provide a lists of names. Consult sections 4.21, 5.16 and 8.702 of the Supply Manual for additional information.

Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder.

Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s).

Bidders bidding as societies, firms or partnerships do not need to provide lists of names.

PART 7 - RESULTING CONTRACT CLAUSES

Article 2.1 General Conditions:

Delete:

2035 (2013-06-27), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

Insert:

2035 (2015-07-03), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

Article 8 Certifications

Delete:

8.1 Compliance in it's entirety

Insert:

8.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing additional associated information are conditions of the Contract. Certifications are

subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the additional associated information, or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly,

Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

Article 10. Priority of Documents:

Delete:

- (b) the general conditions 2035 (2013-06-27);

Insert:

- (b) the general conditions 2035 (2015-07-03).

Question 1

With regard to M7 Operations Manager/Claims Adjuster experience, point e) states that a CIA; CFE designation or evidence in the area of fraud examination is required for the proposed resource. In our experience, resources who handle claims do not deal with fraud issues but rather identify them. In the event fraud situations are identified during processing of claims, the Claims Adjuster would involve a

Fraud subject matter expert who are CFE designated. Therefore we kindly request the Crown to consider changing the M7.e) requirement for the Operations Manager/Claims Adjuster mandatory criteria with one of the following options:

1 - create a third role/category for a Fraud Specialist, with the required M7.e) designations, who will handle all fraud issues raised during processing of claims;

OR

2 - keep only the two (2) resource categories, but remove M7.e) as a mandatory and include it as rated requirement.

Answer 1

M7 states that the Operations Manager/Claims Adjuster should possess one of the following: a certified Internal Auditor (CIA) certification in good standing or Certified Fraud Examiner (CFE) certification in good standing or Evidence of education in the area of Fraud examination from an accredited educational program. An Operations Manager would manage the team who handles all claims verification, be presented with anomalies/irregularities after verification by a clerk or claim examiner, investigate, sought clarification by discussing with the Recipient, discuss with the Department, refer the case to the Department (if needed) and finally provide its recommendation(s) for the claim.

Creating a third role/category is not pertinent to this RFP as the resource should be available within the claim processor company in order to deliver on the objective. The Crown considers that removing the mandatory M7 e) would not be optimal, as it would reduce the level of expertise of the proposed resource, which would reduce confidence in the claims verification process.

Question 2

Our resources have experience with claims processing for private sector clients and provincial governments, which don't require any security clearance. Therefore, will the Client accept that resources with pending security clearance at the time of bid closing are being proposed for M6 and M7 resources categories?

Answer 2

As per the RFP the resources should be cleared no later than contract award and a contract will not be held up if the resource does not have the clearance by that time see below:

See PART 6 – SECURITY REQUIREMENT AND FINANCIAL CAPABILITY it states in the RFP.

Question 3

With regard to M6: Account Representative category, point c) requires two claims processing projects at \$500K to be provided. In our experience, as it is the case for the current RFP, many claims processing projects are for multi-year contracts which can make it difficult to meet this criteria. Would the Crown consider amending M6.c) to read as follows:

" 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) OR one (1) project related directly to claims processing valued at \$1,000,000.00 or greater"

Answer 3

The intent of the mandatory requirement is to seek the various experiences that the account representative had managed over time. By replacing, the requirement with only one project of a greater value, this will not enable the Crown to assess the experience of a potential account representative.

Question 4

Under Bid Evaluation Criteria, page 21 of the RFP document it is stated that:

"Each project or months of experience provided must include the following information:

- 1) Client Organization Name;
- 2) Project description including objective, scope and outcome of the project;
- 3) Project duration, including start and end dates (months and years) and number of months;
- 4) Role, responsibility including a lists of tasks and an overview of the process performed (i. e. what was done and how was this accomplished); and
- 5) Project value - must be \$500,000.00 or greater."

Can you please confirm that the requirement # 5) "Project value - must be \$500,000.00 or greater" does not apply to the proposed resource experience required under M6.b) and M7.b) and c)?

Answer 4

Yes, the requirement "5) Project value – must be \$500,000 or greater" does apply to the proposed resource experience required under M6 and M7.