



**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

Aaron Wong-Sing  
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**LETTER OF INTEREST  
LETTRE D'INTÉRÊT**

Comments - Commentaires

Vendor/Firm Name and Address  
Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

Health Services Project Division (XF)/Division des  
projets de services de santé (XF)  
Place du Portage, Phase III, 12C1  
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<b>Title - Sujet</b> HICPS	
<b>Solicitation No. - N° de l'invitation</b> HT426-144642/D	<b>Date</b> 2016-09-12
<b>Client Reference No. - N° de référence du client</b> HT426-144642	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$XF-008-30456
<b>File No. - N° de dossier</b> 008xf.HT426-144642	<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 2016-11-30</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST	
<b>F.O.B. - F.A.B.</b> Specified Herein - Précisé dans les présentes <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input checked="" type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Wong-Sing, Aaron	<b>Buyer Id - Id de l'acheteur</b> 008xf
<b>Telephone No. - N° de téléphone</b> (819) 420-2213 ( )	<b>FAX No. - N° de FAX</b> (819) 934-1235
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b> See Herein	<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>	

Health Canada

# **Health Information and Claims Processing Services**

Information Notice #2

## 1. Purpose of this Information Notice

This is an Information Notice #2 pertaining to the Health Information and Claims Processing Services (HICPS) for Health Canada (HC). The purpose of this notice is to update industry on the status of the engagement activities.

## 2. NIHB Overview

The Non-Insured Health Benefits (NIHB) Program of the First Nations and Inuit Health Branch (FNIHB) at Health Canada provides eligible registered First Nations and recognized Inuit with a range of medically necessary goods and services not provided through private insurance plans, provincial/territorial health and social programs or other publicly funded programs. These medically necessary benefits are:

- Certain prescription and over-the-counter drugs;
- Medical supplies and equipment;
- Dental care;
- Vision care;
- Other health care services such as short-term crisis intervention mental health counselling; and
- Medical transportation to access medically required health services not available on reserve or in the community of residence (not part of the HICPS requirement).

The NIHB Program is a critical program designed to address the health inequalities of First Nations and Inuit, so that they may attain a level of health comparable to other Canadians living in similar locations. The NIHB Program operates according to the following guiding principles:

- All registered First Nations and recognized Inuit normally resident of Canada, and not otherwise covered under a separate agreement with federal or provincial governments or through a separate self-government agreement, 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 judgment, consistent with the best practices of health services delivery and evidence-based standards of care;
- There will be national consistency with respect to mandatory benefits, equitable access and portability of benefits and services;
- The NIHB Program will be managed in a sustainable and cost-effective manner;
- Management processes will involve transparency and joint review structures, whenever jointly agreed to with First Nations and Inuit organizations; and
- When an NIHB-eligible client is also covered by another public or private health care plan, claims must be submitted to the client's other health care/benefits plan first. NIHB will then coordinate payment with the other payor on eligible benefits.

### 3. HICPS Requirement Overview

Health Canada will require the services of a third / private party to provide Health Information and Claims Processing Services for the Pharmacy, Medical Supplies and Equipment (MS&E), Dental Care, Vision Care and Mental Health Counseling (short term crisis intervention) benefits components of the NIHB program.

As with other public and private plans, the NIHB Program does not provide direct services to clients. It relies mainly on pharmacists, dentists and other health providers to deliver services to clients. Through the Health Information and Claims Processing Services, the NIHB Program reimburses providers for the cost of eligible services. These services are essential to the NIHB Program's ability to fulfill its mandate to ensure access by First Nations and Inuit clients to needed health benefits.

HICPS includes all services and supporting systems used to process Non-Insured Health Benefits claims, supporting providers with the processing and settlement of their claims, ensuring compliance with NIHB Program policies including audit, reporting and financial control practices, automated information management systems used to process and pay claims in accordance with NIHB Program client/benefit eligibility and pricing policies.

Since 1990, Canada has retained the services of a private sector contractor to administer the following core health information and claims processing services on its behalf:

- Requests and claims processing, adjudication and settlement;
- Provider registration and communications;
- Payment and Financial operations;
- Systems and services in support of the various NIHB operated Review, Prior-Approval, and Predetermination Centres.
- Provider Audit program and audit recoveries; and
- Data retention, collection, analysis and reporting

### 4. Aboriginal Participation Component

The HICPS requirement will include an Aboriginal Participation Component (APC), which is a mechanism designed to meet the Government of Canada's objectives of encouraging Aboriginal socio-economic development through federal contracting opportunities that are not subject to International Trade Agreements. The APC is designed to develop long-term sustainable and meaningful socio-economic benefits for Aboriginal people, businesses and communities and complements the objectives of the Procurement Strategy for Aboriginal Businesses (PSAB).

In the planning and design phase of a proposed project, Canada recommends that interested potential bidders and potential subcontractors engage early with Indigenous businesses and communities to create meaningful relationships and beneficial partnerships with Indigenous peoples. Indigenous entrepreneurs and communities are very receptive to respectful working relationships where partners understand their interests.

Early engagement can benefit all concerned by: enhancing relationships; ensuring a common understanding of the project requirements; determining Indigenous business capacity for the procurement of goods and services; and identifying skills and training gaps for employment of Indigenous peoples. As a result, potential bidders and potential subcontractors that engage with Indigenous communities and businesses in the development of their project plans may be in a better position to meet the outcomes as

outlined in the Aboriginal Participation Component for Indigenous businesses and employment growth.

## 5. Proposed Engagement Approach

### 5.1 Engagement Strategy

Three phases are planned for the Industry Engagement process. However, as the process evolves, additional activities could be incorporated into the engagement schedule or engagement phases may be combined, modified, or eliminated depending on timelines and feedback from industry.

Please note that participation in any of the Engagement activities is not a mandatory requirement for eventual submission of a bid; industry representatives that do not participate in the Engagement process will remain eligible to submit a bid in response to any future Request for Proposals (RFP) relating to the HICPS procurement.

#### Engagement Phase 1

The objectives of this Engagement Phase are:

- i. To share information on NIHB program current business model, high level needs, and projected clientele and business volume growth.
- ii. To seek information on new technologies, business models and practices that would help NIHB save or contain costs while improving health outcomes and providing enhanced services.
- iii. To introduce to the industry the Aboriginal Participation Component of the solicitation.
- iv. To engage Aboriginal businesses and communities interested in the requirement.

Information gathered will serve as a baseline to start drafting the RFP.

The activities completed for this Engagement Phase were:

- i. *Request for Information (RFI) #1* – The purpose is to inform industry of HC's requirement for HICPS and to provide industry an opportunity to provide feedback on the requirement and subsequent engagement activities. Responses will assist Canada initiating a dialogue about the requirements and possible solutions.
- ii. *Industry Engagement Information Session #1* – The purpose is to provide RFI respondents ("participants") and stakeholders with general information on NIHB needs and requirements, the Aboriginal Participation Component, the consultative process, and to obtain industry comments on the process in general.
- iii. *One-on-One Sessions #1* – Following the Industry Engagement Information Session #1, participants were invited to one or more individual sessions. These sessions represented an additional opportunity for RFI respondents to clarify or expand on their response. These sessions also represented an additional opportunity for Canada to learn more about the industry and gather additional information.

## Engagement Phase 2

The objectives of this Engagement Phase are:

- i. To summarize the results from Engagement Phase 1
- ii. To share with industry details about the NIHB Program and anticipated HICPS requirements, and to elicit feedback from industry on the feasibility and challenges to these constraints.
  - a. To share details on Health Canada's information management, privacy and security requirements
  - b. To provide a comparison of how Health Canada's Non-Insured Health Benefits Program differs from traditional health care insurance plans
  - c. To respond to requests for clarification from industry Participants
- iii. To share options/examples for Aboriginal Participation Component
  - a. To help industry achieve readiness to meet Aboriginal requirements
- iv. To ask industry Participants further questions about potential technologies and industry best practices that could work with NIHB program specifically.

The information gathered will serve to fully define the RFP and to refine the requirements.

The activities completed for this Engagement Phase were:

- i. *Request for Information #2*
- ii. *Working Group Sessions* – Participants were invited to three half-day working group sessions. These sessions represented an opportunity for Canada to present specific topics related to the HICPS requirements and to address Participants' questions, concerns, and requests for clarification.

## Engagement Phase 3

The objectives of this Engagement Phase are:

- i. To validate with Industry the final NIHB requirements and needs
- ii. To validate with Industry the final Aboriginal Participation Component of the RFP
- iii. To provide a heads-up on what to expect in the RFP
- iii. To address any last minute issues or show stoppers

The activities planned for this Engagement Phase are:

- i. *Request for Information #3* – RFI #3 will be published and will include including near-final Statement of Work and technical documentation.
- ii. *Working Group Sessions* may be scheduled if deemed necessary.

## Rules of Engagement

All participants must sign and submit the Rules of Engagement form (Annex A) to the Contracting Authority prior to their participation in any of the Industry Engagement

Information Sessions, One-on-One Sessions, or Working Group Sessions. The Rules of Engagement form must be completed by the company(ies) and/or employer(s) for which an individual attending is representing (i.e. if an individual is a consultant working for Consulting Firm A representing Company B, then both Consulting Firm A and Company B must complete and submit separate Rules of Engagement forms). However, since the Rules of Engagement form covers the entire Engagement process, another form need not be submitted if one had been submitted during Engagement Phase 1 or Engagement Phase 2.

## 5.2 Engagement Timeline

### HICPS Milestones and Associated Timeline

The following milestones and their associated target delivery dates are estimates which have been provided for information purposes only. Canada reserves the sole option to delete or change each of the individual named milestones and their associated delivery dates as Canada sees fit.

Engagement Milestone		Target Date / Completion Date
<b>Engagement Phase 1</b>		
1	RFI #1	May 21 – July 14, 2015 – <b>Completed</b>
2	Industry Engagement Information Session #1	September 21, 2015 – <b>Completed</b>
3	One-on-One Sessions #1	September 21 – 28, 2015 – <b>Completed</b>
<b>Engagement Phase 2</b>		
4	RFI #2	May 16 – July 20, 2016 – <b>Completed</b>
5	Working Group Sessions #2	July 5 – 6, 2016 – <b>Completed</b>
<b>Engagement Phase 3</b>		
6	RFI #3	Autumn 2016

## 6. HICPS Status Update

An initial Request for Information No. HT426-144642/A was published in May 2015 seeking feedback from industry on the requirement and subsequent engagement activities. It also included specific questions to the industry which responses will enable Canada to consider in the development of HICPS requirement and the future RFP.

A second Request for Information No. HT426-144642/C was published in May 2016 with a summary of results and findings from RFI #1. It also included further details of the NIHB Program, anticipated HICPS requirements, and options/examples for the Aboriginal Participation Component. Canada is reviewing the feedback received in response to the RFI process and, where applicable, will include this feedback in the engagement activities.

## 7. Enquiries

Since this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all Respondents; however, Respondents with questions regarding this Information Notice may direct their enquiries to:

Contracting Authority: Aaron Wong-Sing  
Public Works and Government Services Canada  
Place du Portage III, 12C1  
11 Laurier Street  
Gatineau, Quebec  
K1A 0S5

Email Address: [TPSGC.DGASTRDPSS-AQCBHICPS.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.DGASTRDPSS-AQCBHICPS.PWGSC@tpsgc-pwgsc.gc.ca)

Telephone: 819-420-2213

Facsimile: 819-934-1235

Alternate:

Delegate Contracting: Betty Cole

Telephone: 819-420-2214

The use of e-mail to communicate is preferred.

## 8. Previous RFI

Copies of the previously published HICPS RFI #1 (HT426-144642/A published May 20, 2015) can be downloaded from GETS <https://buyandsell.gc.ca/procurement-data/tender-notice/PW-XF-008-28919> and the previously published HICPS RFI #2 (HT426-144642/C published May 16, 2015) can be downloaded from GETS <https://buyandsell.gc.ca/procurement-data/tender-notice/PW-XF-008-30198> .



## **ANNEX A: RULES OF ENGAGEMENT**

### **Health Information and Claims Processing Services**

#### **Industry Engagement Process**

#### **Rules of Engagement (Mandatory Form for Participant)**

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

All GC documentation provided throughout the Industry Engagement Process, which begins with the RFI #1 and concludes when an official RFP is published on the Government Electronic Tendering Service (GETS) or when the GC advises Participants that the Industry Engagement Process ("Process") has concluded, will be provided to all participants who have agreed to and signed the Terms and Conditions of Engagement Process ("Participant").

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

#### **TERMS AND CONDITIONS**

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

- To discuss their views concerning the HICPS requirement and to provide positive resolutions to the issues in question. Everyone shall have equal opportunity to share their ideas and suggestions;
- To allow the GC to record and/or make notes during the One-on-One Sessions and/or Working Group sessions should clarification of information be required;
- NOT to reveal or discuss any information to the MEDIA/NEWSPAPER regarding the HICPS requirement during the Engagement Process. Any media questions will be directed to the PWGSC Media Relations Office at 819-420-5501;
- To direct enquiries and comments only to authorized representatives of the GC, as directed in notices given by the Contracting Authority from time to time. Any communication to unauthorized representatives of Canada may be subject to full disclosure by Canada on the GETS;
- That the GC is not obligated to issue any Request for Proposal (RFP), or to award any Contract for the HICPS requirement;
- That if the GC does release an RFP, the GC retains absolute discretion over the terms and conditions of the RFP;
- That the GC will not reimburse any person or entity for any cost incurred in participating in this Process;
- To direct all enquiries with regard to the procurement of HICPS to the Contracting Authority;

- That participation is not a mandatory requirement. Not participating in this Process will not preclude a supplier from submitting a bid;
- That a Draft RFP may be posted on GETS for industry comment;
- That failure to agree to and to sign the Terms and Conditions will result in the exclusion from the Process;
- That any information submitted to the GC as part of this Process may be used by the GC in the development of a subsequent competitive RFP. However, the Government is not bound to accept any expression of interest or to consider it further in any associated documents such as a RFP;
- That the GC may disclose the names of Participating Suppliers that choose to participate in the Process;
- That other Participants may join the Process at any time in the process; and,
- That a dispute resolution process to manage impasses throughout this Process shall be adhered to as follows:

#### **Dispute Resolution Process**

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

Solicitation No. - N° de l'invitation  
HT426-144642/D  
Client Ref. No. - N° de réf. du client  
HT426-144642

Amd. No. - N° de la modif.  
File No. - N° du dossier  
008xfHT426-144642

Buyer ID - Id de l'acheteur  
008xf  
CCC No./N° CCC - FMS No./N° VME

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

**Company Name of  
Participating Supplier:**

**Name of Individual:**

**Telephone:**

**E-mail:**

**Signature:**

**Date:**

**IMPORTANT:** Suppliers interested in participating in the HICPS Industry Engagement Process must agree to and sign this mandatory form.

Participants are requested to return this completed form via e-mail to: [TPSGC.DGASTRDPSS-AQCBHICPS.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.DGASTRDPSS-AQCBHICPS.PWGSC@tpsgc-pwgsc.gc.ca)