



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

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**LETTER OF INTEREST
LETTRE D'INTÉRÊT**

Title - Sujet HICPS	
Solicitation No. - N° de l'invitation HT426-144642/E	Date 2016-12-20
Client Reference No. - N° de référence du client HT426-144642	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XF-008-30671
File No. - N° de dossier 008xf.HT426-144642	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-02-20	
Time Zone Fuseau horaire Eastern Standard Time EST	
F.O.B. - F.A.B. Specified Herein - Précisé dans les présentes Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input checked="" type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Wong-Sing, Aaron	Buyer Id - Id de l'acheteur 008xf
Telephone No. - N° de téléphone (819) 420-2213 ()	FAX No. - N° de FAX (819) 934-1235
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Comments - Commentaires

Instructions: See Herein

Instructions: Voir aux présentes

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Raison sociale et adresse du
fournisseur/de l'entrepreneur

Delivery Required - Livraison exigée See Herein	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

Issuing Office - Bureau de distribution

Health Services Project Division (XF)/Division des
projets de services de santé (XF)
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Health Canada

Health Information and Claims Processing Services

Request for Information #3

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Purpose and Contents of this Request for Information

This is the Request for Information (RFI) #3 pertaining to the Health Information and Claims Processing Services (HICPS) for Health Canada (HC). The purpose of this RFI #3 is to engage with and elicit feedback from industry in regards to the Health Information and Claims Processing Services. The general contents of this Request for Information document are:

- **PART I – Request For Information Process:** Information about the intent of this Request for Information and the procedure for industry to follow for responding to this Request for Information;
- **PART II – Outcomes from Engagement Phase 2; Aboriginal Participation Component; and Proposed Engagement Approach:** Summary of findings from RFI #2 and Working Group Sessions #2 regarding the proposed technical requirements and Aboriginal Participation Component (APC) structure;
- **PART III – Questions to Industry:** Questions asked to elicit feedback from industry that will help Canada define its technical requirements, Aboriginal Participation Component, as well as to inform of any challenges respondents may foresee;
- **Annex A – Glossary of Terms and Acronyms**
- **Annex B – Aboriginal Business Capacity;** and
- **Annex C – Rules of Engagement:** Respondents wishing to participate in the additional engagement activities must complete, sign, and return this form;

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PART I: REQUEST FOR INFORMATION PROCESS

1. Introduction

This is the Request for Information #3 pertaining to the Health Information and Claims Processing Services for Health Canada.

The objective of the HICPS Project is to acquire, through a competitive procurement, the services of a private sector contractor to administer a portion of Health Canada's Non-Insured Health Benefits (NIHB) Program for the processing and settlement of non-insured health benefit claims, the collection and reporting of health information, the (de)registration of health service providers and the supporting of NIHB benefit pre-authorization, predetermination and exception centres. These services must be able to accommodate and comply with applicable NIHB Program rules and policies including audit, reporting, and financial control practices. This includes the effective transition to a new claims processing service contract by December 1, 2019 (or by December 1, 2020 at the latest) to ensure that services to NIHB clients continue without interruption.

This RFI #3 initiates the Industry Engagement Phase 3 of this procurement project; the first two of three planned phases have already been completed.

The purpose of RFI #1 was to inform industry of Health Canada's requirement for HICPS and to provide industry an opportunity to provide feedback on the requirement and subsequent engagement activities. Responses to that RFI assisted Canada in initiating a dialogue about the requirements and possible solutions.

The purpose of RFI #2 was to summarize the feedback received from industry regarding the existing technological innovations and current service-delivery best practices, to communicate to industry HC's known requirements related to privacy and data security; to increase industry's understanding of HC's service-delivery model; and to provide industry with additional details on the Aboriginal Participation Component.

The purpose of this third RFI is to summarize the feedback received from industry during the RFI #2 process, and to share with industry portions of the draft Request for Proposals (RFP), including the draft Statement of Work (SOW), draft security and privacy requirements, the draft Aboriginal Participation Component structure, draft key contract requirements, and draft evaluation criteria. This RFI will provide industry an opportunity to assess and comment on the draft requirements and identify any last minute issues or major concerns.

1.1 Nature of this Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract. Potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI, it will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the subject matter described in this RFI.

2. INSTRUCTIONS FOR RESPONDING TO THIS REQUEST FOR INFORMATION

2.1 Nature and Format of Responses Requested

Respondents are reminded that this is an RFI and not a Request for Proposals and, in that regard, respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. RFI responses should also clearly identify any additional information and/or clarification that respondents suggest be incorporated into any future solicitation documents. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses. Any marketing or promotional information submitted as part of the responses will not be reviewed.

Responses will not be used for competitive or comparative evaluation purposes thus the response format is not as rigorously defined as would normally be for an RFP; however, for ease of use and in order that the greatest value be gained from responses, Canada requests that respondents follow the structure outlined in Section 2.7.

2.2 Response Costs

Canada will not reimburse any organization for expenses incurred in responding to this RFI including, but not limited to, expenses incurred for participating in the additional Engagement Activities.

2.3 Treatment of Responses

Use of Responses: Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify the procurement approach, as well as any draft documentation contained in, or sent in conjunction with, this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.

Review Team: A review team composed of representatives of Health Canada, Indigenous and Northern Affairs Canada (INAC) and Public Works and Government Services Canada (PWGSC) will review the responses. Canada reserves the right to hire any independent consultant, or use any Government of Canada (GC) resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

Confidentiality: Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the *Access to Information Act*.

2.4 Follow-up Activity

Canada may, at its discretion, contact any Respondent to follow-up with additional questions or for clarification of any aspect of a response.

2.5 Communication with Industry

During the Additional Engagement Activities for this Engagement Phase, the Contracting Authority may communicate with registered industry Participants through direct email rather than by posting additional notices on the *Government Electronic Tendering Service (GETS)* Web site.

2.6 Contents of the RFI

Additional Documents to RFI #3 will be distributed directly to the registered Participants of the HICPS Engagement. Please refer to Section 5.3 for more details of this process.

The information contained in this document and the Additional Documents remain a work in progress and Respondents should not assume that new requirements will not be added to any bid solicitation that is ultimately published by Canada. Nor should Respondents assume that none of the requirements will be deleted or revised. Comments regarding any aspect of the draft documents are welcome. This RFI also contains specific questions addressed to the industry.

2.7 Format of Responses

Cover Page: If the response includes multiple volumes, Respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the Respondent.

Title Page: The first page after the cover page, should be the title page, which should contain:

- (i) The title of the Respondent's response and the volume number;
- (ii) The name and address of the Respondent;
- (iii) The name, address and telephone number of the Respondent's contact;
- (iv) The date, and
- (v) The RFI number.

Number of Copies: Canada requests that Respondents submit their response in unprotected PDF format (i.e. no password) by email if the size of the document is less than 6MB to: TPSGC.DGASTRDPSS-AQCBHICPS.PWGSC@tpsgc-pwgsc.gc.ca .

Alternatively, Canada requests that Respondents save a copy of their PDF (2003 or later) document onto each of four USB Memory Drives and deliver by mail to the address specified in Section 2.8.

2.8 Enquiries

All enquiries and other communications related to this RFI and associated Industry Engagement activities must be directed exclusively to the PWGSC Contracting Authority. 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 RFI 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

Telephone: 819-420-2213

Facsimile: 819-934-1235

Alternate:

Delegate Contracting Authority: Betty Cole

Telephone: 819-420-2214

The use of e-mail to communicate is preferred.

2.9 Submission of Responses

Time and Place for Submission of Responses: Organizations interested in providing a response should deliver it to the Contracting Authority identified above by the time and date indicated on page 1 of this solicitation document.

Responsibility for Timely Delivery: Each Respondent is solely responsible for ensuring its response is delivered on time, to the correct location.

Identification of Response: Each Respondent should ensure that its name, return address, the solicitation number and the closing date appear legibly on the outside of the response.

Return of Response: Responses to this RFI will not be returned.

2.10 Fairness Monitor

Canada has engaged the services of an organization to act as an independent third party Fairness Monitor (FM) for the HICPS procurement process. The role of the FM is to provide an attestation of assurance on the fairness, openness, and transparency of the monitored activities.

The Fairness Monitor's duties will include, but not be limited to:

- i. observing all or part of the procurement process (including, but not limited to, the Engagement and contemplated RFP processes);
- ii. providing feedback to Canada on fairness issues; and
- iii. attesting to the fairness of the procurement process.

Please note, for the purpose of carrying out its Fairness Monitor related obligations, the Fairness Monitor will be granted access to industry responses and related correspondence received by Canada pursuant to this RFI (any subsequent RFI and any resulting RFP) and may act as an observer at the subsequent follow-up Engagement and Contracting activities indicated in Section 2.4 above and Sections 5.1 and 5.3 below.

The Fairness Monitor engaged for this procurement is:

Samson and Associates

2.11 Conflict of Interest

Without limiting Canada's rights under article 18 of Standard Instructions – Goods or Services – Competitive Requirements (2016-04-04) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/21#conflict-of-interest>), which will form part of the eventual RFP, the following private sector individuals and non-crown employees have been engaged in the preparation of the eventual solicitation:

Alain Lavoie ADGA Group
Andre Emmell DKMS Technologies
Nadereh Mohajer SI Systems / Monad Consulting
Afzal Mohammad SI Systems
Angela Prouse SI Systems
Chris Sheardown SI Systems
Graham Wilson SI Systems / Graham Wilson Consulting Inc
Carla Wright-Edwards SI Systems / Carla Wright Consultants Inc
Tom Purves TBP & Associates Inc

2.12 Previous RFIs

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>.

Copies of the previously published HICPS Information Notice #1 (HT426-144642/B published August 24, 2015) can be downloaded from GETS <https://buyandsell.gc.ca/procurement-data/tender-notice/PW-XF-008-29420>.

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Copies of the previously published HICPS RFI #2 (HT426-144642/C published May 13, 2016) can be downloaded from GETS <https://buyandsell.gc.ca/procurement-data/tender-notice/PW-XF-008-30198>.

Copies of the previously published HICPS Information Notice #2 (HT426-144642/D published September 12, 2016) can be downloaded from GETS <https://buyandsell.gc.ca/procurement-data/tender-notice/PW-XF-008-30456>.

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**PART II:
OUTCOMES FROM ENGAGEMENT PHASE 2;
ABORIGINAL PARTICIPATION COMPONENT; AND
PROPOSED ENGAGEMENT APPROACH**

3. Outcomes from Engagement Phase 2

3.1 Summary of First Two RFIs

The first Request for Information was published in May 2015 and contained information on HC's NIHB Program, the HICPS high-level business requirements, and a list of questions to industry of interest to Public Works and Government Services Canada as the Contracting Authority, HC as the Project Authority, and Indigenous & Northern Affairs Canada as the Aboriginal Participation Component Authority. The questions related to the following areas:

- i) technical questions on IT innovations and industry best practices;
- ii) NIHB management questions on service delivery;
- iii) questions relating to data transmission and storage;
- iv) quality assurance;
- v) change management;
- vi) costing models;
- vii) the Aboriginal Participation Component; and
- viii) the engagement approach

The first Request for Information also included an invitation to the Industry Engagement Information Session #1, which was held in September 2015, and an opportunity to register for a One-on-One Session #1 with Government of Canada officials that gave participants the opportunity to expand on their responses to RFI#1 and to respond to Canada's follow-up questions.

The second Request for Information was published on the Government of Canada's Buy&Sell website on May 6, 2016. It was followed by three half-day Working Group sessions with private industry and stakeholder groups held on July 5 and 6, 2016. Included in the published RFI were a series of questions addressed to industry. The purpose of RFI #2 was three-fold: (i) to communicate to industry HC's known requirements related to privacy and data security; (ii) to increase industry's understanding of HC's service-delivery model; and (iii) provide industry with additional details on the Aboriginal Participation Component. Through the questions imbedded in the RFI #2 document, representatives of Canada sought industry's feedback on these same topics.

3.2 Key Findings from Engagement Phase 2

Complexity of HC's Service Delivery Model

Given the NIHB Program's mandate, the scope of its services, and the complexity of the business rules, particularly around adjudication functions performed by HC's predetermination and pre-authorization centres, it is estimated that the dedicated HICPS solution will require significant customization in order to adequately meet the Program's needs.

Efficiencies

Industry confirms that increased electronic services could be made available to HC; both upon inception of the new contract but also throughout the lifetime of the contract.

Industry confirms, too, that increased flexibility could easily be incorporated into the requirements for the HICPS procurement and made available to HC users.

It is clear from Health Canada's questions and industry's responses that the tradeoff with respect to the next HICPS contract will be between reconfiguration and customization to get all or many of the functionalities that NIHB Program officials are seeking against cost considerations.

Provider and Client Portals

Provider and client portals appear to be a staple feature in the claims processing industry and will likely be a requirement in the HICPS procurement. HC will be looking to leverage whatever Web or portal solution industry may already have. HC, therefore, has not developed detailed requirements around this feature.

Two-Factor Authentication

HC will be looking to implement two-factor authorization for HICPS user authentication. HC is anticipating making this a "highly desirable" requirement; therefore, a weighted criteria. HC ideally seeks a solution that would not require a physical device such as a hard token or smart phone. Also, HC seeks a solution that does not impact HICPS user productivity. To the greatest degree possible, HC seeks a solution that is largely seamless for the users. As an option, HC is amenable to the use of a soft token such as leveraging the existing MyKEY infrastructure already in place at Health Canada.

4. Aboriginal Participation Component

The purpose of RFI#2 was to provide Industry with additional details on the Aboriginal Participation Component and ask industry the following questions:

- a) Request for feedback from Industry on the APC;
- b) Request for feedback from Industry on possible metrics for measuring APC; and
- c) Request for feedback from Industry on how to overcome participation barriers.

Canada sought feedback from industry as to what industry deems would be feasible for them to achieve. Their feedback was taken into consideration by Canada to further develop the requirements.

The Government of Canada received very little feedback from Industry on to how it intends to meet the APC and what it deems as feasible.

Topics of discussion included:

Sub-contracting: Canada has provided information on various tools, databases and organizations that may help in identifying Aboriginal business capacity for sub-contracting opportunities.

Evaluation Methodology: The APC Plan submitted with the bids in the eventual RFP process will be evaluated against mandatory criteria. Draft APC mandatory evaluation criteria will be distributed to Participants in accordance with Article 5.2.

5. Proposed Engagement Approach

5.1 Engagement Strategy

We are currently in the third of three phases 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 RFP relating to the HICPS procurement.

Engagement Phase 1 (completed)

The objectives of this Engagement Phase were:

- 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 served as a baseline to start drafting the RFP.

The activities completed during this Engagement Phase were:

- i. *Request for Information #1*
- ii. *Industry Engagement Information Session #1*
- iii. *One-on-One Sessions #1*

Engagement Phase 2 (completed)

The objectives of this Engagement Phase were:

- 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 served to fully define the RFP and to refine the requirements.

The activities completed during this Engagement Phase were:

- i. *Request for Information #2*
- ii. *Working Group Sessions #2*

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
- iv. To address any last minute issues or show stoppers

The activities planned for this Engagement Phase are:

- i. *Request for Information #3* – this document, Additional Documents to RFI #3, and subsequent responses.

Rules of Engagement

All participants must sign and submit the Rules of Engagement form (Annex C) to the Contracting Authority prior to Canada sending them any Additional Documents to RFI #3. 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 / Completed Date
Engagement Phase 1		
1	RFI #1	May 21 – July 14, 2015 – Completed
2	Industry Engagement Information Session #1	September 21, 2015 – Completed
3	One-on-One Sessions #1	September 21 – 28, 2015 – Completed
Engagement Phase 2		
4	RFI #2	May 16 – July 20, 2016 - Completed

5	Working Group Sessions #2	July 5 – 6, 2016 - Completed
Engagement Phase 3		
6	RFI #3	December 21, 2016
7	Draft Statement of Work distributed to registered Participants	December 21, 2016
8	Draft Basis of Payment and PIF Framework distributed to registered Participants	Estimated January 13, 2017
9	Draft Evaluation Criteria and APC Requirements distributed to registered Participants	Estimated January 13, 2017
10	Draft RFP & Contractual Requirements distributed to registered Participants	Estimated January 20, 2017
11	Deadline to provide responses to RFI #3	February 20, 2017

5.3 Additional Documents to RFI #3

Additional Documents to RFI #3 will be distributed directly to the registered Participants of the HICPS Engagement, in accordance with the schedule in Section 5.2 above. Canada reserves the right to change the schedule, the order, the contents, and/or whether any document will be distributed at its discretion, without prior notice.

Canada anticipates distributing the following documents:

- **Draft Statement of Work** – Canada’s requirements for the HICPS services, including the Contractor’s work requirements
- **Draft Basis of Payment and PIF Framework** – The proposed pricing structure, including the firm fixed fees, monthly fees, unit fees, labour fees, Economic Price Adjustment, Travel and Living costs, and Liquidated Damages, and the proposed Performance Incentive Fee Framework.
- **Draft Evaluation Criteria and Aboriginal Participation Component Requirements** – Mandatory and rated evaluation criteria used in assessing the bids, including:
 - **Technical Evaluation**
 - **Aboriginal Participation Component Evaluation**
 - **Financial Evaluation**
- **Draft RFP & Contractual Requirements** – Key terms and conditions of the Contract that Bidders must accept when submitting their bid, including:
 - **Draft Security and Privacy Requirements**
 - **Draft Insurance Requirements**

- **Draft Task Authorization Process**
- **Other Draft RFP Requirements** – Other certifications and other requirements required for Bidders to submit and comply with prior to Contract Award

Following the distribution of all the Additional Documents to RFI #3, Respondents are invited to submit their written response to this RFI #3 in accordance with the instructions herein.

Following the closure of this RFI, copies of the responses to this Request for Information #3 will be distributed to representatives of HC, PWGSC, and INAC for review and consideration. Copies of the responses will also be made available to the Fairness Monitor for review.

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PART III: QUESTIONS TO INDUSTRY

6. Questions to Industry

Information is being sought to identify how future technologies, best practices and innovative business or service models can be applied to the NIHB program specifically. Detailed written responses will enable Canada to consider industry perspectives in the development of HICPS requirements and the eventual RFP.

Responses to this RFI should include, but not be limited to, responses to the following questions. Please include the rationale, details, the additional information needed, and any price or performance impacts on suggested technologies or business practices.

6.1 Technical Questions

6.1.1 Statement of Work Requirements

The purpose of publishing the draft Statement of Work (SOW) is to provide industry with the opportunity to assess and comment on the requirements. Canada is seeking feedback from industry in the form of constructive comments, areas requiring clarification, and suggestions which would improve the SOW prior to issuance of the RFP. This feedback will assist Canada in finalizing the HICPS requirement. Furthermore, specific questions are welcome.

The information provided by Canada in this draft HICPS SOW is estimated at roughly 90% completion level. The final HICPS SOW document may differ due to ongoing work during the final planning phases of the HICPS procurement process and the extent of comments or suggestions for improvements or clarifications received from industry pertaining to this draft SOW, during this third RFI process.

Canada does not commit to responding to comments received though, all suggestions will be reviewed.

This draft SOW defines (most of) the contract-specific activities, deliverables, timelines and service-level standards that HC is seeking to fulfill. As Canada intends to release portions of draft RFP in phases, the evaluation criteria will be presented in the coming weeks (see Section 5.2 for timelines).

Once the evaluation criteria are available, Canada invites industry to indicate if any of the mandatory requirements are show-stoppers or could prevent industry from bidding on the HICPS requirement.

Canada also asks industry to communicate which requirements, if stated in a different way or achieved in a different way from what has been stated, would allow a successful contractor to still achieve the same desired outcomes and result(s).

6.1.2 Service Level Standards

Are the stated service level standards described in the draft SOW reasonable and achievable and aligned with claims processing industry standards?

6.2 Aboriginal Participation Component Questions

6.2.1 Provide feedback on the Aboriginal Participation Component plan, including the mandatory APC value and its subcomponents value.

6.2.2 Is the proposed minimum 20% value towards direct benefits reasonable and achievable?

6.3 Proposed Engagement Approach Question

6.3.1 Please provide any comments or feedback on the HICPS engagement approach.

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ANNEXES

ANNEX A: GLOSSARY OF TERMS AND ACRONYMS

The following acronyms and abbreviations have been used in this document:

Acronym	Definition
ABD	Aboriginal Business Directory
APC	Aboriginal Participation Component
DEC	Drug Exception Centre
EDI	Electronic Data Interface
FM	Fairness Monitor
FNIHB	First Nations and Inuit Health Branch
GC	Government of Canada
GETS	Government Electronic Tendering Service
HC	Health Canada
HICPS	Health Information and Claims Processing Services
INAC	Indigenous and Northern Affairs Canada
MS&E	Medical Supplies & Equipment
NCR	National Capital Region
NIHB	Non-Insured Health Benefits
PA	Prior Approval
PD	Predetermination
PIF	Performance Incentive Fee
PWGSC	Public Works and Government Services Canada
RFI	Request For Information
RFP	Request For Proposal
SA	Special Authorization

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ANNEX B: ABORIGINAL BUSINESS CAPACITY

Aboriginal Business Capacity

To identify Aboriginal business capacity, for contracting and sub-contracting purposes, you can review the list of Aboriginal businesses registered in the Aboriginal Business Directory (ABD). The ABD is a search engine available to industry and the federal procurement community for identifying Aboriginal business suppliers. It is housed within Industry Canada's Canadian Companies Capabilities database
<http://www.ic.gc.ca/app/ccc/srch/cccSrch.do?lang=eng&prtl=1&sbprtl=&tagid=248> .

In addition to the ABD, you can refer to other Aboriginal Business Directories such as:

- Canadian Council for Aboriginal Business www.ccab.com
- Union Gas <https://www.uniongas.com/about-us/community/aboriginal/business-list>
- Kativik Regional Government www.krg.ca
- BC Aboriginal Business Association <http://bcaboriginalbusiness.com>
- Canadian Aboriginal and Minority Supplier Council www.camsc.ca
- Province of Manitoba www.gov.mb.ca/ana
- Province of Ontario <https://www.lrcsde.lrc.gov.on.ca/aboriginalbusinessdirectory>

You can also contact Offset Market Exchange (OMX) <https://theomx.com> . OMX is the world's largest, most advanced defence and aerospace industry marketplace, with tens of thousands of qualified suppliers from all corners of the world.

The Aboriginal Financial Institutions may also help in identifying Aboriginal business capacity
<https://www.aadnc-aandc.gc.ca/eng/1100100033216/1100100033220> .

Interested potential bidders and potential subcontractors should engage early with Aboriginal businesses and communities to create meaningful relationships and beneficial partnerships with Aboriginal peoples. Aboriginal 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 Aboriginal business capacity for the procurement of goods and services; and identifying skills and training gaps for employment of Aboriginal peoples. As a result, potential bidders and potential subcontractors that engage with Aboriginal 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 Aboriginal businesses and employment growth.

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ANNEX C: 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.

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.

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**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