



REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

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

Treasury Board of Canada Secretariat
TBS Bid Receiving Unit
c/o Mail Services (Receiving - Access via Loading Dock)
Level 01, Room 0148A
90 Elgin Street
Ottawa, Canada K1A 0R5

Secrétariat du Conseil du Trésor du Canada
Unité de réception des soumissions du SCT
c/o Services du courrier (Réception - Accès via le quai de chargement)
Niveau 01, Pièce 0148A
90, rue Elgin
Ottawa, Canada K1A 0R5

Proposal to: Treasury Board of Canada Secretariat

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred or attached hereto, the supplies and services listed herein or on any attached sheets at the price(s) set out therefore.

Propositions aux : Secrétariat du Conseil du Trésor du Canada

Nous offrons par la présente de vendre à sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les articles et les services énumérés ici et sur toute feuille ci-annexée, au(x) prix indiqué(s).

Solicitation No. - N° de l'invitation 24062-17-167	Type - Genre RFP	Update - Mise à jour
Solicitation closes - La demande prend fin at - à 2:00 p.m. EST on - le February 20, 2017	TBS File No. - N° de dossier de SCT	

↑ Please ensure this area appears in window of return envelope
S'assurer que cette partie figure dans la fenêtre de l'enveloppe-réponse ↑

Date of Solicitation - Date de la demande 2017-01-09	
Address inquiries to - Adresser toute demande de renseignements à : Darlene.Fisher@tbs-sct.gc.ca zzTBSCONT@tbs-sct.gc.ca (Jan 16-20, ONLY)	
Area code and Telephone No. Code régional et N° de téléphone 613-608-7993	Facsimile No. N° de télécopieur -
Special Instructions- Instructions spéciales THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT / CE DOCUMENT CONTIENT DES EXIGENCES RELATIVES À LA SÉCURITÉ	

Instructions:
Municipal taxes are not applicable.

Unless otherwise specified herein by the Crown, all prices quoted are to be net prices in Canadian funds including Canadian customs duties, excise taxes, and are to be F.O.B, including all delivery charges to destination(s) as indicated. The amount of the GST/HST is to be shown as a separate item.

Instructions:
Les taxes municipales ne s'appliquent pas.

Sauf indication contraire, énoncée par la Couronne, dans les présentes, tous les prix indiqués sont des prix nets, en dollars canadiens, comprenant les droits de douane canadiens, la taxe d'accise et doivent être F.A.B, y compris tous frais de livraison à la (aux) destination(s) indiquée(s). La somme de la TPS/TVH devra être un article particulier.

Delivery required - Livraison exigée	Delivery offered - Livraison proposée
Vendor Name Address - Nom et adresse du fournisseur	
Facsimile No. - N° de télécopieur	
Telephone No. - N° de téléphone	
Name and title of person authorized to sign on behalf of vendor (type or print) - Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'impression)	
Name / Nom	
Title/ Titre	
Signature : _____	
Date : _____	

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PART 1 - GENERAL INFORMATION

1. Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Security Requirements: includes specific requirements that must be addressed by bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment and the Security Requirements Checklist.

2. Summary

- (i) Professional services to perform the Public Service Dental Care Plan (PSDCP) Claims Audit for 2015;
- (ii) It is intended to award one (1) contract and the period of the resulting contract is expected to end on March 31, 2018.
- (iii) There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents Web site.
- (iv) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Agreement on Internal Trade (AIT), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Columbia Free Trade Agreement (CCoIFTA), and the Canada-Panama Free Trade Agreement (CPanFTA).

3. Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

A de-brief is intended to:

1. Provide the Bidder with feedback on their proposal and the solicitation process;
2. Review the evaluation of the Bidder's proposal and explain where they met or failed to meet the criteria;
3. Identify strengths and weaknesses in the Bidder's proposal to assist them with preparing future proposals.

A de-brief is not an opportunity for the Bidder to debate the evaluation or request a re-evaluation of the proposal.

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual)(<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2016-04-04) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days
Insert: ninety (90) calendar days

2. Submission of Bids

- a. Due to the nature of this solicitation, bids submitted by facsimile or electronic mail will not be accepted. Bids must NOT be sent directly to the Contracting Authority. Bids sent directly to the Contracting Authority will not be considered.
- b. Bids must be delivered to the following location, by the time and date indicated below:

Treasury Board of Canada Secretariat
TBS Bid Receiving Unit
c/o Mail Services (Receiving – Access via Loading Dock)
Level 01, Room 0148A
90 Elgin Street
Ottawa, Canada K1A 0R5

Hours of Operations:
Monday to Friday from 8:00 AM to 4:00 PM
*Closed on designated statutory holidays

At 02:00 PM On February 20, 2017 Time Zone: Eastern Standard Time (EST)

- c. Bid Receiving Unit Address is Solely for Delivery of Bids: The above address is for the sole purpose of bid submission. No other communications are to be forwarded to this address.

3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a

proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

4. Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

5. Improvement of Requirement during Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least fifteen (15) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (4 hard copies and 1 soft copy on CD)

Section II: Financial Bid (1 hard copy and 1 soft copy on CD)

Section III: Certifications (1 hard copy)

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II: Financial Bid

1.1 Bidders must submit their financial bid in accordance with Attachment 1 to Part 3. The total amount of Applicable Taxes must be shown separately. Any deviation from the format may render the Bidder's proposal non-responsive.

1.2 Exchange Rate Fluctuation

The requirement does not provide for exchange rate fluctuation protection. Any request for exchange rate fluctuation protection will not be considered and will render the bid non-responsive.

Section III: Certifications

Bidders must sign and submit the certifications required under Part 5.

ATTACHMENT 1 TO PART 3 PRICING SCHEDULE

The Bidder must complete this pricing schedule and include it in its financial bid.

The prices specified below, when quoted by the Bidder, include any of the following expenses that may need to be incurred to satisfy the terms of any contract that may result from its bid:

- a) all travel and living expenses for work performed within the National Capital Region (NCR). The NCR is defined in the National Capital Act, R.S.C. 1985, c. N-4, S.2. The National Capital Act is available on the Justice Website: <http://laws-lois.justice.gc.ca/eng/acts/N-4/>;
- b) any travel expenses for travel between the Contractor's place of business and the NCR; and
- c) any travel and living expenses for the relocation of resources to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the bid solicitation.

The Bidder must quote an all-inclusive firm price:

Deliverables	Completion Date	All-inclusive Milestone Payment Amounts (Cdn)
MILESTONE 1		
Exit Interview	Upon completion of fieldwork	
Preliminary Report	Within 60 business days of contract award date	
Sub-total Milestone 1		\$ _____ (20% of total firm price)
MILESTONE 2		
Draft Report	Within 100 business days of contract award date	
Draft Presentation	Within 110 business days of contract award date	
Sub-total Milestone 2		\$ _____ (30% of total firm price)
MILESTONE 3		
Final Report	Within 125 business days of	

	contract award date	
Final Presentation	Within 130 business days of contract award date	
Sub-total Milestone 3		\$ _____ (50% of total firm price)
Sub-total Professional Services (Milestone 1 + Milestone 2 + Milestone 3)		\$
HST		\$
Total Firm Price		\$

Sub-total Professional Services = Total price for evaluation purposes

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1.0 Instructions

To demonstrate their compliance with the resource criteria, both mandatory and point-rated, the Bidder should complete and submit with their proposal the following grid for each project required to demonstrate the proposed resource's experience.

1.1. Mandatory Technical Criteria

The Bidder must meet the mandatory technical criteria specified below including the provision of mandatory project information in order to demonstrate compliance, and for the bid to be considered responsive. Also, simply repeating the statement contained in the bid solicitation is insufficient.

Any bid which fails to meet any of the mandatory technical criteria will be considered non-responsive, and will not be evaluated against the point-rated technical criteria.

All Education/Professional Designations must be from a recognized Canadian university or college, or the equivalent as established by a recognized Canadian academic credentials assessment service*, if obtained outside Canada.

*The list of recognized organizations can be found under the [Canadian Information Centre for International Credentials](http://www.cicic.ca/2/home.canada) website:
http://www.cicic.ca/2/home.canada

Mandatory Technical Criteria

Number	Mandatory Technical Criteria (MT)	Met	Not Met	Comments
Mandatory Technical Criteria applicable to the Bidder				
MT1	At the time of the bid, the Bidder must demonstrate their ability to perform audits of a similar nature* by submitting two (2) summaries of past audits completed within the past 10 years, from date of bid closing. Each audit summary must include the following			

Number	Mandatory Technical Criteria (MT)	Met	Not Met	Comments
	<p>information:</p> <ul style="list-style-type: none"> - Project name; - Detailed description of project including nature of work, start and end dates in month/year; - Target Audience; - Responsibilities of each team member with respect to the audit; - Team member's level of effort spent on the project; and - Client name and contact information (organization, contact name, title and telephone number of the reference) for whom the work was performed <p><i>*Similar nature is defined as specific experience related to claims audits conducted on health and/or dental benefits claims processing AND one or both of the following:</i></p> <ul style="list-style-type: none"> - claims audits conducted in a multi-jurisdictional (more than one Province) processing environment AND/OR - claims audits conducted in a multi-channel (more than one submission method such as electronic, web-based, paper claims) processing environment. 			
Mandatory Technical Criteria applicable to the Bidder's Proposed Resources.				
MT2	<p>At the time of the bid, the Bidder must propose a team of a minimum of four (4) resources, where one (1) must be a Managing Director, one (1) must be a Project Manager, one (1) must be a Senior Auditor, and one (1) must be an Auditor.</p> <p>Additional resources may be proposed by the bidder. Any additional resource will be assessed under the corresponding mandatory categories; however, only the four required resources proposed under MT3 will be evaluated under RT4 in the Point Rated Technical Criteria. For any additional resource, the bidder is responsible for indicating in their submission which one</p>			

Number	Mandatory Technical Criteria (MT)	Met	Not Met	Comments
	resource they prefer to have evaluated under RT4.			
MT3	<p>At the time of the bid, the Bidder must demonstrate that the proposed Managing Director meets the educational, professional designations and work experience as described below:</p> <p>Education/Professional Qualifications: Professional Designation in any one of the following: CPA, CA, CMA, CGA, CIA or CGAP;</p> <p>AND</p> <p>Experience: Must have a minimum of six (6) cumulative years' experience of audit experience within the last ten (10) years including at least two (2) cumulative years' experience in internal audit.</p> <p>Copy of designation must be included in the bid.</p>			
MT4	<p>At the time of the bid, the Bidder must demonstrate that the proposed Project Manager meets the educational, professional designations and work experience as described below:</p> <p>Education/Professional Qualifications: Professional Designation in any one of the following: CPA, CA, CMA, CGA, CIA or CGAP;</p> <p>AND</p> <p>Experience: Must have a minimum of six (6) cumulative years' experience of audit experience within the last ten (10) years including at least two (2) cumulative years' experience in internal audit.</p>			

Number	Mandatory Technical Criteria (MT)	Met	Not Met	Comments
	Copy of designation must be included in the bid.			
MT5	<p>At the time of the bid, the Bidder must demonstrate that the proposed Senior Auditor meets the educational, professional designations and work experience as described below:</p> <p>Education/Professional Qualifications: Professional Designation in any one of the following: CPA, CA, CMA, CGA, CIA or CGAP;</p> <p>AND</p> <p>Experience: Must have a minimum of three (3) cumulative years of audit experience within the past ten (10) years.</p> <p>Copy of designation must be included in the bid.</p>			
MT6	<p>At the time of the bid, the Bidder must demonstrate that the proposed Auditor meets the educational, professional designations and work experience as described below:</p> <p>Education/Professional Qualifications: Professional Designation in any one of the following: CPA, CA, CMA, CGA, CIA or CGAP OR a degree/diploma from a recognized university (see note above) relevant to the Stream and/or the Statement of Work;</p> <p>AND</p> <p>Experience: Must have a minimum of two (2) cumulative years' experience in the audit within the last ten (10) years.</p> <p>Copy of designation must be included in the bid.</p>			

Number	Mandatory Technical Criteria (MT)	Met	Not Met	Comments

1.2 Point-Rated Technical Criteria

Bids which meet all the mandatory technical criteria, above, will be evaluated and scored as specified in the tables inserted below. The Bidder must provide the mandatory project documentation (e.g. project objective and scope, etc.) to clearly demonstrate compliance with this requirement. Simply repeating the statement contained in the bid solicitation is insufficient.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point-rated technical criterion is to be addressed separately.

Point Rated Technical Criteria			
	Points to be covered	Total Score	Comments
RT1	Points will be allocated as follows:		
<u>Bidder's understanding of the Requirement:</u>	A) Understanding of the requirement and objectives as stated in the SOW (up to 4 points)	/4	
	B) Assessment of the assignment risks (up to 4 points)	/4	
	C) Mitigation approaches (up to 4 points)	/4	
	D) Clear audit schedule with key milestones and timelines for completion of the work (up to 4 points)	/4	
	E) Clear outline of auditing methodology and sampling size (up to 4 points)	/4	
	F) Clear draft audit plan (up to 4 points)	/4	
	G) Clear quality assurance process and assessment of risks (up to 4 points)	/4	
	A) Understanding of the requirement and objectives as stated in the SOW Points breakdown:		
	i. Ability to clearly demonstrate how the audit will deliver on testing the accuracy of claims adjudication (for example, the Bidder may include flow-		

<p>schedule, and a quality assurance process that will be used to develop the report and also assess risks for the purpose of defining the audit scope</p> <p>Maximum points: 28</p>	<p>charts and diagrams of audit process to exhibit the audit process) and processing in accordance with PSDCP Plan rules/provisions (up to 2 pts)</p> <p>0 = unsatisfactory, audit plan does not provide any relevant elements 0.5 = incomplete, audit plan missing key elements 1 = plan is not well developed, missing some elements that would make the audit approach ineffective 1.5 = realistic and effective plan, yet missing some minor elements 2 = concise and consisting all elements of an effective implementation plan.</p> <p>ii. Ability to clearly demonstrate how the audit will test the effectiveness of administrative services performance including the handling of member communication in the official language of their choice (up to 2pts)</p> <p>0 = unsatisfactory, no explanation or explanation does not demonstrate anywhere how the audit will test administrative services performance 0.5 = unable to demonstrate for the most part how the audit will test administrative services performance 1 = some brief descriptions are provided but missing details and explanations 1.5 = satisfactory explanation of how the bidder will test administrative services performance and the handling of member communication in both official languages 2 = extensive explanation including detailed examples indicating of how the bidder will test administrative services performance and the handling of member communication in both official languages</p> <p>B) Assessment of the assignment risks Points Breakdown:</p> <p>i. Ability to clearly demonstrate SOW tasks, deliverables and timelines that are subject to risks. (up to 2 pts)</p> <p>0 = unsatisfactory, no identification of risks 0.5= limited indication of risks 1= somewhat satisfactory indication of risk relating to SOW tasks, deliverables and timelines 1.5= good indication of risk relating to SOW tasks, deliverables and</p>		
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	<p>timelines 2= exceptional and clearly communicated indication of risk relating to SOW tasks, deliverables and timelines</p> <p>ii. Demonstrate a plan of action and readiness to take proactive steps to manage risks and successfully complete all contractual deliverables. (up to 2 pts)</p> <p>0 = unsatisfactory, no risk plan of action was identified 0.5 = very limited plan on how the bidder proposes to manage risks with no proactive techniques identified 1 = somewhat satisfactory plan on how the bidder proposes to manage risks with high level mention of proactive techniques 1.5 = satisfactory plan on how the bidder proposes to manage risks with more detailed level mention of proactive techniques 2.0 = exceptional plan on how the bidder proposes to manage risks with detailed level mention of proactive techniques</p> <p>C) Mitigation approaches Points Breakdown:</p> <p>i. Ability to identify and outline risk mitigation strategies for each identified risk (up to 2 pts)</p> <p>0 = unsatisfactory (no strategy) 0.5= very limited risk mitigation strategy 1= somewhat adequate risk mitigation strategy 1.5 = satisfactory risk mitigation strategy 2= good and clearly presented risk mitigation strategy</p> <p>ii. Ability to effectively communicate and display expected delivery of SOW identified tasks and outputs with the bidder's proposed project plan schedule while taking into consideration risks that may arise at each stage of the audit (up to 2 pts)</p> <p>0 = unsatisfactory, no demonstration of ability to communicate how the delivery of SOW tasks is aligned with the schedule for the audit 0.5= very limited ability to communicate how the delivery of SOW tasks is</p>		
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	<p>aligned with the schedule for the audit 1= somewhat adequate communication of how the delivery of SOW tasks is aligned with the schedule for the audit 1.5 = satisfactory communication of how the delivery of SOW tasks is aligned with the schedule for the audit 2 = good and clear communication of how the delivery of SOW tasks is aligned with the schedule for the audit</p> <p>D) Clear audit schedule with key milestones and timelines for completion of the work Points Breakdown:</p> <p>i. The Bidder provided an audit schedule, including key benchmarks along with evidence that the project will be completed on schedule. Benchmark examples include: listing of dates of on-site auditing and preliminary result meeting with the insurer. (up to 2.5 pts)</p> <p>0 = unsatisfactory, no demonstration that the audit will be completed on schedule. Audit schedule does not detail all audit processes and milestones. 0.5= limited demonstration that the audit will be completed on schedule. Audit schedule lacks required detailed of all audit process and milestones. 1 = some evidence that the audit will be completed on schedule. Audit schedule contains lacks appropriate detail specific to the audit process and milestones. 1.5 = adequate evidence that the audit will be completed on schedule. Audit schedule contains some level of detail specific to the audit process and milestone but lacks clarity. 2 = satisfactory evidence that the audit will be completed on schedule. For the most part the audit schedule contains detail specific to the audit process and milestones.</p> <p>2.5 = comprehensive evidence that the audit will be completed on schedule. The audit schedule contains detail specific to the audit process and milestones.</p> <p>ii. The schedule includes a clear explanation of how each milestone will be reached and contingencies for possible delays (up to 1.5 pts)</p>		
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	<p>0 = unsatisfactory, no explanation of how each milestone will be reached with limited or no contingencies 0.5= limited explanation of how each milestone will be reached with limited or no contingencies 1= adequate explanation of how each milestone will be reached including contingencies for possible delays 1.5 = comprehensive explanation of how each milestone will be reached including detailed contingencies for possible delays</p> <p>E) Clear outline of auditing methodology and sampling size Points Breakdown:</p> <p>i. The Bidder provides the proposed SVS sample for the claims audit and the administrative official languages component of the audit. The SVS is justified and the Bidder can clearly demonstrate that the samples are appropriate (up to 3 pts)</p> <p>0 = unsatisfactory, no demonstration of SVS samples with no details or explanations to support the appropriateness of the SVS samples 0.5= very limited demonstration of SVS samples with no details or explanations to support the appropriateness of the SVS samples 1= somewhat adequate demonstration of SVS samples but lacking explanations to support the appropriateness of the SVS samples 1.5 = Adequate demonstration of SVS samples with limited explanations to support the appropriateness of the SVS samples 2 = Adequate demonstration of SVS samples with satisfactory explanations to support the appropriateness of the SVS samples 2.5 = Good demonstration of SVS samples with satisfactory explanations to support the appropriateness of the SVS samples 3 = Comprehensive demonstration of SVS samples with good explanations to support the appropriateness of the SVS samples</p> <p>ii. The Bidder can demonstrate how the SVS will take into account claims from different claim submission channels (example: paper claims, electronic claims etc.) (up to 1pt)</p> <p>0 = unsatisfactory, no demonstration of how the SVS will take into account</p>		
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	<p>claims from different claim submission channels 0.5 = limited to adequate demonstration of how the SVS will take into account claims from different claim submission channels 1= satisfactory to good demonstration of how the SVS will take into account claims from different claim submission channels</p> <p>F) Clear draft audit plan Points Breakdown:</p> <p>i.The Bidder delivers a clear and complete audit plan that includes resource allocations, timelines and objectives of the audit. The audit plan includes a detailed description of the audit methodology and proposed sampling, including the number and type of claims that will be reviewed. (up to 2.5 pts)</p> <p>0 = unsatisfactory, no objectives identified in audit plan 0.5= very limited audit plan with unclear objectives 1= limited audit plan, with high level overview of timelines and objectives but lacking key details 1.5 = satisfactory audit plan that contains some level of details but lacks certain information on resource allocations, timelines and objectives 2 = satisfactory audit plan that contains details and incorporates information on resource allocations, timelines and objectives 2.5 = very good audit plan that contains details and incorporates detailed information on resource allocations, timelines and objectives in a clear fashion</p> <p>ii.The Bidder describes in their audit plan the process that will be used to review, analyze and validate claims during the audit. The plan also includes information on how the findings will be communicated with the insurer to ensure their validity (up to 1.5 pts)</p> <p>0 = unsatisfactory, no description of the audit process 0.5= limited description of the audit process and lacking details 1= satisfactory description of audit plan the process that will be used to review, analyze and validate claims during the audit. 1.5= good and clear description of audit plan the process that will be used to review, analyze and validate claims during the audit (including</p>		
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	<p>information on how audit findings will be communicated).</p> <p>G) Clear quality assurance process and assessment of risks Points Breakdown:</p> <p>i. Ability to demonstrate a clear quality assurance process that will be put in place throughout the life of the audit. Examples of the quality assurance process includes information on how the Bidder will perform due diligence when reviewing claims for appropriateness in adjudication, apply claims processing controls to ensure payments are in accordance with PSDCP rules and dental fee guides) (up to 2.5 pts)</p> <p>0 = unsatisfactory, no description of a quality assurance process 0.5= limited description of a quality assurance process 1= somewhat adequate quality assurance process with high level overview of how the bidder will perform due diligence. 1.5 = satisfactory adequate quality assurance process including a general overview of how the bidder will perform due diligence and review the appropriateness of claims. 2 = good quality assurance process with description of how the bidder will perform due diligence during the claim review period and throughout the audit. 2.5 = very good and detailed quality assurance process with clear description of how the bidder will perform due diligence during the claim review period and throughout the audit.</p> <p>ii. The Bidder incorporates an effective risk assessment into their review of quality assurance practices. Risks are clearly outlined and the Contractor identifies best practices to ensure a fulsome assessment of the quality assurance practices. (up to 1.5 pts) 0 = unsatisfactory, no risk assessment applied 0.5= limited risk assessment applied 1= satisfactory level of risk assessment with general identification of risks and best practices 1.5 = good level of risk assessment with clear and detailed identification of risks and best practices</p>		
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	Total points RT1	/28	
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Point Rated Technical Criteria				
	Points to be covered	Project #1	Project #2	Comments
<p>RT2 Bidder's experience:</p> <p>Further to the Bidder's past audits proposed in MT2, the following elements will be evaluated for each project:</p> <p>a) Relevance of the project in reference to the statement of work; and b) Tasks performed and responsibilities of the team members</p> <p>A maximum of 5 points will be allocated to each project.</p> <p>Maximum points: 10</p>	<p>Points for each project will be allocated as follows:</p> <p>A) Relevance of the project in reference to the statement of work (up to 2.5 points)</p> <p>B) Tasks performed and responsibilities of the team members (up to 2.5 points)</p> <p>A) Relevance of the project in reference to the statement of work Point Breakdown:</p> <p style="margin-left: 20px;">i. Ability to show linkages between obtained experience of past audit of similar nature to the SOW requirements. (up to 1.5 points)</p> <p style="margin-left: 20px;">0 = unsatisfactory, no linkages 0.5= limited linkages between past audits with current SOW requirements 1= satisfactory linkages between past audits with current SOW requirements 1.5 = good and clear linkages between past audits with current SOW requirements</p> <p style="margin-left: 20px;">ii. Ability to demonstrate how obtained knowledge and expertise from project will deliver a high quality claims audit for the PSDCP (up to 1pt)</p> <p style="margin-left: 20px;">0 = unsatisfactory, no demonstration of how prior experience will enhance the quality of the claims audit 0.5= somewhat limited to adequate demonstration of how prior experience will enhance the quality of the claims audit 1= satisfactory to good demonstration of how prior experience</p>	<p>/2.5</p> <p>/2.5</p>	<p>/2.5</p> <p>/2.5</p>	

	<p>will enhance the quality of the claims audit</p> <p>B) Tasks performed and responsibilities of the team members Points Breakdown</p> <p>i. Ability to show effectively how the experience of each team member will benefit the quality of the PSDCP claims audit and its deliverables (up to 1.5 pts)</p> <p>0 = unsatisfactory, no demonstration of how the experience of each member will benefit the quality of the claims audit 0.5= somewhat limited demonstration of how the experience of each member will benefit the quality of the claims audit 1= satisfactory demonstration of how the experience of each member will benefit the quality of the claims audit 1.5 = good demonstration of how the experience of each member will benefit the quality of the claims audit</p> <p>ii. Ability to demonstrate the composition of the team and their experience in jointly being able to deliver on the objectives of the SOW.(up to 1pt)</p> <p>0 = unsatisfactory, no demonstration of how the composition of the team will successfully deliver on the objectives of the SOW 0.5 = somewhat limited to adequate demonstration of how the composition of the team will successfully deliver on the objectives of the SOW 1= satisfactory to good demonstration of how the composition of the team will successfully deliver on the objectives of the SOW</p>			
	Total Points for RT2	/5	/5	

The Bidder's Proposed Resource

RT3

Experience of the Team:

The Bidder should demonstrate that their proposed resources have the experience and have performed the roles to be assigned to them under the claims audit.

For each resource proposed, the Bidder should provide details on their role and responsibilities in two (2) prior audits of a similar nature*. Each audit of similar nature is to have been completed within the past 10 years from date of bid closing.

*Similar nature is defined as specific experience related to claims audits conducted on health and/or dental benefits claims processing AND one or both of the following:

- claims audits conducted in a multi-jurisdictional (more than one Province) processing environment, OR
- claims audits conducted in a multi-channel (more than one submission method such as electronic, web-based, paper claims) processing environment.

To demonstrate each resource's experience, the following information should be provided in the proposed resource's CV for each project:

1. Project name;
2. Name and description of client organization;
3. Summary description including nature of work, start and end dates in month/year and value of the project;
4. Team member's responsibilities with respect to the project; and
5. Team member's level of effort spent on the project.
6. Team member's description of total contribution and achievements on the project

In cases where the audit was confidential, the Bidder is requested to provide the information above but indicate for both 1. Project Name and 2. Name and description of client organization that audit was confidential.

Up to a maximum of 6 points combined for all resources will be allocated per project. The maximum possible points to be achieved for this criteria is 12 points. Only two projects will be evaluated per resource, thus if more than two projects are included, the bidder should indicate which two projects they prefer to be evaluated. Otherwise the first two projects provided will be assumed to be the preferred projects for the purpose of bid evaluation.

Scoring For each Resource Category per Audit:

0 points = Resource's prior experience (described above under resource experience) is not relevant to the Claims Audit, as defined above under definition of similar nature.

Half of total score for each resource category (see rating scale below) = Resource's prior experience (described above under resource experience) from Similar Nature is somewhat relevant**.

**somewhat relevant means audit is related to claims audits conducted on health and/or dental benefits claims processing AND one of the following:

- claims audits conducted in a multi-jurisdictional (more than one Province)processing environment, OR
- claims audits conducted in a multi-channel (more than one submission method such as electronic, web-based, paper claims) processing environment.

Full Score for each resource category (see rating scale below) = Resource's Prior experience (described above under resource experience) from Similar Nature is relevant*** and can be viewed as being beneficial to the PSDCP Claims Audit.

*** is relevant and can be viewed as being beneficial means the audit is related to claims audits conducted on health and/or dental benefits claims processing AND both of the following:

- claims audits conducted in a multi-jurisdictional (more than one Province)processing environment, AND
- claims audits conducted in a multi-channel (more than one submission method such as electronic, web-based, paper claims) processing environment.

Similar Nature Audit 1 Rating Scale

Resource Category	Resource Experience	Total Score	Comments
Managing Director	Bidders to describe <u>resource experience</u> as described in RT4 above.	/2.5	
Project Manager	Bidders to describe <u>resource experience</u> as described in RT4 above	/1.5	
Senior Auditor	Bidders to describe <u>resource experience</u> as described in RT4	/1.5	

	above		
Auditor	Bidders to describe <u>resource experience</u> as described in RT4 above	/0.5	
<u>Similar Nature Audit 2 Rating Scale</u>			
Resource Category	Resource Experience	Total Score	Comments
Managing Director	Bidders to describe <u>resource experience</u> as described in RT4 above.	/2.5	
Project Manager	Bidders to describe <u>resource experience</u> as described in RT4 above	/1.5	
Senior Auditor	Bidders to describe <u>resource experience</u> as described in RT4 above	/1.5	
Auditor	Bidders to describe <u>resource experience</u> as described in RT4 above	/0.5	
Similar Nature Audit 1 Points: /6 Similar Nature Audit 2 Points: /6			
Total Points Received for RT3: /12			

Total of all the point rated technical criteria: 50 points (RT1 = 28 points, RT2 = 10 points, RT3 = 12 points)

Bidder's total Score : /50

1.3 Financial Evaluation

The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

2. Basis of Selection

2.1 Basis of Selection - Highest Combined Rating of Technical Merit 60% and Price 40%

2.1.1 To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation;
- b. meet all mandatory criteria; and
- c. meet the minimum score required on the Point Rated Technical Criteria;

2.1.2 Bids not meeting (a), (b) or (c) will be declared non-responsive.

2.1.3 The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.

2.1.4 To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.

2.1.5 To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.

2.1.6 For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

2.1.7 Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the Contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)
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	Bidder 1	Bidder 2	Bidder 3	
Overall Technical Score	115/135	89/135	92/135	
Bid Evaluated Price	\$55,000.00	\$50,000.00	\$45,000.00	
Calculations	Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
Combined Rating	83.84	75.56	80.89	
Overall Rating	1st	3rd	2nd	

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Required with the Bid

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

5.1.1 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](http://www.tpsgc-pwgsc.gc.ca/ci-if/formulaire-form-eng.html) (www.tpsgc-pwgsc.gc.ca/ci-if/formulaire-form-eng.html), to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

5.2.1 Integrity Provisions - List of Names

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.

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from [Employment and Social Development Canada \(ESDC\) - Labour's](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed Federal Contractors Program for Employment Equity certification before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority before contract award with a completed Federal Contractors Program for Employment Equity certification for each member of the Joint Venture. Attachment 1 to Part 5, Additional Certifications Precedent to Contract Award, includes a copy of the certification.

5.2.3 Attachment 1 to Part 5, Additional Certifications Precedent to Contract Award

Refer to Attachment 1 to Part 5, Additional Certifications Precedent to Contract Award .

ATTACHMENT 1 TO PART 5, ADDITIONAL CERTIFICATIONS PRECEDENT TO CONTRACT AWARD

1. Professional Services Resources

- a. By submitting a bid, the Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives.
- b. By submitting a bid, the Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.
- c. If the Bidder is unable to provide the services of an individual named in its bid due to the death, sickness, extended leave (including parental leave or disability leave), retirement, resignation or dismissal for cause of that individual, within five business days of Canada's knowledge of the unavailability of the individual the Bidder may propose a substitute to the Contracting Authority, providing:
 - a. the reason for the substitution with substantiating documentation acceptable to the Contracting Authority;
 - b. the name, qualifications and experience of a proposed replacement immediately available for work; and
 - c. proof that the proposed replacement has the required security clearance granted by Canada, if applicable.

No more than one substitute will be considered for any given individual proposed in the bid. In response to the Bidder's proposed substitution, the Contracting Authority may elect in its sole discretion either to:

- A. set aside the bid and give it no further consideration; or
- B. evaluate the replacement in accordance with the requirements of the bid solicitation in the place of the original resource as if that replacement had originally been proposed in the bid, with any necessary adjustments being made to the evaluation results, including the rank of the bid vis-à-vis other bids.

If no substitute is proposed the Contracting Authority will set aside the bid and give it no further consideration.

- d. If the Bidder has proposed any individual who is not an employee of the Bidder, by submitting a bid, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

2. Certification of Language – Bilingual (French and English) Essential

By submitting a bid, the Bidder certifies that, should it be awarded a contract as result of the bid solicitation, every individual proposed in its bid will be fluent in English and French. The individual(s) proposed must be able to communicate orally and in writing in English and French without any assistance and with minimal errors.

3. Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

4. Former Public Servant

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

Definitions

For the purposes of this clause, "*former public servant*" is any former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"*lump sum payment period*" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"*pension*" means, a pension or annual allowance paid under the *Public Service Superannuation Act* (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the *Canadian Forces Superannuation Act*, R.S., 1985, c.C-17, the *Defence Services Pension Continuation Act*, 1970, c.D-3, the *Royal Canadian Mounted Police Pension Continuation Act*, 1970, c.R-10, and the *Royal Canadian Mounted Police Superannuation Act*, R.S., 1985, c.R-11, the *Members of Parliament Retiring Allowances Act*, R.S., 1985, c.M-5, and that portion of pension payable to the *Canada Pension Plan Act*, R.S., 1985, c.C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes () No ()**

If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? **Yes** () **No** ()

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada.

Name of Supplier's Authorized Signatory

Signature of Supplier's Authorized Signatory

Date

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

1. Security Requirement

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
 - (d) the Bidder's proposed location of work performance or document safeguarding must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.
4. Before award of a contract the bidder must hold the security clearance for the resources they are proposing. If the supplier does not hold the resources' clearance, they should submit a request to CISD at PWGSC to obtain the security clearance or to duplicate the resources' security clearance.

PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

1. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

2. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual)(<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

2.1 General Conditions

2035 (2016-04-04), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

3. Security Requirement

The following security requirement applies and form part of the Contract.

- 3.1 The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid *Designated Organization Screening* (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- 3.2 The Contractor/Offeror personnel requiring access to **PROTECTED** information, assets or *sensitive work site(s)* must **EACH** hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.
3. The Contractor/Offeror **MUST NOT** remove any **PROTECTED** information or assets from the identified *work site(s)*, and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
4. Subcontracts, which contain security requirements, are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
 - a) *Security Requirements Check List* and Security Guide (if applicable), attached at Annex C;
 - b) *Industrial Security Manual* (Latest Edition).

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from date of Contract award to March 31, 2018.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

To be provided at contract award.

During the solicitation period, please contact Darlene Fisher at Darlene.Fisher@tbs-sct.gc.ca

For the period of January 16 to January 20, 2017 ONLY, please direct questions to zzTBSCONT@tbs-sct.gc.ca clearly citing the solicitation number.

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

5.2 Project Authority

To be provided at contract award.

The Project Authority for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____ - ____ - _____
E-mail address: _____

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

5.3 Contractor's Representative

To be provided at contract award.

6. Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7. Payment

7.1 Basis of Payment

In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid firm prices, as specified in Annex B for a cost of \$_____ (*insert the amount at contract award*). Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

7.2 Limitation of Price

SACC Manual clause C6000C (2011-05-16) Limitation of Price applies to and forms part of the Contract.

7.3 Methods of Payment

7.3.1 Milestone Payment

Canada will make milestone payments in accordance with the Schedule of Milestones detailed in the Contract and the payment provisions of the Contract if:

- a. an accurate and complete claim for payment and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all required certificates have been signed by the respective authorized representatives;
- c. all work associated with the milestone and as applicable any deliverable required has been completed and accepted by Canada.

7.3.1.1 Schedule of Milestones

The schedule of milestones for which payments will be made is in accordance with Annex B, Basis of Payment.

7.4 Time Verification

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

8. Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. The Contractor must provide an electronic copy of each invoice via email to the following addresses:

To be inserted at Contract Award

9. Compliance with Certifications

Compliance with the certifications and related documentation provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification, provide the related documentation 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.

10. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario. (*Insert the name of the province or territory as specified by the bidder in its bid, if applicable.*)

11. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions 2035 (2016-04-04), General Conditions - Higher Complexity – Services;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) the Contractor's bid dated _____, (*insert date of bid*)

12. Foreign Nationals (Canadian Contractor)

SACC *Manual* clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor) applies to and forms part of the Contract.

OR

12. Foreign Nationals (Foreign Contractor)

SACC *Manual* clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor) applies to and forms part of the Contract.

13. Insurance

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

14. Conflict of Interest- Other Work

The Contractor, during and after the period of performance of the Contract agrees that:

- a) it must not bid on any other work stream of this project for the Work performed under its Contract, to be let as a result of a solicitation where any work performed by the Contractor under this Contract creates a real or apparent conflict of interest or unfair advantage over other potential suppliers for any resulting contract(s), and must not participate as a

subcontractor or consultant in the preparation of any other Bidder's bid for such a resulting contract;

- b) if its work under the subject Contract involved access to information that would for any reason create a real or apparent conflict of interest or unfair advantage over other potential suppliers for any resulting contract(s), on any other work stream for the Work performed under its Contract, the Contractor must not bid for any of that resulting contract(s) or participate as a subcontractor or consultant in the preparation of any other Bidder's Bid for any resulting contract; and
- c) it must not act as an advisor or provide any third party with privileged information obtained in the performance of its work, for any real estate transaction related to the Work performed under its Contract.

Canada will disqualify any bid from the Contractor (or any entity that either controls or is controlled by the Contractor or, together with the Contractor, is under the common control of a third party, as well as such third party) for contracts, on any other work stream of this project for the Work performed under its Contract, as described in this clause, in respect to which Canada determines, at its sole discretion, that the Bidder's involvement in this Contract, whether direct or indirect, has resulted in a real or apparent conflict of interest or unfair advantage over other suppliers for the work subject to the solicitation.

Canada will disqualify any bid from the Contractor (or any entity that either controls or is controlled by the Contractor or, together with the Contractor, is under the common control of a third party, as well as such third party) for contracts as described in this clause, in respect to which Canada determines, at its sole discretion, that the bidder's involvement in this Contract, whether direct or indirect, has resulted in a real or apparent conflict of interest or unfair advantage over other suppliers for the work subject to the solicitation.

ANNEX A

Statement of Work

1.0 TITLE

Public Service Dental Care Plan (PSDCP) Claims Audit

2.0 OBJECTIVE

The Treasury Board of Canada Secretariat (TBS) is conducting the PSDCP claims audit in order to achieve the following objectives:

1. To fulfill its mandate for audit of Administrative Services Only (ASO) contracts managed by Group Insurance Benefits and Programs (GIPP), Pensions and Benefits Sector (PBS) within TBS;
2. To determine the accuracy of claims adjudication with respect to PSDCP provisions;
3. To ensure Contractor adherence with the PSDCP Financial Agreement and its amendments; and
4. To ensure Contractor adherence with official languages requirements.

The claims audit will verify the accuracy of paid claims processed by Great-West Life (GWL) and evaluate the systems and processes in place for the adjudication of claims.

3.0 BACKGROUND

3.1 The Public Service Dental Care Plan

The Public Service Dental Care Plan (PSDCP) is an employer-sponsored dental care plan established for the benefit of federal public service employees, eligible dependents of members of the Canadian Forces and the Royal Canadian Mounted Police, members of Parliament, federal judges, employees of a number of designated agencies and corporations. As of December 31, 2015, the Plan covered approximately 350,000 Plan members residing within Canada and abroad and had annual expenditures of over \$250M. The Government of Canada assumes full liability for the payment of all costs related to the operation of the Plan and payment of claims. The PSDCP is funded through contributions from the Treasury Board of Canada Secretariat (TBS), other participating employers and employees on leave without pay.

The PSDCP reimburses Plan members for all or part of dental costs they have incurred for themselves or their dependents for eligible services or products. The PSDCP covers reasonable and customary dental treatment necessary to prevent a dental disease or dental defect, to correct a dental disease or defect, or accidental dental injury, if the treatment is consistent with generally accepted dental practices. Dental coverage is for specific dental services and supplies that are not covered under provincial health care or dental care plans. Current practice allows for PSDCP claims to be submitted by members and service providers (Dentists). Claims may be submitted by paper or electronically for adjudication by GWL. A link to the copy of the Plan Booklet is provided to describe the scope of coverage available under the PSDCP, as well as the benefit maximums and general exclusions and limitations that apply. The member booklet is available on the TBS website at <http://www.tbs-sct.gc.ca/hr-rh/bp-rasp/benefits-avantages/dcp-rsd/dental-eng.asp>.

The PSDCP consists of 5 components:

- National Joint Council (NJC) – provides coverage for employees represented by 15 bargaining agents, as well as executives, excluded and unrepresented employees, and other groups such as Members of Parliament, Judges and former Deputy Heads.
- Public Service Alliance of Canada (PSAC) - provides coverage for employees represented by the Public Service Alliance of Canada (PSAC), and optional coverage for their eligible dependents.
- Canadian Forces (CF) Dependents'
- Royal Canadian Mounted Police (RCMP) Dependents'
- Canadian Forces (CF) Reserves

3.2 PSDCP Governance

The governance framework for the PSDCP is comprised of the following entities:

Treasury Board of Canada Secretariat

TBS is responsible for the oversight and management of the PSDCP. As the plan sponsor, TBS serves as the technical authority and decision-maker for all matters relating to the provision of benefits and services to Plan members. TBS is responsible for the financial monitoring, policy development, analysis and management of the Plan to ensure that public funds are managed as intended and in accordance with the provisions of the Financial Administration Act (FAA).

Public Services and Procurement Canada (PSPC)

Public Services and Procurement Canada formerly known as Public Works and Government Services Canada (PWGSC), under the direction of the TBS, is responsible for, but not limited to, providing information on general questions on PSDCP member enrolment and providing Great-West Life (GWL), with regular eligibility updates. The Compensation Sector of PWGSC provides GWL with information on the Phoenix Pay System, the Regional Pay System (RPS) employees as well as non-Regional Pay System employees.

Boards of Management

Separate boards of management were established for each component of the PSDCP to resolve member complaints, oversee plan operations and finances. The President of the Treasury Board appoints employer representatives for two PSDCP Boards of Management; the NJC Board, and the PSAC Board. In addition to the oversight of operations, administration and financial experience of the PSDCP, the roles of the boards of Management are to make Plan relevant recommendations to Treasury Board.

3.3 Plan Administrator

Great West Life – Plan Administrator

As the Plan Administrator, GWL is responsible for the adjudication and payment of eligible claims in accordance with the PSDCP provisions/rules for providing services as specified in the member booklet, Financial Agreement and its amendments. Its contractual requirements include claims adjudication, payment, and administration, as well as the provision of audit, reporting and communication services. GWL's internal controls are periodically subject to an external auditor review through the Canadian Institute of Chartered Accountants CSAE 3416 process.

4.0 DESCRIPTION OF RESOURCE CATEGORIES

The bidder must propose a detailed list of resources to perform and manage the PSDCP Claims Audit. The proposed bidder resources must at a minimum include one audit Managing Director, one Project Manager, one Senior Auditor and one Auditor as described below. Additional resources to support the completion of the audit may be proposed by the bidder.

4.1 Managing Director

This resource may be an owner of the firm. The resource exercises project sign-off authority on behalf of the Contractor, and oversees and assures the quality of work of Project Managers/Leaders responsible for individual projects. Negotiates the final agreement for the Work on behalf of the firm. Supervises the creation, development and implementation of significantly new or modified audit approaches to solve problems and obtains approval from the Project Authority for their application. Reports progress of the project on an as needed basis and at key milestones in the life cycle. Meets with senior level auditees, as required, to outline audit objectives and approaches, to gather key perspectives, and to present audit observations and recommendations.

4.2 Project Manager

This resource manages the project team during the planning, implementation and reporting phases of the audit work. Ensures that resources are made available and that the project is developed and is fully implemented within agreed time, cost and performance parameters of the Contract. Determines budgetary requirements, the composition, roles and responsibilities and deadlines for the project team. Defines and documents the objectives and scope for the project. Identifies problems impeding successful completion of the project and proposes, develops and implements significantly new or modified audit approaches to solve them. Reports progress of the project to the Project Authority on an ongoing basis and at scheduled points in the life cycle. Meets with auditee management to outline audit objectives and approaches, to gather key perspectives, and to present audit observations and recommendations. This resource prepares plans, charts, tables and diagrams to assist in presenting or displaying observations and recommendations.

4.3 Senior Auditor

Develops and designs approaches and programs for significant segments of projects. Participates in the development of the overall plan and strategy for specific projects. Carries-out, or supervises auditors and junior auditors in the performance of project tasks according to approved programs or plans. Prepares and presents project observations and recommendations to the Project Manager/Leader for approval. Presents observations and findings from work completed to the Project Authority and to auditees. Drafts and revises audit reports.

4.4 Auditor

Participates in the planning, conduct and reporting phases of projects. Organizes and conducts project tasks according to approved programs or plans. Drafts portions of, or content leading to, drafts and final reports, including audit observations, conclusions and recommendations. Presents oral briefings and debriefings to auditees on assigned segments of projects.

5.0 SCOPE OF SERVICES

The PSDCP Claims Audit will involve the analysis of both quantitative and qualitative information. More specifically, the audit will assess three aspects of the administration of PSDCP claims:

1. Accuracy of claims adjudication and processing in accordance with Plan rules/provisions;
2. Quality and effectiveness of administrative services performance including the handling of member communication in the official language of their choice; and
3. Compliance with the requirements of the PSDCP Financial Agreement and its amendments

Upon completion of the audit, the Contractor is required to provide and present a final report of audit findings and recommendations for enhancing PSDCP claims adjudication practices, controls and accuracy. The report is also required to include results from the verification of the Official Languages Component of the audit as described in 5.2B of this SOW.

5.1 Claim Adjudication

The audit must assess the adjudication of submitted PSDCP claims to GWL by plan members and Dental service providers. The audit will include an assessment of Great-West Life compliance with the PSDCP Financial Agreement and its amendments, Plan provisions/rules, process controls and documented administrative procedures. In addition, the claims audit will include a review of a representative Statistically Valid Sample (SVS) of submitted PSDCP claims.

The audit must include a detailed and thorough review and testing of the selected sample of PSDCP claims. At a minimum, the review and testing must analyze and produce quantitative and qualitative results and recommendations on the following components:

- accuracy of claims payments;
- timeliness of claims payments;
- incidence of duplicate claims payments;
- compliance with Plan provisions;
- accuracy of the adjudication process in relation to claims rejects;
- adjudication practice, specific to benefit service category type;
- quality of coordination of benefits processes, including administrative practices in place and guidelines for follow-up for missing or incomplete information;
- level of manual intervention in processing claims;
- accuracy of usual, customary and reasonable charges, in accordance with applicable prior year dental Fee Guide(s);
- adequacy and accuracy of claims coding maintained on GWL's systems;
- frequency and magnitude of errors, both monetary and non-monetary;
- review of error types, indicating the dollar amounts associated with each error type. Errors should be segregated by monetary and non-monetary. A comparison of error rates to industry should also be made;
- review of claims adjudication process and training quality of claims adjudicators; and
- review of the assessment of claims outside of Canada and the payment of claims in foreign currency.

5.2A Administrative Services

In addition to a comprehensive analysis of claims adjudication, the Contractor must assess the quality assurance practices that are in place at GWL.

In evaluating the administrative performance, the testing must evaluate, at a minimum, the following components:

- data on hard (scanned or filed) copy claims forms compared with data maintained on the system;
- claims processing controls to ensure the payments are in accordance with Plan provisions/rules;
- systems and procedures for data entry, storage and back-up facilities (e.g. ensuring they are appropriate for the claims paying environment);
- eligibility and verification of Plan benefit parameters;
- forms and communication processes;
- compliance with adjudication practices;
- accuracy of Plan provisions maintained on the system;
- compliance with the major Plan provisions, such as calculation of deductibles, co-insurance, maximums, coordination of benefits, eligibility and use of dental fee guide(s);
- accuracy of claim statements (i.e. ensure they reflect eligible charges and conform to internal communication standards);
- detection of duplicate claims;
- the presence of and adherence to general procedures that maintain claimant information in a secure and confidential manner (the audit will not include an evaluation of privacy or security controls);
- procedures used for Plan recoveries, including but not limited to refunds applied and credited to the PSDCP;
- review of quality control and internal audit practices at GWL to prevent provider and member fraud when assessing the claims adjudication process

5.2B Administrative Services – Official languages Component

The Contractor must also audit the handling of member communication in the official language of their choice by GWL. Any cases where the written communication was not sent in the selected member's official language of choice must be flagged in the audit and the associated details of the findings must be documented as part of the audit report.

The Contractor must also validate that the PSDCP Member website has been modified to remove the functionality for members to select and modify their language of choice when logging into their member profile. The member's language preference must be confirmed to only be updated using the eligibility file process from files obtained from PSPC or other separate employers. The Contractor must validate that a systems change request was initiated, testing was performed and a final sign-off for the change was performed. The Contractor in their findings must assess whether in their opinion the supporting documents demonstrate that the functionality to remove website language selection and modification was removed for all PSDCP plan members. In addition, the Contractor must also validate that the functionality for the language selection to be modified by the Contractor's call center representatives was removed as part of the system change.

6.0 TASKS

The Contractor shall perform a comprehensive and objective review of a statistically valid sample (SVS) of claims processed in 2015 by Great-West Life to determine if claims were adjudicated according to PSDCP provisions and were aligned with claim reimbursement procedures (in accordance with Canadian Life and Health Insurance Association standards). Upon completion of the audit, the Contractor is required to deliver the following observations in a written audit report format:

1. Provide a detailed and objective third-party view of the accuracy of the administrator's claim processing activities and their claim management processes;
2. Identify problem areas and provide recommendations related to the administrator's

stated practices including actual practices observed upon review of PSDCP selected claims and their adjudication; and

3. Identify adjudication issues including quality controls, claim system coding errors and areas for improvement.
4. Identify whether the Contractor is in adherence with the official languages requirements as specified in section 5.2B of this SOW.

6.1 Audit Approach and Methodology

Prior to initiating the audit, the Contractor must provide a detailed audit plan of which TBS will provide feedback on. This plan must include the resources required, timelines and objectives of the audit. The plan must include details surrounding the selected approach and audit methodology that will be shared with GWL. The Contractor is required to describe the proposed sampling methodology; including the number and type of claims that will be reviewed to substantiate the statistical credibility of the sample. The Contractor will provide Interim Status Reports on the progress of the PSDCP Claims Audit as milestones and deliverables (as described in section 8.0 Deliverables and Associate Schedule) are reached.

6.2 Statistically Valid Sample (SVS)

The Contractor must perform the audit with an appropriate SVS of claims which are to encompass paper claims and electronic claims submitted by PSDCP members and service providers. Furthermore, the SVS selection must be proportional to the member population for all PSDCP Plan Components (PSAC: 43%, NJC: 43%, CF Dependents: 8%, RCMP Dependents: 5% and CF Reserves: 1%). The recommended SVS should be based on a 95% confidence interval, 2% margin of error and an appropriate degree of variability in order to have assurance that the sample size is representative of the entire population of PSDCP Claims for the 2015 calendar year. See Appendix A for PSDCP Benefit Expenditures and Occurrences during both 2014 and 2015 calendar years.

The Contractor must include judgement samples that include a subset of the claims that the Contractor views as having a higher than average potential for adjudication errors or issues. The Contractor must indicate the appropriate percentage of claims that will be selected as part of the judgment sample. Selected claims should also have a proportional distribution of claims in each Dental Benefits Service Category (see Annex A for distributions of claims by Service Category). Of note, in addition to paper and electronic claims, GWL also adjudicates web-based claims submitted by members on the GWL Client Services website and the GWL mobile application. The selected SVS should include a sample from all possible claim submission channels enabled by GWL for the PSDCP.

A separate SVS of claims must be selected and reviewed for the purpose of validating the Official Languages Component of the audit. The sample will be selected from the period between November 1, 2015 and March 31, 2016, to verify whether written communication (e.g. explanation of benefits, letters mailed to members, etc.) were sent in the official language selected by the member, as indicated on the eligibility feeds received by the Contractor. The selection must also strive to include an equal number of claims for each official language.

7.0 CLIENT SUPPORT

The following documentation will be made available to the Contractor:

- The PSDCP member booklet is available on the TBS website at <http://www.tbs-sct.gc.ca/hr-rh/bp-rasp/benefits-avantages/dcp-rsd/dental-eng.asp>
- Appendix 1 to Annex A - 2014 and 2015 PSDCP Benefit Expenditures and Occurrences

8.0 DELIVERABLES and ASSOCIATED SCHEDULE

The Contractor must communicate the results of the audit fieldwork in accordance with the proposed timeframe.

Deliverables/Milestones	Timeframe	Audience / Recipient
Exit Interview	Upon completion of fieldwork	GWL
Preliminary Report	Within 60 business days of contract award	TBS
Draft Report	Within 100 business days of contract award	TBS
Draft Presentation	Within 110 business days of contract award	TBS
Final Report	Within 125 business days of contract award	TBS
Final Presentation	Within 130 business days of contract award	TBS

8.1 Exit Interview with Contractor

Prior to the conclusion of the fieldwork, the Contractor will discuss potential findings with designated Subject Matter Experts from GWL and TBS to reach a preliminary agreement regarding the validity of errors identified. The Contractor will summarize the basic findings and schedule an exit interview with GWL and TBS to discuss these findings.

8.2 Preliminary Report

The Contractor must submit preliminary findings to TBS no later than 60 business days of contract award. The preliminary report will provide context for discussions between the Contractor, GWL and TBS. The Contractor will provide responses to any issues raised by GWL and TBS. A summary of preliminary audit findings will be included in the Final Report to explain the Contractor's position on each item and the respective corrective action.

8.3 Draft Report and Presentation

The Contractor will provide a comprehensive, detailed written report that will include the methodology used, the claims performance review findings and recommendations to TBS prior to the final submission to ensure compliance with the scope of the audit. The draft report shall be submitted no later than 100 business days of contract award. The Contractor will provide the draft report and make an oral presentation within 110 business days of contract award to TBS representatives.

The report will include the following:

- an executive summary of findings and analysis;
- an overview of the scope of the audit and its objectives;
- quantitative and qualitative analysis, including observations of adjudication and administrative processes in place for the period under audit;
- errors noted during the audit, including an analysis of error types, rates, etc.
- appropriateness of claims adjudication and administrative processes in place for the Contractor
- corrective actions taken by GWL; and
- recommendations for additional corrective actions including priority levels

8.4 Final Report and Presentation

The Contractor will revise the draft report and incorporate TBS feedback, if necessary, and submit a final written report on all audit findings and recommendations to TBS no later than 125 business days of contract award.

The Contractor must present the final report within 130 business days of contract award to TBS at a meeting that will be scheduled shortly after the completion of the report. The presentation should highlight areas of interest as well as areas for improvement that were discovered during the audit. During the presentation, the Contractor will be expected to respond to questions about the audit findings and results in both official languages.

8.5 Audit Project Plan Considerations

The Contractor must consider the following requirements in their proposed project plan:

- Final Audit approach/plan
- Audit Commencement
- Audit Work Performance
- Audit Completion
- Review of Preliminary Results
- Review of Draft Report
- Review of Draft Presentation
- Final Report
- Final Presentation to TBS

In addition, the Contractor must also consider the following GWL's time requirements in their proposed project plan:

Audit Work Performance Phase:

- GWL requires 1 to 2 weeks to provide a data file to the Auditor once data requirements are finalized and communicated
- GWL requires 1 to 2 weeks to pull requested claims and provide them to the Auditor

Preliminary Results Phase:

- GWL requires 2 to 3 weeks to conduct a review/dialogue with the Auditor upon receipt of preliminary audit results
- GWL requires 2 to 3 weeks to provide a written audit findings response to the Auditor

9.0 Official Languages

The Contractor must provide their services in English. All deliverables identified in section 8.0 above must be provided in English except for the Final Report and Final Presentation which must be provided in both official languages (English and French). The Contractor must be able to fluently communicate in French when interacting with Great West Life at their Montreal offices.

10.0 WORK LOCATION

The majority of the work will be conducted on the Contractor's premises and on GWL's premises. The Contractor will be required to assist at meetings and conduct the final presentation at TBS's premises. The locations of the offices of the relevant organizations are as follows:

- Treasury Board of Canada Secretariat – Ottawa, Ontario
- Great-West Life – Ottawa, Ontario and Winnipeg, Manitoba and Montreal, Quebec

11.0 TRAVEL

The Auditor will be required to travel between Winnipeg, Ottawa and Montreal as required in order to fulfill all deliverables under the scope of the audit.

Any travel, accommodation, and incidental expenses related to the conduct of the Work are the sole responsibility of the Contractor. No travel, accommodation, or incidental expenses will be reimbursed under the resulting Contract.

APPENDIX 1 to ANNEX A – 2014 and 2015 PSDCP Benefit Expenditures and Occurrences

Table A1. Monthly PSDCP Benefit Expenditures (\$) by Service Category, 2014

Period	Diagnostic	Preventative	Minor Restorative	Endodontic	Periodontic	Oral Surgery	Major Restorative	Dentures & Bridges	Orthodontic	Other	TOTAL
2014											
January	2,382,250	2,644,750	4,924,729	1,044,182	4,595,118	1,186,035	1,374,078	595,180	2,043,032	302,039	\$21,091,393
February	2,331,572	2,455,676	4,708,823	902,310	4,287,867	1,138,729	1,407,424	673,476	1,865,100	295,606	\$20,066,583
March	2,540,593	2,675,391	4,922,449	900,737	4,628,921	1,186,020	1,464,732	685,457	1,973,677	308,283	\$21,286,260
April	2,645,015	2,671,983	5,093,150	995,324	4,711,970	1,090,314	1,411,405	724,178	2,006,410	293,492	\$21,643,241
May	2,650,954	2,628,212	4,953,627	954,023	4,773,356	1,312,748	1,363,286	722,194	1,936,453	359,173	\$21,654,026
June	2,626,984	2,653,938	4,924,767	823,370	4,634,241	1,120,600	1,294,810	716,102	1,842,877	312,727	\$20,950,416
July	2,749,475	2,659,508	4,860,455	838,198	4,564,211	1,373,376	1,233,242	716,401	1,965,296	351,116	\$21,311,277
August	2,439,848	2,398,805	3,905,208	654,294	3,639,091	1,237,780	900,989	463,307	1,551,779	313,791	\$17,504,892
September	2,982,348	2,799,673	4,872,929	798,596	4,704,399	1,216,426	1,184,903	513,956	2,028,045	309,128	\$21,410,403
October	3,042,726	2,762,573	4,919,479	862,408	4,591,817	1,097,254	1,311,831	549,745	2,010,688	296,949	\$21,445,470
November	2,809,928	2,561,832	4,566,254	755,088	4,257,148	953,753	1,134,938	504,614	1,750,597	259,867	\$19,554,020
December	2,852,664	2,562,749.15	4,940,658	923,558	4,508,275	1,132,566	1,631,152	614,027	2,016,429	301,875	\$21,483,954
Total	\$32,054,356	\$31,475,090	\$57,592,528	\$10,452,089	\$53,896,415	\$14,045,602	\$15,712,791	\$7,478,635	\$22,990,383	\$3,704,044	\$249,401,934

Table A2. Monthly PSDCP Occurrences by Service Category, 2014

Period	Diagnostic	Preventative	Minor Restorative	Endodontic	Periodontic	Oral Surgery	Major Restorative	Dentures & Bridges	Orthodontic	Other	TOTAL
2014											
January	105,142	124,168	42,732	2,903	58,794	8,381	10,207	2,933	17,729	3,383	376,372
February	98,518	114,866	40,686	2,660	54,335	7,899	10,356	3,312	15,423	3,100	351,155
March	104,601	124,891	42,460	2,727	57,424	8,332	10,071	3,326	16,245	3,378	373,455
April	105,110	123,943	43,896	2,870	58,226	7,958	10,341	3,229	16,205	3,270	375,048
May	104,399	123,877	43,132	2,723	58,758	9,448	10,395	3,404	15,487	3,822	375,445
June	100,889	123,006	42,640	2,553	57,081	8,056	9,414	3,283	14,802	3,240	364,964
July	100,776	122,361	42,332	2,527	56,758	9,212	9,648	3,288	15,692	3,607	366,201
August	87,695	109,036	33,926	2,006	46,064	8,167	6,927	2,462	12,821	3,061	312,165
September	106,535	129,352	42,394	2,513	59,514	8,577	9,089	2,847	15,821	3,448	380,090
October	105,045	127,002	43,228	2,746	59,865	8,463	9,965	3,146	15,328	3,461	378,249
November	97,461	118,628	39,842	2,338	55,375	7,332	8,903	2,804	14,109	2,970	349,762
December	101,164	122,836	43,304	2,789	59,670	8,558	11,169	3,305	15,853	3,368	372,016
Total	1,217,335	1,463,966	500,572	31,355	681,864	100,383	116,485	37,339	185,515	40,108	4,374,922

Table B1. Monthly PSDCP Benefit Expenditures (\$) by Service Category, 2015

Period	Diagnostic	Preventative	Minor Restorative	Endodontic	Periodontic	Oral Surgery	Major Restorative	Dentures & Bridges	Orthodontic	Other	TOTAL
2015											
January	2,403,619	2,561,417	4,807,702	945,978	4,488,578	1,064,915	1,271,289	502,793	1,808,553	282,546	\$20,137,390
February	2,395,610	2,453,488	4,848,297	926,216	4,372,120	1,111,250	1,493,282	707,952	1,860,192	303,441	\$20,471,848
March	2,821,616	2,921,602	5,243,886	961,097	4,949,213	1,177,819	1,455,709	728,519	1,996,425	319,859	\$22,575,745
April	2,740,445	2,719,372	5,107,803	911,037	4,830,089	1,162,869	1,437,954	713,857	1,927,373	304,614	\$21,855,411
May	2,585,540	2,503,607	4,772,918	809,946	4,464,709	1,136,999	1,363,477	606,319	1,787,986	297,090	\$20,328,589
June	3,010,808	2,949,179	5,331,661	895,705	5,217,272	1,239,182	1,483,088	717,911	1,995,668	337,295	\$23,177,770
July	2,753,143	2,574,390	4,673,369	732,491	4,432,360	1,297,012	1,237,511	625,819	1,918,079	334,238	\$20,578,412
August	2,708,409	2,586,696	4,320,093	675,867	4,056,409	1,343,522	1,003,700	525,618	1,743,007	329,139	\$19,292,460
September	3,079,241	2,801,560	4,948,065	782,407	4,668,044	1,115,462	1,123,224	489,066	1,959,007	282,883	\$21,248,959
October	2,964,783	2,665,781	4,861,274	754,748	4,541,198	1,047,868	1,280,698	523,342	2,007,819	276,392	\$20,923,904
November	3,169,369	2,807,505	5,007,605	767,550	4,765,080	995,599	1,269,201	511,199	1,965,335	267,782	\$21,526,224
December	2,958,255	2,573,070	4,968,546	842,437	4,559,053	1,135,148	1,655,354	653,285	2,100,101	306,792	\$21,752,041
Total	\$33,590,838	\$32,117,667	\$58,891,219	\$10,005,479	\$55,344,125	\$13,827,645	\$16,074,487	\$7,305,680	\$23,069,545	\$3,642,071	\$253,868,753

Table B2. Monthly PSDCP Occurrences by Service Category, 2015

Period	Diagnostic	Preventative	Minor Restorative	Endodontic	Periodontic	Oral Surgery	Major Restorative	Dentures & Bridges	Orthodontic	Other	TOTAL
2015											
January	100,284	118,167	40,469	2,566	56,166	7,441	9,207	2,577	15,214	3,128	355,219
February	95,664	113,592	41,053	2,531	54,190	7,657	10,242	3,218	15,071	3,316	346,534
March	110,316	134,191	43,925	2,665	61,279	8,338	9,975	3,163	15,751	3,468	393,071
April	104,363	125,374	43,070	2,579	58,928	8,200	9,739	3,270	15,551	3,304	374,378
May	96,361	115,893	40,042	2,249	54,894	7,894	9,257	2,678	13,744	3,177	346,189
June	110,028	135,509	44,823	2,600	64,010	8,702	10,145	3,404	15,370	3,734	398,325
July	97,255	118,664	40,311	2,315	55,326	8,472	8,802	3,138	14,702	3,491	352,476
August	93,856	117,009	36,844	2,094	50,593	8,630	7,438	2,715	13,429	3,317	335,925
September	104,291	126,807	41,737	2,305	58,386	8,039	8,330	2,575	14,872	3,238	370,580
October	99,313	122,438	41,559	2,461	58,312	7,617	9,035	2,784	15,060	3,307	361,886
November	104,284	127,681	42,505	2,361	61,065	7,518	8,881	2,658	14,840	3,327	375,120
December	99,774	120,322	42,848	2,595	59,199	7,985	10,875	3,221	16,001	3,440	366,260
Total	1,215,789	1,475,647	499,186	29,321	692,348	96,493	111,926	35,401	179,605	40,247	4,375,963

ANNEX B
BASIS OF PAYMENT

A- Contract Period (From Date of contract to March 31, 2018)

During the period of the Contract, the Contractor will be paid as specified below for Work performed in accordance with the Contract.

The rate specified below, includes any of the following expenses that may need to be incurred to satisfy the terms of the contract:

- a all travel and living expenses for work performed within the National Capital Region (NCR). The NCR is defined in the National Capital Act, R.S.C. 1985, c. N-4, S.2. The National Capital Act is available on the Justice Website: <http://laws.justice.gc.ca/en/N-4/> ;
- b any travel expenses for travel between the Contractor's place of business and the NCR; and
- c any travel and living expenses for the relocation of resources to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the bid solicitation.

All deliverables are F.O.B. Destination, and Canadian Customs Duty included, and GST/HST extra, where applicable.

1.0 Professional Fees

The Contractor will be paid an all-inclusive firm price as follows:

Deliverables	Completion Date	All-inclusive Milestone Payment Amounts (Cdn)
MILESTONE 1		
Exit Interview	Upon completion of fieldwork	
Preliminary Report	Within 60 business days of contract award date	
Sub-total Milestone 1		\$ _____ (20% of total firm price)
MILESTONE 2		
Draft Report	Within 100 business days of contract award date	

Draft Presentation	Within 110 business days of contract award date	
Sub-total Milestone 2		\$ _____ (30% of total firm price)
MILESTONE 3		
Final Report	Within 125 business days of contract award date	
Final Presentation	Within 130 business days of contract award date	
Sub-total Milestone 3		\$ _____ (50% of total firm price)
Sub-total Professional Services for Part I (Milestone 1 + Milestone 2 + Milestone 3)		\$ _____
HST		\$ _____
Total Firm Price		\$ _____

Total Estimated Cost of Professional Fees: \$ _____ (to be inserted at contract award)

ANNEX C

SECURITY REQUIREMENTS CHECK LIST



Contract Number / Numéro du contrat 24062-17-167
Security Classification / Classification de sécurité UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

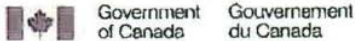
PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine TBS - OCHRO	2. Branch or Directorate / Direction générale ou Direction Pensions + Benefits - GIPM	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail To conduct a claims audit under the Public Service Dental Care Plan (PSDCP) in order to verify accuracy of paid claims processed.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>	Restricted to / Limité à: <input type="checkbox"/>	Restricted to / Limité à: <input type="checkbox"/>
Specify country(ies) / Préciser le(s) pays :	Specify country(ies) / Préciser le(s) pays :	Specify country(ies) / Préciser le(s) pays :
7. c) Level of Information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET <input type="checkbox"/>
TOP SECRET <input type="checkbox"/>		TOP SECRET <input type="checkbox"/>
TRÈS SECRET <input type="checkbox"/>		TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) <input type="checkbox"/>
TRÈS SECRET (SIGINT) <input type="checkbox"/>		TRÈS SECRET (SIGINT) <input type="checkbox"/>

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Security Classification / Classification de sécurité UNCLASSIFIED

PL





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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui
Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMBLEMES			

Special comments:
Commentaires spéciaux : _____

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui

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PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COMSEC TOP SECRET / COMSEC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
Information / Assets																
Managements / Bases																
Production																
IT Media / Support IT																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".**
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).**
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).