



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des soumissions  
- TPSGC**

**Place du Portage, Phase III  
Core 0B2 / Noyau 0B2  
11 Laurier St./11, rue Laurier  
Gatineau, Québec K1A 0S5  
Bid Fax: (613) 997-9776**

**SOLICITATION AMENDMENT  
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

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

**Issuing Office - Bureau de distribution**

Health Services Project Division (XF)/Division des  
projets de services de santé (XF)  
Place du Portage, Phase III, 12C1  
11 Laurier St./11 rue, Laurier  
Gatineau  
Gatineau  
K1A 0S5

<b>Title - Sujet</b> HICPS	
<b>Solicitation No. - N° de l'invitation</b> HT426-144642/F	<b>Amendment No. - N° modif.</b> 007
<b>Client Reference No. - N° de référence du client</b> HT426-144642	<b>Date</b> 2017-08-03
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XF-008-31604	
<b>File No. - N° de dossier</b> 008xf.HT426-144642	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2017-08-11</b>	
<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> Specified Herein - Précisé dans les présentes	
<b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input checked="" type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Wong-Sing, Aaron	<b>Buyer Id - Id de l'acheteur</b> 008xf
<b>Telephone No. - N° de téléphone</b> (819) 420-2213 ( )	<b>FAX No. - N° de FAX</b> (819) 934-1235
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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## Health Information and Claims Processing Services

### Request for Proposals

HT426-144642/F

### Questions & Answers Set #7

#### Question 80:

Ref: 2.10 Contract Project Manager (CPM).

- a. Does the Full-time resource assigned as CPM need to be 100% dedicated for the full pre-implementation phase, for example, 24 or 36 months, depending upon the proposed pre-implementation plan?
- b. If we have a 12 month ramp-up period, can our proposed CPM be assigned partially to this project while at the same time as working on other activities, moving to full-time after the 12 month ramp-up period when the project is in full swing?

#### Answer 80:

- a. In accordance with the SOW Section 2.10 of the Statement of Work, HC requires that the Contractor "provide a full time dedicated Contract Project Manager (CPM) as its representative responsible for the pre-implementation phase ...". HC intends this requirement to mean a fully dedicated full-time resource.
- b. See response to a. above

#### Question 81:

Ref: 1.5.1 Pre-implementation Phase.

It appears that there are only two options for the implementation date – December 1, 2019 or December 1, 2020. This presumes either a pre-implementation phase of approximately 24 months or 36 months, assuming contract award of December 2017.

- a. Can the contractor defer the start of pre-implementation phase until they are ready to assign resources and begin their build, following contract award as long as they hit the targeted implementation date that they select, for example Dec 1, 2020?
- b. Are there any additional points being awarded for a contractor who proposes an implementation date of Dec 1, 2019 as opposed to 12 months later, Dec 1, 2020?

#### Answer 81:

- a. The Pre-Implementation Phase commences immediately upon Contract Award. There is an expectation, therefore, that engagement between the Contractor and HC will commence shortly after Contract Award to initiate the implementation activities.
- b. While there are no points specifically assigned to a two-year implementation versus a three-year implementation, HC bid evaluators will be assessing the bidders' overall implementation plan.

**Question 82:**

Ref: 1.5.1 Pre-implementation Phase.

Can the contractor propose an alternative implementation date, avoiding the months of December and January which can be challenging for systems implementation, communications and training. For example, could a contractor propose an implementation date of April 1, 2020 to align with the federal government fiscal year? What about April 1, 2021?

**Answer 82:**

Canada does not contemplate changing the implementation date.

RFP ref. 1.2.1 These services must be able to accommodate and comply with applicable NIHB Program rules and policies including claims verification, reporting, and financial control practices. This includes the effective transition to a new claims processing service contract by December 1, 2019 (or by December 1, 2020 at the latest) to ensure that services to NIHB clients continue without interruption.

**Question 83:**

Ref: 3.1.3.1 Development of Task Authorizations (TA's).

It appears that the contractor must provide 100 hours of analysis services at no charge to Canada for each TA request received. This appears very open-ended as we have no idea how many requests to expect and a contractor could essentially be on the hook to provide thousands of hours of free consulting services to Canada; (i.e. 100 TA's per year = 10,000 hours of business analysis).

- a. How many TA's would the government typically send to a contractor in a standard 12 month period?
- b. On average, how much effort would each of these TA's require in terms of analysis services?
- c. Can the contractor make the decisions as to which resources to assign to these TA's – for example, Programmer Analysts, Business Analysts, Data Analysts, technical writers, etc...?
- d. If a TA request is too technical, can the contractor refuse to work on the analysis/ recommendations due to the complexity of the request?

**Answer 83:**

- a. In accordance with the SOW Section 3.1.3: This Contract includes task authorizations for portions of work to be performed on an "as and when requested" basis. Refer to Answer 65.
- b. Task Authorizations can be assigned to provide but are not limited to: additional edits, data and logic changes. The complexity can vary as some TAs are driven by new policies within the program. Due to the wide range of complexities for any potential system/logic/coding changes with various resources used to accommodate these TAs, a lower level of effort for analysis of system changes can range between 20-50 hours and for higher level of effort for analysis can range between 60-200 plus hours. Overall in the current environment, there are approximately 3-5 Logic/System Enhancement Task Authorizations per year (average from 2008-2016).
- c. The Contractor must provide cost and resource estimates and labour categories required (Programmer Analysts, Business Analysts, Data Analysts, technical writers, etc.) for the work described in the Task Authorization.
- d. In accordance with the SOW Section 3.1.3.1: "The Contractor must participate in the development of TAs. For each TA, and at no additional cost to Canada, the Contractor must:

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- provide up to 100 hours of analysis services (to prepare the analysis proposal). For TA's exceeding 100 hours of analysis, costs may be incurred, upon approval by the Project Authority. There are no analysis hours for Provider Claim Verification TAs;
  - provide cost and resource estimates;
  - provide options and recommendations based on industry best practice for HC's consideration."

The Contractor must participate in the TA analysis, as such must provide thorough analysis and evidence-based data in order to recommend not pursuing the TA request. Health Canada also reserves the right to put on hold or cancel a Task Authorization under varying circumstances but not limited to policy shift, cost/monetary factors.

**Question 84:**

Ref: 3.3.6.8.1:

The contractor must provide the HC User with "an interface" with the ability to create and maintain....

- a. Does this "interface" need to be in "real-time" or in "near real-time"?
- b. If near real-time is sufficient, what turn-around times would be acceptable from the time of the request through the interface to the completion of the request?

**Answer 84:**

- a. The interface is required to meet the performance standards in accordance with the SOW Section 3.4.1.1 (b) "The performance service standard of the applications and applications infrastructure is a maximum average of 2 seconds as measured in user response time".
- b. See response a. above.

**Question 85:**

Ref: 3.3.6.8.1:

- a. By auto-adjudication, are you implying that once these complex rules are defined and created by HC Users, the HICPS system will then be able to accept claims from a provider being submitted and adjudicating in real-time as an electronic transaction with no human intervention?
- b. Does this apply to drug, dental, vision, mental health and MSE claims?

**Answer 85:**

- a. Yes, this is the requirement.
- b. Auto-adjudication will apply to pharmacy, vision care and MSE claims.

**Question 86:**

Ref: 3.3.13.15 Provider Claim Verification Program Liaison.

Can the Manager assigned as the contact for liaising with the Project Authority on the Provider Claim Verification program be one person, assigned as the contact for Pharmacy, Dental and MSE/MH and Vision or are 3 separate Managers required – as inferred on pages 164-165?

**Answer 86:**

The Contractor must provide one manager with specific expertise for each of the 3 distinct areas as the contact person for liaising with the Project Authority on the Provider Claim Verification program. The SOW Section 3.3.13.15 lists the qualifications for the managers of the 3 benefit areas.

**Question 87:**

In light of the clarified definition of the "Bidder" provided in Canada's response to question # 68 released on 28/07/2017, a legal JV is not feasible in the time period, given that all bidders are partnering with aboriginal communities as part of meeting the Aboriginal Participation Component targets. Would the Crown consider a formal partnership as an alternative to JV for the purposes of the proposal?

**Answer 87:**

Ref: Section 10 of SACC 2003

As stated in Section 10 of SACC 2003 (2007-05-25):

The Bidder must have the legal capacity to contract. If the Bidder is a sole proprietorship, a partnership or a corporate body, the Bidder must provide, if requested by the Contracting Authority, a statement and any requested supporting documentation indicating the laws under which it is registered or incorporated together with the registered or corporate name and place of business. This also applies to bidders submitting a bid as a joint venture.

**Question 88:**

Consider the big volume of work required to put together a response for this RFP, and the long weekend ahead of us (Civic holiday), we respectfully ask the Crown for 3 weeks extension of the closing date.

**Answer 88:**

Ref: Page 1 of the RFP

Canada does not contemplate extending the solicitation closing date at the present time.

***All other terms and conditions of the Bid Solicitation remain unchanged.***