



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

Title - Sujet HICPS	
Solicitation No. - N° de l'invitation HT426-144642/F	Amendment No. - N° modif. 008
Client Reference No. - N° de référence du client HT426-144642	Date 2017-08-08
GETS Reference No. - N° de référence de SEAG PW-\$\$XF-008-31604	
File No. - N° de dossier 008xf.HT426-144642	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-08-15	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Specified Herein - Précisé dans les présentes	
Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input checked="" type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Wong-Sing, Aaron	Buyer Id - Id de l'acheteur 008xf
Telephone No. - N° de téléphone (819) 420-2213 ()	FAX No. - N° de FAX (819) 934-1235
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

Health Information and Claims Processing Services

Request for Proposals

HT426-144642/F

Questions & Answers Set #8

Question 89:

Section 7.14.5 of the Request for Proposals states that the Contractor must ensure that the Personal Information is as accurate, complete and up to data as possible. Considering the fact that the Contractor does not directly collect Personal Information from the patient, it would rely on Canada to ensure the accuracy and completeness of said information and to obtain the required consents. The Contractor would have to maintain the accuracy and completeness of said information, as received by Canada. Can you please confirm whether this is your understanding as well and provide us with more clarity in that regard.

Answer 89:

As per Section 7.14.4 there are cases where the Contractor, when requested to do so by Canada, must collect personal information from an individual. Examples include, but are not limited to:

SOW Article 3.3.1 Provider Enrolment Services

SOW Article 3.3.3.2 Provider and Client Secure Web Accounts

SOW Article 3.3.9.12 Client Reimbursements

Question 90:

Section 3.2(a) of Annex D (Insurance Requirements) states that the Insurer will endeavor to provide the Contracting authority 30 days written notice of policy cancellation. In the event that the Insurer is unable to do so, we ask that the Contractor be able to provide such notice as well. Can the language be modified to read as follows: "Notice of Cancellation: The Insurer or the Contractor will endeavor to provide the Contracting Authority 30 days written notice of policy cancellation"?

Answer 90:

No changes will be made to Section 3.2.a. of Annex D.

Question 91:

SOW 3.3.1.4.1 & 3.3.10.1.5

There appears to be a conflict between these two sections. In section 3.3.1.4.1 the discussion surrounds supporting information for Providers that are not enrolled in NIHB but entered into HICPS (and the suppression of claim statements). This implies that claims can be paid to providers that have not enrolled. However in section 3.3.10.5 it appears to indicate that if a claim is received for a provider that is not enrolled steps must be taken to enrol and if the provider cannot be enrolled (due to ineligibility) or chooses not to enrol the claim should be rejected. Can you please elaborate on the interconnection between these two sections.

Answer 91:

There is no interconnection between these two sections as explained below:

- Section 3.3.1.4.1 - Refers to a situation where a claim has been submitted for payment to a client and it has been determined the provider is not enrolled with the program and the claim has been processed with a pseudo provider number. Maintaining the provider information assists HC with determining who has provided the treatment or service.
- Section 3.3.10.1.5 - Refers to a situation where a provider has submitted a claim and cannot be located as registered or having a claim paid under a pseudo provider number. In such cases, the process outlined in this section is followed.

Question 92:

SOW 2.5.1

Please clarify the intent of the statement 'how the Contractor will retain historical data pertaining to previously enrolled Providers'. Is the intent of this statement to have the Contractor provide access to or load historical information of the Provider prior to the contract live date (i.e. from the incumbent) or is the intent to ensure the Contractor can provide access to historical data of a Provider upon the migration of the Provider business to another Provider in the case of change of ownership post the live date. Additionally if the response is that former, that access to historical information for the Provider is required, is the intention that this needs to be kept so that it is accessible at all times or maintained for historical purposes and if required an offline search would be suitable.

Answer 92:

The intent of this statement to have the Contractor provide access to or load historical information of the Provider prior to the contract live date. This will allow a grace period for providers to register with the contractor as well as out of sequence or late submitted claims for processing.

Question 93:

SOW Art. 7.14.10 – Audit & Art. 7.19

What has been the frequency of compliance audits (privacy/personal info and other)? How many audits have been conducted over the last 3 years, and of what type?

Answer 93:

The current Contractor has been subject to 9 audits over the past 3 years. These include annual privacy audits, error rate studies and financial audits.

Question 94:

SOW 3.3.15.2

For All Electronic HICPS Records “the RCMP standard for the Transport and Transmittal of Protected and Classified Information (G1-009) (see also SOW Article 3.4.6.2 Policy Compliance). We don't have access to download the mentioned document.

Answer 94:

The Handling and Safeguarding of Classified and Protected Information and Assets (ISS Industrial Security Manual <http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch5-eng.html>) includes all information within G1-009 Transport and Transmittal of Protected and Classified Information (<http://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/g1-009-eng.htm>).

Please see RFP Changes #9 - 11 below.

Question 95:

Part 3 Financial Bid, Attachment 3.2.1 Pricing Tables

In the Pricing Tables excel file, the “Bidder Info” tab, should cell C83 have a formula to pick up the amount from cell G97 so the Total Phase-Out Period Fee? Without having the amount in cell C83, the “Calculations” tab will have a Zero amount for cell H47.

Can the bidder manually enter the amount in cell C83 for it to be included in the cell H47 in the “Calculations” tab?

Answer 95:

The Bidder is to enter the firm, all inclusive, lot price for the Phase-Out Period Fee in cell C83, “Bidder Info” tab in the Pricing Table excel file. As noted in the file, amounts set out under columns F and G in rows 91-97 are for information purposes only.

Question 96:

Given the volume of writing that is required for this submission, due to the scale and complexity of the statement of work, would the Government of Canada consider providing a 2-3 week extension for the tender closing to provide the bidders sufficient time to prepare an appropriate response.

Answer 96:

Ref: Page 1 of the RFP

The closing date is changed to August 15, 2017. Please see RFP Change #12 below.

RFP Changes

9. At Article 3.3.15.1 of Annex A – Statement of Work

Delete:

- d) The Contractor must transport, store, and retain all documentation in accordance with MGI, the Industrial Security Manual (<http://iss-ssi.pwgsc-tpsgc.gc.ca/msi-ism/index-eng.html>) and the RCMP standard for the Transport and Transmittal of Protected and Classified Information (G1-009) (see also SOW Article 3.4.6.2 Policy Compliance).

Insert:

- d) The Contractor must transport, store, and retain all documentation in accordance with MGI, the Industrial Security Manual (<http://iss-ssi.pwgsc-tpsgc.gc.ca/msi-ism/index-eng.html>) including the Handling and Safeguarding of Classified and Protected Information and Assets (ISS Industrial Security Manual <http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch5-eng.html>).

10. At Article 3.3.15.2 of Annex A – Statement of Work

Delete:

- a) The Contractor must retain and store all electronic HICPS-related records in a format acceptable to the Project Authority for the period of the Contract. The Contractor must store and transport all HICPS electronic records in accordance with MGI, the Industrial Security Manual (<http://iss-ssi.pwgsc-tpsgc.gc.ca/msi-ism/index-eng.html>). and the RCMP standard for the Transport and Transmittal of Protected and Classified Information (G1-009) (<http://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/g1-009-eng.htm>) (see also SOW Article 3.4.6.2 Policy Compliance) at the Contractor's cost. The Contractor must back up all electronic data and records in accordance with the requirements outlined in SOW Article 3.4.6.25 System Backups.

Insert:

- a) The Contractor must retain and store all electronic HICPS-related records in a format acceptable to the Project Authority for the period of the Contract. The Contractor must store and transport all HICPS electronic records in accordance with MGI, the Industrial Security Manual (<http://iss-ssi.pwgsc-tpsgc.gc.ca/msi-ism/index-eng.html>), including the Handling and Safeguarding of Classified and Protected Information and Assets (ISS Industrial Security Manual <http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch5-eng.html>) (see also SOW Article 3.4.6.2 Policy Compliance) at the Contractor's cost. The Contractor must back up all electronic data and records in accordance with the requirements outlined in SOW Article 3.4.6.25 System Backups.

11. At Article 3.4.6.2 of Annex A – Statement of Work

Delete:

The Contractor must ensure that all data systems, connectivity and telecommunication methods, data transfers, reports, physical locations and individuals with access to systems and/or data, and handling of all 'PROTECTED B' information meets the following security policies and legislation:

- a) Policy on Government Security;
- b) Management of Information Technology Security;
- c) Industrial Security Manual (<http://iss-pwgs-cpsgc.gc.ca/msi-ism/index-eng.html>) RCMP G1-009 - Transport and Transmittal of Protected and Classified Information and other applicable Federal/Provincial/Territorial privacy and security legislation / regulations.

Insert:

The Contractor must ensure that all data systems, connectivity and telecommunication methods, data transfers, reports, physical locations and individuals with access to systems and/or data, and handling of all 'PROTECTED B' information meets the following security policies and legislation:

- a) Policy on Government Security;
- b) Management of Information Technology Security;
- c) Industrial Security Manual (<http://iss-ssi-pwgs-cpsgc.gc.ca/msi-ism/index-eng.html>) including the Handling and Safeguarding of Classified and Protected Information and Assets (ISS Industrial Security Manual <http://ssi-iss.tpsgc-pwgs-cpsgc.gc.ca/msi-ism/ch5-eng.html>) and other applicable Federal/Provincial/Territorial privacy and security legislation / regulations.

12. At Page 1:

Delete: 2017-08-11

Insert: 2017-08-15

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