



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des
soumissions - TPSGC

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau, Québec K1A 0S5

Bid Fax: (819) 997-9776

LETTER OF INTEREST

LETTRE D'INTÉRÊT

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Business Management and Consulting Services Division /
Division des services de gestion des affaires et de
consultation

11 Laurier St. / 11, rue Laurier

10C1, Place du Portage

Gatineau, Québec K1A 0S5

Title - Sujet PS Officer Grant Program	
Solicitation No. - N° de l'invitation 0D160-183745/A	Date 2017-12-01
Client Reference No. - N° de référence du client 0D160-183745	GETS Ref. No. - N° de réf. de SEAG PW-\$\$ZG-423-32011
File No. - N° de dossier 423zg.0D160-183745	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-12-19	
Time Zone Fuseau horaire Eastern Standard Time EST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Marcotte, Karen	Buyer Id - Id de l'acheteur 423zg
Telephone No. - N° de téléphone (873) 469-3938 ()	FAX No. - N° de FAX (819) 956-2675
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: PUBLIC SAFETY AND EMERGENCY PREPAREDNESS CANADA 269 LAURIER AVE. W OTTAWA Ontario K1A0P8 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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



REQUEST FOR INFORMATION (RFI) 0D160-183745

Public Safety Officer Grant Program

**Public Services Procurement Canada
(PSPC) on behalf of**

Public Safety Canada (PS)



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

Canada



REQUEST FOR INFORMATION (RFI)

Public Safety Grant Program

1. Purpose and Nature of the Request for Information (RFI)

Public Services and Procurement Canada (PSPC) and Public Safety Canada (PS) are requesting Industry feedback to assist in defining the requirement for an upcoming Request for Proposal (RFP).

The objectives of this RFI are to:

- a. Inform potential suppliers of the draft requirements of this procurement;
- b. Collect information on the level of interest and capability from Canadian suppliers regarding the requirements as published in this RFI;
- c. Seek Industry feedback on Annex A – Statement of Work;
- d. Seek industry interest to participate in Industry Engagement activities such as one-on-one meetings; and
- e. Obtain answers to the questions for industry as provided in this document.

This RFI is neither a call for tender nor a Bid Solicitation. No agreement or contract will be entered into based on this RFI. The issuance of this RFI is not to be considered in any way a commitment by the Government of Canada, nor as authority to potential respondents to undertake any work that could be charged to Canada. This RFI is not to be considered as a commitment to issue a subsequent solicitation or award contract(s) for the work described herein.

Although the information collected may be provided as commercial-in-confidence (and, if identified as such, will be treated accordingly by Canada), Canada may use the information to assist in drafting performance specifications (which are subject to change) and for budgetary purposes.

Respondents are encouraged to identify, in the information they share with Canada, any information that they feel is proprietary, third party or personal information. Please note that Canada may be obligated by law (e.g. in response to a request under the Access of Information and Privacy Act) to disclose proprietary or commercially-sensitive information concerning a respondent (for more information:

<http://laws-lois.justice.gc.ca/eng/acts/a-1/>).



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

Canada



Participation in this RFI is encouraged, but is not mandatory. There will be no short-listing of potential suppliers for the purposes of undertaking any future work as a result of this RFI. Similarly, participation in this RFI is not a condition or prerequisite for the participation in any potential subsequent solicitation.

Respondents will not be reimbursed for any cost incurred by participating in this RFI.

2. Background Information

Public Safety Canada (PS) plays a key role in discharging the Government's fundamental responsibility for the safety and security of its citizens. The Minister of Public Safety and Emergency Preparedness Canada is responsible for the Department. Legislation governing the Department sets out three essential roles: (i) support the Minister's responsibility for all matters related to public safety and emergency management not assigned to another federal organization; (ii) exercise leadership at the national level for national security and emergency preparedness; and (iii) support the Minister's responsibility for the coordination of Public Safety's Portfolio entities and for setting their strategic priorities.

In March 2017, the Government of Canada, through the proposed Community Heroes Initiative introduced the Public Safety Officer Grant Program. The objective of this Grant Program is to recognize the service and sacrifice of Canada's police officers, firefighters and paramedics who die in the line of duty, including deaths resulting from occupational illnesses or mental health issues (i.e. suicide), with a grant payment to eligible recipients.

The Public Safety Officer Grant Program is expected to contribute to Public Safety Canada's strategic outcome and core mandate, of a secure and resilient Canada by recognizing and supporting the families of those sacrifices of public safety officers who die as a result of their duties.

3. Security Requirements

There are security requirements associated with this contract.

Personnel Security level at Reliability Status required;
Facility Security Clearance (FSC);
Safeguarding Security Clearance; and
Information Technology (IT) Media Security Clearance.





At contract award date and throughout the life of the contract, the Contractor must hold a valid Security Clearance at a level of information of B issued by the Canadian Industrial Security Directorate (CISD) at Public Services and Procurement Canada (PSPC).

Potential bidders whose organizations currently do not hold a valid required Security Clearance are encouraged to initiate the security clearance process immediately by requesting sponsorship from the Contracting Authority by e-mail as this process can take up to a year to complete.

Should potential bidders wish to obtain a sponsorship from the Contracting Authority, the request must include the following information:

- Legal name of the company:
- Business Name, if different from legal name:
- Mailing address:
- Civic address, if different from mailing address:
- Company telephone number:
- Company fax number:
- Surname and Given Name of the contact person (Canadian Official):
- Title of the contact person:
- Telephone number of the contact person:
- E-mail address of the contact person:
- Language preference (English or French):

The Industrial Security Sector (ISS) of PSPC will then send the interested potential supplier the paperwork, which needs to be completed.

If the potential supplier wishes to propose the services of an individual who has obtained a security clearance from a government department or agency other than ISS/PSPC, the potential supplier's Company Security Officer is to contact CISD and request either a transfer or a duplicate of the security clearance of the individual.

For any inquiries concerning security requirements, potential suppliers should contact ISS at 1-866-368-4646, or (613) 948-4176 in the National Capital Region, CISD Website: <http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>.

There are no direct costs charged to potential suppliers wishing to request a Designated Organization Screening (DOS) or a Facility Security Clearance (FSC). However, the potential supplier may incur indirect costs, which results from being required to meet the minimum standards such as installing mechanisms for document safeguarding, if applicable.





4. Legislation, Trade Agreements, and Government Policies

The following is indicative of some of the legislation, trade agreements and government policies that could impact any follow-on solicitation(s):

- a. 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-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA); and
- b. Federal Contractors Program for Employment Equity (FCP).

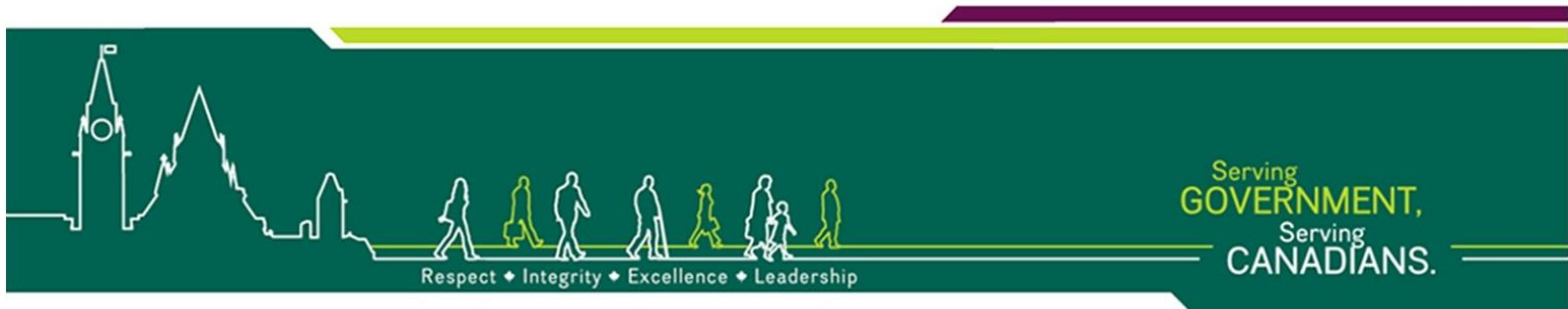
5. Enquiries

Any questions from respondents concerning this RFI must be made in writing to the [Contracting Authority](#) stated below, via e-mail on or before the closing date.

Karen Marcotte
Supply Specialist
Business Management and Consulting Services Division
Public Services and Procurement Canada
Place du Portage, Phase III, 10C1
11 Laurier Street
Gatineau, Quebec
K1A 0S5
Email: karen.marcotte@pwgsc.gc.ca

Canada reserves the right to not respond to questions received after the closing date or to any question not related to this RFI. 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 respondent do so, so that the proprietary nature of the question is eliminated, and the responses will be made publicly available through the Government Electronic Tendering Service (<https://buyandsell.gc.ca/>).





Changes to this RFI may occur and will be advertised through an amendment on the Government Electronic Tendering System. Canada asks Respondents to visit Buyandsell.gc.ca regularly to check for changes, if any.

6. Industry Engagement Activities (if applicable)

As part of this RFI process Canada would like to offer bidders the opportunity to explain and express their comment(s) on the attached documents. Should the interest arise from Industry, Canada could hold Industry Engagement Activities such as One-on-One meetings at the PS offices located at 269, Laurier Street, Ottawa, Ontario.

Potential bidders interested in attending in person for a One-on-One meeting should do so by informing the Contracting Authority **at least 48 hours prior the following available dates (more dates can be made available upon request). December 5 AM and December 8 all day.**

7. Closing date for the RFI

Responses to this RFI must be submitted electronically to the [Contracting Authority](#) and will be accepted until **2:00 PM Eastern Standard Time (EST) on December 19, 2017**. The information received after that date will be considered only to the extent reasonable, in the sole opinion of Canada.

8. Clarifications

Canada may require clarification of the written responses and/or comments received. If required, any clarification will be requested in writing.

9. QUESTIONS FOR INDUSTRY

Canada is seeking Industry input to assist in defining the requirement for an upcoming Request for Proposal (RFP) and to gain information on the following topics and the level of interest of potential suppliers to undertake this type of work. Respondents are invited to provide responses to the following questions:





Statement of Work Related Questions:

1. Are the requirements as currently stated in the attached draft Annex A – Statement of Work (SOW) clear and concise, including the respective accountabilities of a contractor? If not, please identify the areas (paragraph number) that require clarification as well as the nature of the suggested clarification.
2. What challenges do you foresee with respect to implementing the requirements of the SOW? If any, how do you plan on addressing them?
3. Are there any requirements or other portion of the provided documents that would preclude you from bidding? If yes, can you identify these items and explain why and if possible provide an alternative solution?

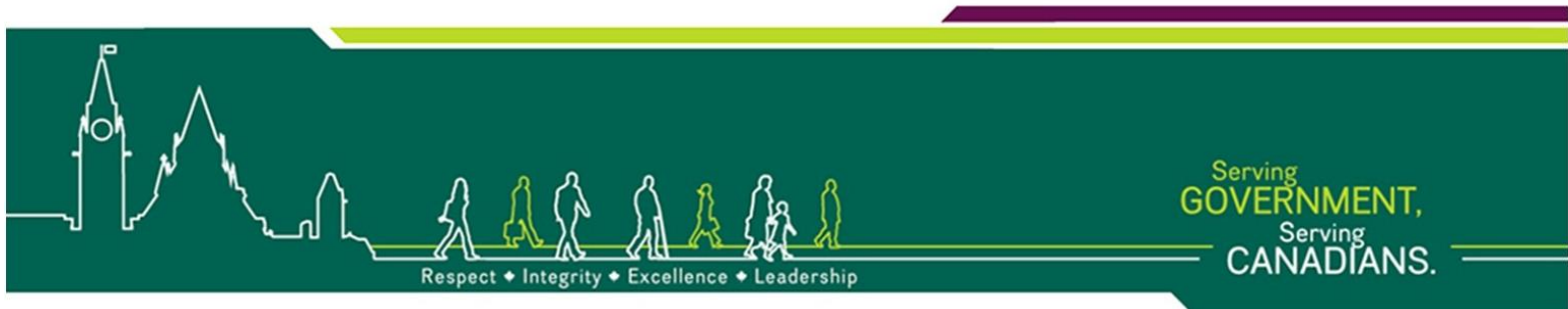
Financial Related Question:

4. To help Canada better understand costs associated with work of this nature, can you provide a total price estimate or range for the work outlined in the SOW? Strictly for estimation purposes only, please consider a 50-72 claim scenario annually.

Experience Related Questions:

5. Please explain your typical approach related to the adjudication of claims involving the loss of a loved one? In describing this, please discuss the general nature of the claims you oversee.
6. Outline in general the roles and responsibilities of your involved employees in adjudicating claims related to the death of a loved one.
7. Describe the specialized adjudication and medical resources that you are typically using to adjudicate claims related to cancer deaths. Specifically, what are the typical issues faced in deciding causation issues related to cancer deaths? Please include the specialized nature of your personnel involved and the process.
8. Describe your experience in providing third party services for the adjudication and/or administration of claims related to traumatic deaths, deaths due to cancer and death related to mental illness. Please also comment on the degree that this type of experience is typically present (or not) in the insurance industry itself.





9. Describe the typical approach used to managing inquiries about claims related to the death of a loved one.
10. Describe your company's standard approaches to claims involving the death of a loved one when there are claim disputes or multiple, competing claims from survivors.
11. Suggest, in general terms, the important components of a quality assurance program for claim assessment, recommendation and customer service for claims related to the death of a loved one.
12. For life claims, explain how usual life contracts offset benefits received by beneficiaries from other sources.

Services Related Questions:

13. What kind of service models are you using to provide both accurate adjudication and compassionate sensitive services for claims involving the death of a loved one?
14. Describe the normal approach to intake and/or triage services for claims involving the death of a loved one. Please describe any special service(s) or approach(s) used by your company for claims involving the death of a loved one;
15. Describe what is your general timeline to make a recommendation involving claims of the death of a loved one? Generally, how many claims assessments and recommendations are completed at specific points in time such as one month, three month, six month, etc. from claim registration?
16. Describe the technology available for case management and/or claims adjudication. How could this technology help the Government of Canada track and deliver benefits for those eligible for the Public Safety Officer Memorial Grant Program (PSOMGP).
17. Describe how your company is approaching or is implementing an "Advocacy" based claims/case management approach.





18. Explain what factors you would consider if asked to invoice your services as an all in one cost per case fee or a monthly administrative fee based on monthly costs.
19. Provide brief examples of your experience processing disputes related to third party administration or adjudication services.
20. What functional strategy could be used for dealing with disputes related to the Public Safety Officer Grant Program? In the response, please propose an organizational structure for a dispute group and your procedures commonly used to make recommendations on disputes.
21. Describe your capabilities to collect documentation, for example death certificates, medical reports or affidavits needed to adjudicate claims involving the loss of a loved one.
22. What strategies are commonly used to support applicants through the adjudication process?
23. Please provide any suggestions on successful practices for providing customer services to clients in claims related to multiple beneficiaries?
24. What is your capability to provide services in both official languages across the country?





Statement of Work

1. Title

Third-Party Service Provider to provide claim assessment services for the administration of the Public Safety Officer Grant Program.

2. Introduction

This Statement of Work (SOW) details the services required from a Third-Party Administrator for the assessment, recommendation and dispute resolution of claims for the Public Safety Officer Grant Program, hereinafter referred to as the "Grant Program."

3. Overview

Public Safety Canada (PS) has a requirement for a contractor to assess claims for the Public Safety Officer Grant Program. The contractor will also have to provide a dispute resolution process for unsuccessful applicants.

The Third-Party Administrator must provide overall applicant support, data management and reporting on the administration of the Grant Program. The services provided include, but are not limited to:

- a personalized call centre with specialized staff;
- application and case management administration;
- data integrity and data management;
- communication with Program Applicants;
- manual and electronic claim administration capability;
- development of a website to allow applicants to access the required program application and program documentation, such as viewing of relevant program information and the on-line editing and printing of program-related forms; and,
- a dispute resolution process/review panel.

This SOW contains a full and detailed description of the services required.

3.1 Background

Public Safety Canada (PS) plays a key role in discharging the Government's fundamental responsibility for the safety and security of its citizens. The Minister of Public Safety and Emergency Preparedness Canada is responsible for PS. Legislation governing the Department sets out three essential roles: (i) support the Minister's responsibility for all matters related to public safety and emergency management not assigned to another federal organization; (ii) exercise leadership at the national level for national security and emergency preparedness; and (iii) support the Minister's responsibility for the coordination of Public Safety's Portfolio entities and for setting their strategic priorities.

In March 2017, the Government of Canada, through the proposed Community Heroes Initiative, introduced the Public Safety Officer Grant Program. The objective of this Grant Program is to recognize the service and sacrifice of Canada's police officers, firefighters and paramedics who die as a result of their duties, including deaths resulting from occupational illnesses or psychological impairment (i.e. suicide), with a grant payment to eligible recipients.

The Public Safety Officer Grant is expected to contribute to Public Safety Canada's strategic outcome and core mandate of a secure and resilient Canada by recognizing and supporting the families of public safety officers who die as a result of their duties.

PS is accountable and responsible for the delivery and oversight of the Public Safety Officer Grant Program, including assurance that operating expenses associated with the Program are properly accounted.



The role of PS is to monitor the Third-Party Administrator for services; direct the implementation phase of the service contract; promote the Grant program to eligible stakeholders; and assess recommendations on eligibility for the Grant received from the Third Party Administrator. PS is also responsible for policy development as it relates to the administration and adjudication of the Public Safety Officer Grant Program and the payment of the Grant to eligible recipients. The Third-Party Administrator will assess applications based on the eligibility criteria established by Public Safety Canada, make recommendations based on the completed application and resolve disputes that may arise.

The identified class of eligible public safety officers under the Public Safety Officer Grant Program has been more particularly described in the program Terms and Conditions, but generally include certain categories of police officers, firefighters and paramedics, including volunteers, auxiliary members and reservists.

3.2 Objective

Public Safety Canada seeks a modern, comprehensive, reliable, timely and cost-effective claim assessment and administrative service that complies with Government regulations, policies and includes services such as:

- on-line (self-service) access to program information, including eligibility and beneficiary criteria;
- a dedicated personalized call-centre for Program Applicants;
- timely, accurate processing of claim applications, requests for information and supporting claim administration;
- rigorous records management system
- robust information management system to support performance management tracking and reporting for Public Safety Canada;
- accurately managed communication of program information;
- quality assurance of Program Applicant information as per the Quality Assurance Plan;
- processes and workflows supporting data exchanges with IM/IT systems, external to Public Safety Canada;
- claims administration that aligns with established service standards

Note: Full requirements are detailed in Section 7.0 Third-Party Administrator Requirement

4. Terminology and Glossary of Acronyms

Terminology used in this Statement of Work is defined as follows:



Grant	The amount payable in the event of the death of the eligible recipient under the terms and conditions of the Public Safety Officer Grant Program.
Business Day	Monday to Friday excluding observed Federal Statutory holidays. The observed Federal Statutory Holidays are: <ul style="list-style-type: none">• New Year's Day• Good Friday• Easter Monday• Victoria Day• Canada Day• Labour Day• Thanksgiving• Remembrance Day• Christmas Day• Boxing Day
Third-Party Administrator	The third party service provider contracted by Public Safety Canada to administer the Public Safety Officer Grant Program.
Project Authority	Responsible area within Public Safety Canada coordinating and delivering the Grant Program.
Service Standards	Outline of the specific deliverables and performance measures established by Public Safety Canada.
System Ready	The automated systems are in place, meet all the technical and security requirements, and are able to fulfill the administrative requirements defined in the SOW.
Personal Information	Personal information has the same meaning as section 3 of the <i>Privacy Act</i> and includes personal information, as set out in Section 9.0 of this SOW.

Acronyms used in this Statement of Work are defined as follows:

<i>ATIA</i>	<i>Access to Information Act</i>
<i>FAA</i>	<i>Financial Administration Act</i>
GOC	Government of Canada
<i>OLA</i>	<i>Official Language Act</i>
<i>PA</i>	<i>Privacy Act</i>
PSEPC	Public Safety and Emergency Preparedness Canada
PS	Public Safety Canada
PSPC	Public Services and Procurement Canada
RFP	Request for Proposal
SOW	Statement of Work
SRCL	Security Requirements Checklist

5. Scope

5.1 Stakeholders

Public Safety Canada is accountable and responsible for the administration of the Public Safety Officer Grant Program.

Eligible recipients are defined by the Terms and Conditions of the Grant Program.

The Contract Authority for this Contract is Public Services and Procurement Canada. 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 Contract Authority.

5.2 Public Safety Officer Grant Program



The Public Safety Officer Grant Program is delivered by Public Safety Canada with administrative support, claim assessment and dispute resolution services from a Third-Party Administrator.

6. Responsibilities

6.1 Government Entities and Responsibilities

6.1.1 Public Safety Canada

Public Safety Canada is responsible for:

- Policy development and oversight including eligibility criteria, policy direction and program documentation;
- Approval and oversight of third parties performing delegated administrative responsibilities;
- Performance monitoring of, as well as ongoing liaison with and direction to the Third-Party Administrator with respect to day-to-day provision of assessment and administration services;
- Regular Audits of the Third-Party Administrator to ensure compliance and/or performance of services and adherence to security policies;
- Decisions regarding payment of the grant to eligible recipients under the terms and conditions of the Grant Program after assessment and recommendations of eligibility by the Third-Party Administrator;
- The payment of the administrative services contract.

6.2 Third Party Service Providers Responsibilities

6.2.1 Third-Party Administrator

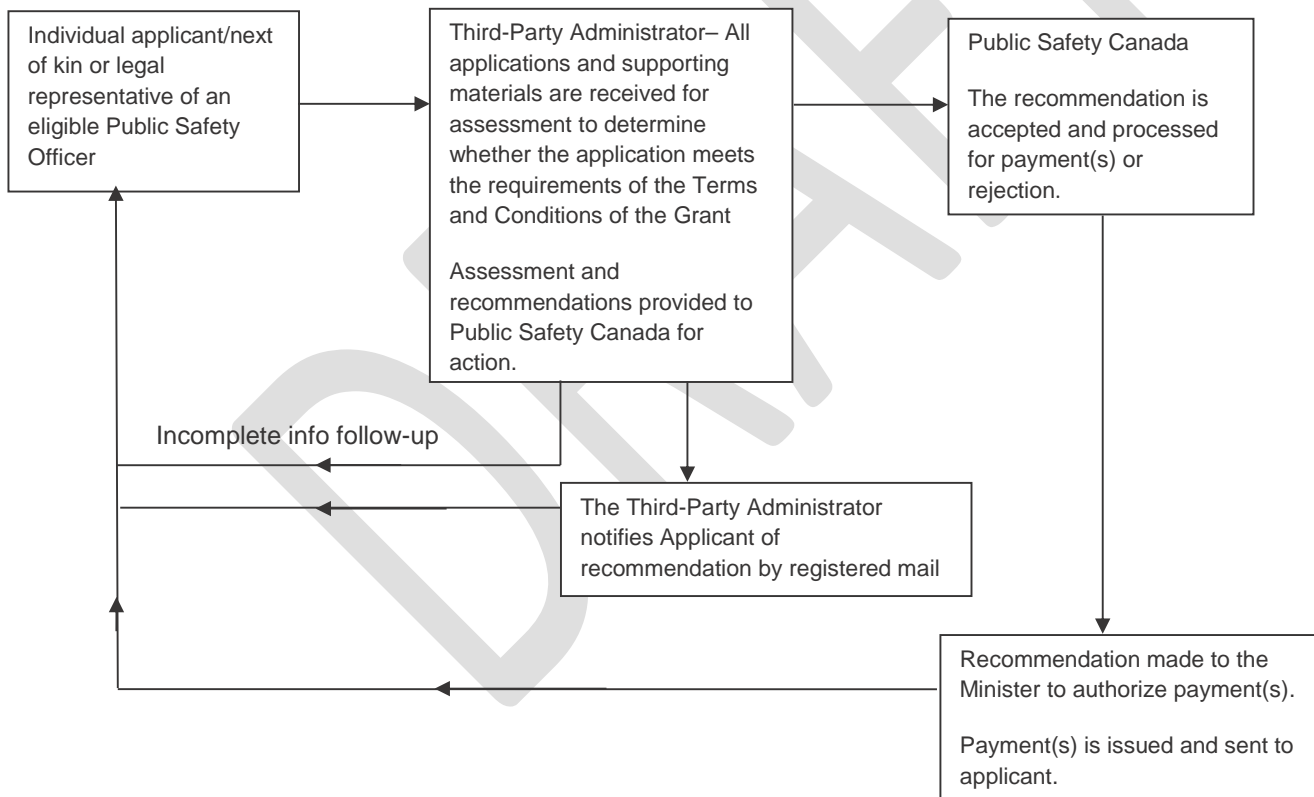
The Third-Party Administrator is responsible for:

- Receipt of information from Applicant through forms, letters, telephone and self-service technologies (as required);
- Review of information received for completeness, accuracy and validity of eligibility according to the terms and conditions;
- Accurate update of the information received into program database;
- Follow up on incomplete and/or incorrect information with the appropriate party;
- Storage and retrieval of the information to support any inquiries, transaction processing, and audit purposes;
- Case assessments and recommendations regarding whether the application meets the eligibility requirements of the terms and conditions of the Grant;
- Providing assessments and recommendations to Public Safety Canada on eligibility of applicants;
- Providing a call centre (with general program information and support with the completion of the application form);
- Communication with applicants and provision of notice on the status of their application;
- Convening a dispute resolution and/or review panel to consider ineligible applications (as required);
- Informing PS of dispute resolution outcomes and amended recommendations for processing as necessary;
- Completion of the required processes within the service levels described in Appendix A-1.

(Note: Under the terms of this contract, the Third-Party Administrator will not be involved in the final decisions and payment of claims. Their involvement must be limited to that outlined above.)



6.3 Process Flows

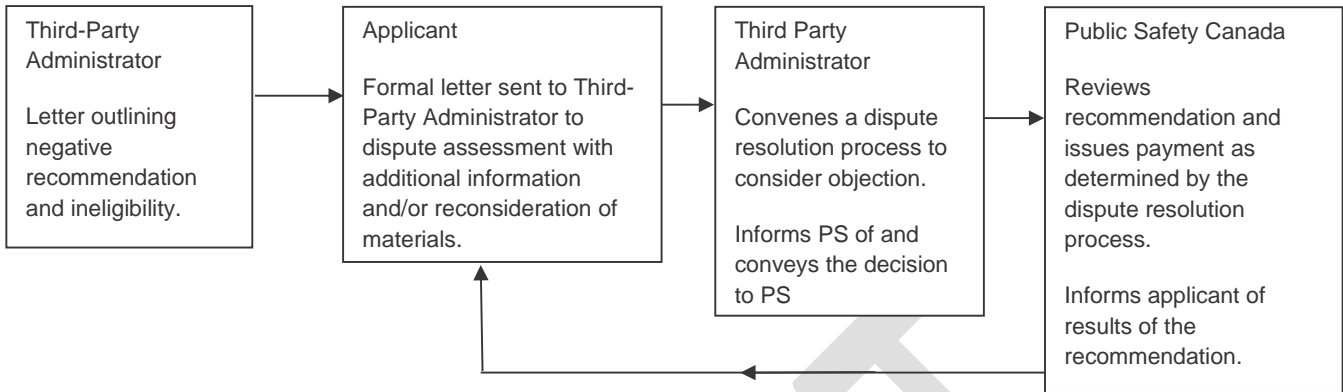


1. Application with all supporting documentation sent to the Third Party Administrator for assessment of eligibility. If incomplete information is provided, the Third Party Administrator returns to applicant seeking further information/clarification.
2. Recommendations sent to Public Safety Canada for payment processing for eligible recipients, and information letters sent informing ineligible applicants of rejection.
3. Payment(s) is issued to eligible applicant(s).

Dispute Resolution Process



Should the Applicant dispute the recommendation, a revised information flow process would be undertaken. All dispute resolution efforts would take place within the Third Party Administrator and will be required as part of the contracting process. Dispute resolution would likely take place following a letter from the Third-Party Administrator informing the Applicant of a negative recommendation and ineligibility.





7. Work Planning: Third-Party Administrator Requirements

7.1 Approach

The approach for the implementation of ongoing administrative services contract has been divided into two phases.

Phase 1: Plans and Infrastructure Set-Up requirements include initial analysis, conceptualization and development of infrastructure including but not limited to:

- electronic processing systems;
- required interfaces;
- business rules;
- processes and services, and
- quality assurance program.

The systems and services described in Phase 1 must support the on-going administration services to be delivered in Phase 2. The requirements for Phase 1 are detailed in Section 7.4.2 of this Statement of Work.

Phase 2: Claim Assessment and Administration Program Management incorporates all requirements identified, developed, tested and validated in Phase 1. The requirements for Phase 2 are detailed in Section 7.4.11 of this Statement of Work.

7.2 Third-Party Administrator Responsibilities

7.2.1 Compliance with Official Languages

The Federal Government has an obligation to provide services in Canada's two official languages. The Third-Party Administrator must support this obligation by ensuring that bilingual services are provided as mandated by the *Official Languages Act*. Specifically:

- Any electronic or printed information, materials and tools provided to clients, must be available simultaneously in both official languages. This includes but is not limited to: forms, letters, reports, promotional material, informational booklets, procedural material and user documentation.
- Personal communications to clients must be provided in the client's language of choice. If a client's language preference is not known, the communication must be in both official languages.
- When the language preference of the client is known, the Third-Party Administrator must maintain the language preference of the client for all future personal communications.

7.2.2 Security Compliance

The Third-Party Administrator must perform all work and/or services in Canada and all the data collected, maintained, or otherwise managed must not be exchanged, linked, or provided, electronically or otherwise, to any entity beyond Canadian borders, thereby ensuring compliance with the *Access to Information Act* and the *Privacy Act* (<http://laws.justice.gc.ca>).

The Third-Party Administrator must meet all PS security standards prior to having any information processed or stored within their facilities. The Third-Party Administrator must also cooperate with PS Security Section for the security review in accordance with the Security Requirements Checklist (SRCL). The Third-Party Administrator must cooperate with PS, throughout the lifetime of the contract, for security audits of its facilities and supporting infrastructure. PS reserves the right to perform system scans and/or audits to validate compliance to the Departmental security requirements.

The Third-Party Administrator must immediately notify the Project Authority prior to making changes to its personnel structure, locations where work is to be performed, Information Technology system(s), or any other changes that might impact the security of PS information, so that an updated Security Review can be performed.



The Third-Party Administrator must have a Security Policy and Privacy Policy. It must have an Acceptable User Practices document regarding access to information systems to which all employees of the organization must sign their agreement. In addition, the Third-Party Administrator must, at all times during the course of the Contract, comply with all security requirements that may be imposed by PS from time to time. Further, the Third-Party Administrator must appoint a Security Officer to oversee the compliance of said policies and to report any security breaches involving PS materials immediately to the Project Authority. The Third-Party Administrator will be subject to review by the PS Security Officer for compliance. For further details respecting the security review, refer to the Treasury Board of Canada policy on *Security and Contract Management Standards*.

At no time for the duration of the Contract must the Third-Party Administrator use its Information Technology systems to handle or populate any PS information deemed Classified or Designated. All PS data must be logically separated from any other data managed by the Third-Party Administrator. Only that information which the Project Authority or PS Security Advisor has deemed to be acceptable may be populated into the Third-Party Administrator's select information system.

If, at any time during the course of the Contract, the Third-Party Administrator is found to be non-compliant with respect to a security requirement that is imposed by PS (via the Statement of Work, the Contract or otherwise), the Project Authority may, at their discretion:

- direct that the Third-Party Administrator takes such steps as the Project Authority deems necessary to be compliant with the security requirement(s), within the timeframe set by the Project Authority.

The security of the documents, records and other information that come to be in the possession of the Third-Party Administrator as a result of the requirement established in this Statement of Work is of critical importance to PS. The Third-Party Administrator must not remove or make copies of any designated or classified information or assets from the identified work site(s).

7.2.3 Methodology

The Third-Party Administrator must implement, adhere to and report upon project and/or program work plan(s) to be approved by PS. The Third-Party Administrator has the overall responsibility for the successful and timely implementation of the administration services contract.

7.2.4 Approval Process

Where advance Project Authority approval is required, the Third-Party Administrator's Project Charter and Work Plan must allow a minimum of 10 days to obtain Project Authority approval, decisions and/or feedback for each Contract milestone deliverable. Should subsequent changes be required to a Contract milestone deliverable, the Third-Party Administrator must resubmit the revised Contract milestone deliverable to the Project Authority for approval. For iterations of a revised Contract milestone deliverable, the Project Authority will have a minimum of 5 days to provide the Third-Party Administrator Project Authority approval, decisions and/or feedback.

The Third-Party Administrator must submit deliverables for Project Authority approval in sequence; however, deliverables may be submitted in parallel when they are not dependant on other deliverables or tasks being performed.

7.2.5 Quality Assurance

7.2.5.1 Quality Assurance Program

The Third-Party Administrator must provide and maintain a Quality Assurance (QA) Program for all services provided under this Contract.

The QA Program must deliver accuracy, efficiency, responsiveness, timeliness and accessibility of all services and must include, but is not limited to, the following components:

- service level metrics, process controls and documented administrative procedures based on industry best practices;
- staff training, monitoring and evaluation practices;



- appropriate daily, weekly and monthly performance measurement reports; and
- appropriate controls to comply with technical, security, and privacy requirements.

7.2.6 Internal Controls

The Third-Party Administrator must document, implement, and maintain adequate internal controls to verify the probity of all information. An internal control refers to the Third-Party Administrator's actions to mitigate risks and achieve established objectives. Controls are needed to safeguard assets; reduce the risk that financial and non-financial data may be incorrect or corrupt; reduce the potential consequences of errors in financial and non-financial data; provide proper authorization of transactions and comply with policies, procedures, laws, and regulations; and deliver economical and efficient use of resources. Internal controls, to be documented and implemented by the Third-Party Administrator, are not limited to the above activities and must follow industry standards and Canadian Institute of Chartered Accountants (CICA) principles.

7.2.6.1 Accuracy and Completeness of Data

The Third-Party Administrator must verify the accuracy and completeness of data captured by the Third-Party Administrator and/or communicated to the Project Authority.

7.2.7 Audits

7.2.7.1 Internal Compliance Audit

The Third-Party Administrator must conduct, at the discretion of the Project Authority, a quarterly audit of case management, the call centre, and system maintenance activities to evaluate actual contractor performance achieved against Contract service standards, process controls and documented administrative procedures set out in the Quality Assurance Program and to identify possible areas for improvement.

The Third-Party Administrator must provide to the Project Authority the results of each quality assurance audit and must include recommendations on appropriate improvements to correct problems, reduce program costs and improve service delivery quality.

7.2.7.2 Internal Controls and Procedures Audit

The Third-Party Administrator must conduct an annual audit by an external auditor, with the audit report extending to controls placed on operations and tests of the operating effectiveness of controls, as per Section 5970.01(b) of the Handbook of the Canadian Institute of Chartered Accountants (CICA).

The Third-Party Administrator is solely responsible for all other costs associated with the audit, including participation in the audit. If the audit opinion includes a reservation or denial of opinion, the Third-Party Administrator must disclose the planned corrective action relating to the reservation to the Project Authority for its concurrence. The Third-Party Administrator is solely responsible for costs associated with any corrective actions taken to address issues that are identified pursuant to a Section 5970.01 (b) audit.

7.2.7.3 External Compliance Audit

At least once every two years, the Project Authority may conduct an external audit to ensure the Third-Party Administrator's compliance with the terms of the Contract. The audit will include an assessment of compliance with the service standards, process controls and documented administrative procedures and will include a review of a representative sample of case management and application administration.

The Third-Party Administrator must cooperate and provide timely access to the appropriate facilities, files, documentation, records and systems necessary to conduct such audits and must provide any assistance that may reasonably be required to complete these audits.



The Third-Party Administrator is solely responsible for all other costs associated with the audit, including participating in the audit, and those costs associated with any corrective actions taken to address Contract compliance issues that are identified as a result of an audit. The Project Authority has the sole right to designate when the Audit can be conducted.

7.2.7.4 Access to Records for the Purposes of Audit

Upon the Project Authority's request, the Third-Party Administrator must provide to the Project authority and/or designated PS staff all records pertaining to the services provided including, but not limited to:

- Applicant information;
- Supporting documentation for recommendations;
- forms and letters;
- telephone records; and
- e-mails.

The Third-Party Administrator must maintain records, including, but not limited to, physical files, data records, and telephone records, in accordance with the *Access to Information Act* and the *Privacy Act*.

7.2.8 Meetings

The Third-Party Administrator must plan and conduct regular meetings with the Project Authority, Contracting Authority and other representatives as identified by the Project Authority. The Third-Party Administrator's representatives at the meetings must include its Project and/or Program Manager and other resources and subject matter experts as required.

Meetings must be conducted weekly during the Phase 1 - Plans and Infrastructure Set-Up, and monthly during Phase 2 - Claim Adjudication Administration Program Management. Meetings may be conducted more frequently if requested by the Project Authority. It is the Project Authority's expectation that the initial meeting will be held within 5 days of Contract Award.

Meetings will be conducted face-to-face, at a Government of Canada location in the National Capital Region, or by teleconference or video conference, unless otherwise directed by the Project Authority. The schedule for these, and any other required meetings between the Third-Party Administrator and the Project Authority, must be mutually agreed upon.

The Third-Party Administrator must develop (and/or update as applicable) an agenda and any relevant documentation and distribute to the identified representatives, a minimum of one day in advance of each meeting. The Third-Party Administrator must develop meeting minutes and distribute to the identified representatives, no later than two days after meeting.

7.2.9 Post Implementation Technical Support

The Third-Party Administrator must provide technical expertise during the implementation of the project and for on-going applications assessment services.

This technical expertise must include, but is not limited to, Insurance Industry, customer care, IM/IT, and project management expertise.

7.3 Overview of Third-Party Administrator Requirements

The following provides an overview of the ongoing Third-Party Administrator requirements.

Administrative:

- **Maintain:**
 - a Program database;
 - data based on claim applications received;
 - confidential Application records, including tombstone data;
 - beneficiary data;
 - physical files for all claim applications;
 - self-service web application(s) for program applicants, in both official languages.



- **Provide:**
 - communication services in both official languages;
 - limited access for designated PS staff to program applicant data in the case of disputes.
- **Develop and Maintain:**
 - procedural manuals, business and research materials in order to train Third-Party Administrator employees in providing administrative services;
 - all necessary information systems and databases, including supporting software and required interfaces;
 - required interfaces and/or reports to PS;
 - capacity to assess the eligibility of applications using the required experts to validate information provided;
 - capacity to convene a dispute resolution process to review ineligible applications with the required experts.
- **Reporting:**
 - provide reports on ongoing activities, problems, costs and operations on a monthly and annual basis or as requested by PS;
 - prepare administrative and technical reports as detailed in the section 6.0 Reporting Requirements;
 - provide PS with the ability to produce ad-hoc reports on trends/data on applications.

Call Centre

- provide complete management and administration services for the Call Centre, including technical and operational support;
- provide a toll free telephone system that would include Automatic Call Distribution (ACD) and voice messaging to reach Call Centre staff;
- ensure Call Centre staff are fully trained;
- adjust staff levels to ensure calls are answered within service levels described in Appendix A-2;
- respond to inquiries, orally, and in writing as per client request.

Performance Management

- produce and maintain audit trails of all data changes related to applicant files and service delivery changes;
- manage the Contractual relationship with Project/Contracting Authority, ensuring compliance with the contract including achievement of service standards;
- manage and administer Quality Assurance program.

7.4 Implementation Requirements

7.4.1 Project Requirements

The Third-Party Administrator must develop and manage the project according to a pre-submitted and approved Project Plan in accordance with generally accepted Project Management Professional standards.

The project plan must include, but is not limited to, the following:

- project deliverables;
- milestones;
- tasks;
- task durations;
- task dependencies and constraints;
- methodology for tracking project progress;
- risk management plan;
- confirmation of communication schedules and vehicles;
- meeting schedule;
- resource requirements;



- assignment of resources to tasks;
- internal governance; and
- definition of escalation process.

The Third-Party Administrator must provide a team of resources for the successful development and implementation of Phases 1 and 2.

The Third-Party Administrator's solution development and implementation must be led by a Project Manager responsible for planning, organizing, directing, controlling and leading the project team responsible for the implementation of Insurance Administration Services. The Project Manager must be the single point of contact for PS.

The Third-Party Administrator's must provide a Team to work alongside and in support of the Project Manager.

7.4.2 Phase 1: Plans and Infrastructure Set Up

During Phase 1, the Third-Party Administrator must develop the plans and infrastructure set-up necessary to complete Phase 2 requirements. Phase 1 deliverables, including but not limited to all those listed in Section 7.4.10 will be submitted to the Project Authority for final approval as per the Approval Process defined in Section 7.2.4.

7.4.3 Public Safety Officer Grant Program

For the provision of the ongoing administrative services detailed in Section 7.4.11 with respect to the Public Safety Officer Grant Program, the Third-Party Administrator scope of work is limited to the assessment of applications based on the eligibility criteria established by the Project Authority including processing claims, assessing eligibility, providing recommendations about eligibility to PS and the applicant on the status of claims and assessments and establishing a dispute resolution process for ineligible applications. Detailed tasks are outlined in Section 7.4.12..

7.4.4 Terms and Conditions of the Grant Program

The Grant Program terms and condition dictate the eligibility criteria for the Public Safety Officer Grant Program.

7.4.5 Technical Infrastructure and Requirements

The Third-Party Administrator must deliver a technical infrastructure, which encompasses relevant systems and technologies necessary for the ongoing administration of the Grant Program.

The Third-Party Administrator's technical infrastructure is important as it provides the backbone for the provision of services. The technical infrastructure must be:

- User-friendly;
- Technically reliable;
- Functional;
- Easily supportable;
- Flexible;
- Upgradable and/or scalable;
- Secure.

The Third-Party Administrator must comply with the Government of Canada Certificate Authority over the life of the contract, including options years; (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=20008>).



7.4.6 Claim Administration Services

The Third-Party Administrator must be capable of receiving inquiries through various channels. These channels include but are not limited to:

1. direct telephone contact and phone messages;
2. facsimile;
3. web-based self-service; and,
4. hard-copy communications.

All Applicants, including those located outside of Canada, must have access to the ongoing administrative services of Section 5.6 - **Claim Assessment Administration Program Management**.

7.4.7 Call Centre and Case Management Administration

The Third-Party Administrator must provide a dedicated Call Centre (North America toll-free number) to respond to Applicant inquiries and to provide access to information relating to the Grant program. The Call Centre will be the primary interface for Applicants. The Third-Party Administrator must utilize an electronic call management software reporting system. The Call Centre must be equipped with Voice Messaging services.

The Third-Party Administrator must ensure resource levels and training of Call Centre and Case Management Administration staff is sufficient to meet or exceed the required service levels, as per Appendix A-1. Third-Party Administrator must provide the technology, the training and the expertise to respond to all questions relating to the Program. The Third-Party Administrator must develop and maintain scripts in both official languages for use by Call Centre staff in answering frequently asked questions. All scripts developed require prior Project Authority approval.

The Call Centre and/or Case Management Administration staff must provide information (oral and written) to Applicants about the program and their eligibility, including providing forms, claim information and other support as required by the Applicant.

The Third-Party Administrator must provide regular monthly Administrative reports, as per Section 8.1, to the Project Authority on inquiries received and the disposition of those inquiries, including reporting on outstanding inquiries.

The Call Centre and/or Case Management Administration tasks include, but are not limited to:

- providing timely and comprehensive responses to all inquiries in a professional manner in accordance with the service levels provided in Appendix A-1;
- recording, tracking, and monitoring for all inquiries including complaints, concerns, and any issues;
- monitoring of queue waiting time to measure the length of time callers wait for live assistance;
- issues management;
- providing a monthly report on inquiries received and issues management;
- voice messaging to support Applicant questions when the call centre is closed or in overflow mode;
- claims administration and assessment;
- providing information on progress of case processing;
- providing general Program information; and
- processing signed application forms.

7.4.8 Web-Based Self-Serve

The Third-Party Administrator must provide a secure web-site that provides program information and self-service for Applicants including information about the program, forms, claim information and other information. The web-site will provide a standard look that can be adapted to Public Safety Canada colours and logos with no further customization.

The Third-Party Administrator must provide for web-enabled self-services for the Grant applicants in accordance with the service levels provided in Appendix A-1.

The Web-based services for Grant applicants must include, but are not limited to:



- providing responses to web-based queries from Program applicants or other stakeholders;
- providing instant acknowledgement that the message was received for all web-based queries;
- providing general Program information unassisted by a service representative;
- providing information on dispute resolution process;
- electronic routing of Applicant request(s) for Call Centre call-back;
- 24 hour access, 365 days a year.

The Third-Party Administrator must manage and maintain the website current with changes in eligibility assessment, administration processes, and other related changes.

The Third-Party Administrator website must include, but is not limited to, the following features:

- welcome page;
- links to other relevant websites and files, as determined by the Project Authority;
- the capacity to toggle between the official two languages;
- html format;
- scalable font;
- high colour contrast;
- intuitive navigation;
- ability to change password;
- functionality to view, download, input data, and print forms;
- customized glossary;
- frequently asked questions; and
- on-line storage of user sessions for administrative purposes and records management.

All website content must be authored and updated by the Third-Party Administrator, incorporating any required changes and/or modifications. The Third-Party Administrator is responsible for, but not limited to, all changes to the static content of the website such as correcting errors, updating information, graphics, etc. All website content and format must be submitted to the Project Authority for review and approval prior to posting.

The website must respect the universal accessibility guidelines developed by the World Wide Web Consortium's Web Accessibility Initiative (<http://www.w3.org/TR/WCAG10/>) by ensuring compliance of its web sites with the Priority 1 and Priority 2 checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG).

7.4.9 Historical Retention of Physical Records

The Third-Party Administrator must maintain historical physical records of all applications. The historical information is to be retained in file format for six months from the date of file closure. Beyond the six month retention date, the file is to be returned to Project Authority for archiving.

7.4.10 Phase 1 Deliverables and Schedule

The following milestones will guide the activities of the Contractor – specific dates to be discussed.

Deliverable		Due Date
a.	Project Charter	Award Date + 3 weeks
b.	Approved Project Plan	Award Date + 4 weeks
c.	Call Centre Implementation Plan	date to be determined upon contract award
d.	Systems and Security Architecture Document	date to be determined upon contract award
e.	Business Process Flows Document	date to be determined upon contract award
f.	Quality Assurance Plan	date to be determined upon contract award
g.	Phase 2 Approved Work Plan	date to be determined upon contract award

All deliverables must be provided in Microsoft Word or a format approved by the Technical Authority.

7.4.11 Phase 2 – Claim Assessment Administration Program Management



Further to the operational requirements described in Phase 1: Plans and Infrastructure Set-Up, Phase 2 incorporates all the requirements identified, developed, tested and validated in Phase 1.

7.4.12 On-going Administrative Requirements

As part of on-going Administration Services, the Third-Party Administrator must, including but not limited to:

- provide technical systems and technologies;
- interact with Program Applicants;
- provide call centre and case management administration services;
- provide and maintain a dedicated call centre toll free number;
- support self-service capabilities;
- provide, maintain, and update web-based self-service;
- prepare standard administrative and technical reports to facilitate management of the grant program;
- document all program activities including call-centre and case management administration logs and store both electronic and physical record files;
- protect against risks such as the unauthorized access, use, disclosure or loss of personal information in accordance with Government of Canada and departmental security requirements and standards;
- provide the Project Authority with application assessment recommendations and dispute resolution outcomes;
- comply with Service Standards;
- maintain an effective Quality Assurance Program;
- plan and coordinate meetings with Project Authority;
- comply with the Security requirements;
- interact with the Project Authority to ensure satisfactory client services are upheld and service standards are met;
- provide access for Audit purposes, as required;
- interact with the Contract Authority to ensure contractual alignment and compliance;
- develop a Project Authority approved Phase Out Plan; and
- provide and maintain communication services.

8 Reporting

The Third-Party Administrator must develop standard administrative and technical reports required for ongoing assessment administration and separate ad-hoc reporting services to facilitate management of the administration services of the Grant Program and verification of the Third-Party Administrator's performance against service standard as defined in Appendix A-1.

The Third-Party Administrator must prepare, maintain, and send all reports in electronic format and ensure they are available for download by the users authorized by the Project Authority. All reports must be produced using the Microsoft Office Suite and must be dated and version controlled. The Third-Party Administrator must host the reports on their system, provide electronic copies, and/or send paper reports to the Project Authority based on the frequency outlined below. Reports must be produced without negatively affecting the performance of the Administration and Case Management services.

In the 18 months following the start of the On-going Administration requirements outlined in Phase 2, the Third-Party Administrator will work with the Project Authority to identify modifications to the structure, data elements, and/or refresh frequency of the standard reports. During this 18-month period, the Third-Party Administrator may be required to remove, replace and/or add additional standard reports. This could also include providing the Project Authority with the necessary rights and permissions to remove, modify, and/or add standard reports.

8.1 Administrative Reports

8.1.1 Internal Quality Assurance Audit Report:



A quarterly report detailing the results of the quality assurance audit that includes recommendations on appropriate improvements to correct problems and improve service delivery quality.

8.1.2 Web Activity Report

A monthly report outlining Program Applicant activity and provision of information on trends and opportunities for improved communication and enhanced service delivery. The report must include, but is not limited to, the following:

- statistics on web site access, identified by user type, activity, and content; and
- system down time.

8.1.3 Call Centre and Case Management Administration Report

A monthly report outlining Program activity and provision of information on trends and opportunities for improved communication and enhanced service delivery.

The report must include, but is not limited to, the following:

- statistics on phone and case management cases, and a month to month variances;
- call type or length during activity period;
- issue resolution response times;
- recommended process changes to improve service delivery;
- yearly action plan and timeline for improvements;
- first contact resolution – measure of how many calls are satisfactorily completed, or not escalated, after receiving assistance;
- number of calls answered by a live person or a delayed recording, identifying wait time;
- system down time.

8.1.4 Demographic Summary Report

Bi-annual Demographics Summary report of all Applicant/Application tombstone data for actuarial evaluation.

Reports		Frequency
a.	Internal Quality Assurance Audit Report	Quarterly – provided with monthly invoice
b.	Web Activity Report	Monthly – provided with monthly invoice
c.	Call Centre and Case Management Administrative Report	Monthly – provided with monthly invoice
d.	Demographic Summary Report	Twice-yearly – February 1st and August 1st

9 Maintenance of Personal Information

9.1 Consent and Data Elements

Consent:

When submitting an application to the Third Party Administrator for the Grant, the applicant will consent in writing to the Third Party Administrator disclosing to PS the personal information necessary to enable PS to process the Grant payment, including but not limited to relevant information about the applicant and eligible public safety officer: name; medical information; service information; service identification number; other identification numbers; gender; language; biographical information; date of death; and marital status.

If the applicant indicates limitation on personal information to be disclosed to PS in support of their application, the Third-Party Administrator will advise PS in advance of any disclosure.

PS and the Third-Party Administrator may disclose and collect from each other only such information of the applicant that is necessary for the assessment of the claim application for the Grant.

Data Elements:



The Third-Party Administrator must develop and/or build a Program database and physical storage facility that meets current needs and must accommodate fluctuations in Program Application numbers. Program Application data is all data used in the determination of eligibility. Examples include tracking and maintenance of:

- Personal data (i.e. name and address of applicant/beneficiary; relationship to eligible public safety officer);
- Application data required for adjudication (e.g. name and service of eligible public safety officer).

9.2 Disclosure of Personal Information

The Third-Party Administrator and PS will be required to make every reasonable effort to disclose the personal information in a timely and mutually agreed upon format.

PS and the Third Party Administrator will confirm with privacy, information management and information security requirements, during their information disclosure, transport and transmittal processes, by protecting it against such risk as unauthorized access, use, disclosure or loss in accordance with Government of Canada and departmental security requirements and standards.

9.3 Safeguards

9.3.1 To carry out their purposes, PS and the Third Party Administrators will be required to:

- a. Permit only authorized persons who have a need to know access to the personal information collected and disclosed; and ensure that individuals with access to the personal information are aware of their responsibility to protect the privacy of the personal information entrusted to them; and immediately inform the Project Authority of any circumstances, incidents or events which to its knowledge have jeopardized or may in the future jeopardize the privacy or security of personal information during the disclosure or transmittal process;
- b. Ensure that record keeping, retention and disposition of personal information being collected and disclosed is done in accordance with the Government of Canada and departmental security requirements and standards.

9.3.2 PS and the Third-Party Administrator must make reasonable arrangements to safeguard the personal information in its control by protecting it against such risks as unauthorized access, collection, use, disclosure or disposal.

9.3.3 The information obtained from the Third Party Administrator will be kept, retained and disposed of in compliance with Treasury Board Policy on Government Security and in accordance with *Library and Archives of Canada Act*.

9.4 The Third-Party Administrator will be required to notify the Project Authority immediately upon becoming aware of an occurrence of breach of privacy or of the security requirements. This includes but is not limited to:

- a. Unauthorized access to or modification of the personal information in its control;
- b. Unauthorized use of personal information in its controls;
- c. Unauthorized disclosure of personal information in its controls;
- d. A breach of privacy or security with respect to personal information in its control or with respect to any computer system in its control and that may be used to access personal information.

9.5 PS and the Third Party Administrator will be required to achieve resolution and compliance with Government of Canada Privacy and security requirements.

9.6 Any loss, suspected loss, theft or unauthorized disclosure or access to information must be reported immediately to the Project Authority, with the following details:

- a. The date and place of incident;
- b. The circumstances surrounding the incident;
- c. A description of the information involved;
- d. The extent of known or probable compromise and the identify of unauthorized persons who had or are believed to have had access to the information;
- e. The action or contemplation to remedy the situation; and
- f. Any further details which may assist in assessing the loss or compromise.



10 Communication

In addition to the timely submission of all deliverables and fulfillment of obligations specified within the contract, it is the responsibility of the Third-Party Administrator to facilitate and maintain regular communication with the Project Authority. Communication is defined as all reasonable effort to inform all parties of plans, decisions, proposed approaches, implementation, and results of work, to ensure that the project is progressing well and in accordance with expectations. Communication may include: phone calls, electronic mail, faxes, mailings, and meetings. In addition, the Third-Party Administrator is to immediately notify the Project Authority of any issues, problems, delays or areas of concern in relation to any work completed under the contract, as they may arise.

11 Location

The Third Party Administrators facilities will be used for the purpose of completing the work outlined. Any meetings will take place in the National Capital region at Public Safety Canada offices.

12 Travel

No travel is anticipated for this work.

13 Phase-Out Plan

Phase-Out activities commence upon written notification from Canada to the Third Party Administrator and end on the Contract expiration date or termination date. During this phase, the Third Party Administrator must undertake, in addition to ongoing administration services, the smooth, efficient and complete transition to the new contract.

Upon written notification from Canada, but no later than 180 calendar days prior to the contract expiration date, the Third Party Administrator must submit for the Project Authority's approval a Phase-Out Plan.

The Phase-Out Plan must detail an approach, a methodology, a work plan and a schedule of the requirements for an orderly transition of all SOW activities to the subsequent service delivery organization without disruption of services to eligible applicants.

The Phase-Out Plan must be a detailed, defined project timeline that shows how the proposed schedule for transition would be allocated and identifies a clear start and end date and any concurrent activities. The plan must provide justification, explanations and development of work to be completed in this phase. The Phase-Out Plan must be completed using project management software acceptable to the Project Authority.

The Plan must include, but is not limited to, the following items:

- the scheduled delivery of all materials made, prepared, developed, generated, or produced by the Third Part Administrator for delivery of administrative services for PS;
- the scheduled delivery of the Applicant data maintained in the Third Party Administrator's database to the Project Authority in a format to be defined in the Plan;
- the scheduled delivery of the Program Application documentation and files (electronic and paper copies) received and produced by the Third Party Administrator to the Project Authority in a format to be defined in the Plan;
- the scheduled delivery of details of any work-in-progress affecting the service delivery model, as well as any work in progress on Program Applicant files, including status;
- the schedule for data reconciliation at transition date;

All phase-out activities must be completed no later than the contract expiration date or termination date.

Appendix A-1 – Service Standards



Appendix A-1 Service Standards

1. Overview

The following provides the current service standards for the administrative service delivery which the Third-Party Administrator must deliver. The application of service standards will be implemented six months after the transition to ongoing Claim Assessment Administration Program Management.

In situations where the service level cannot be achieved, for example due to incomplete data, the Third Party Administrator must inform the Project Authority of the issue delaying the service and provide the expected time frame for resolution.

Non-performance to the Service Standards will result in the application of fee credits.

2. Service Standards

2.1. Call Centre and Case Management Administration

Services will be available Monday to Friday, from 7:30 am to 8:00 pm, EST, excluding observed federal statutory holidays, see Section 4.0 of the SOW.

The Call Centre must provide, in the official language of the caller's choice, consistent and accurate responses to inquiries and requests for service in a timely manner. Refer to service standards detailed below.

2.1.1. Response Time

- a. 90% of monthly calls in each official language are resolved on first contact (First contact resolution applies when the first person the caller reaches either answers the question or resolves the problem);
- b. 90% of monthly calls in each official language are answered within 30 seconds by a dedicated Call Centre Representative or by a delay recording that places the caller in a queue; and
- c. Less than 3% of all monthly incoming calls in each official language to the Call Centre are abandoned before being answered by a Call Centre Representative.

2.1.2. Standard Written Communication Services

- a. response to requests for non-applicant-specific information within two (2) business days, excluding mailing time;
- b. response to requests for applicant-specific information, within three (3) business days.

2.1.3. Voice Messaging Services

- a. available 24 hours a day, 365 days a year, 97% of the time;
- b. in the event of a disaster, Voice Messaging services will be restored within 72 hours of the start of the service interruption;
- c. for messages requesting call-backs, 100% of calls received during business hours must be responded to within one business day;
- d. Follow-up service levels for any telephone inquiry which cannot be answered on the first contact are the same as Standard Written Communication Services above.

2.2. Web-based Self-Services

- a. available 24 hours a day, 365 days a year, 97% of the time;
- b. in the event of a disaster, self-services will be restored within 72 hours of the start of the web-based self-service interruption;
- c. updates or addition to web content within 10 business days of approval from the Project Authority, 100% of the time.

2.3. Claim Assessment

- a. acknowledgment of receipt of grant application within 15 business days;



- b. requested documentation, including forms, are mailed within one (1) business day of receipt of the request;
- c. recommendations made to PS within sixteen (16) weeks of initial recipient of signed completed grant application;
- d. decision communicated to applicant within 52 weeks after signed completed application is submitted;
- e. payment issued within 30 business days following receipt of recommendation from Third-Party Administrator.

2.4. Dispute Resolution

- a. disputes will be heard with the Third-Party Review Panel within 21 weeks of the applicant contacting the Third-Party Administrator; and
- b. assessment/recommendations made to PS within sixteen (16) weeks of dispute/review board hearing the dispute,

2.5. Audit and Reporting

- a. access by designated PS staff to paper files within five (5) business days of a request in writing or within two (2) business days for urgent requests; and
- b. access by designated PS staff to electronic and paper files for up to five (5) consecutive days within five (5) business days of request in writing in support of the annual audit.

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