



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

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

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

Terrasses de la Chaudière 5th Floor

10 Wellington Street

Gatineau

Gatineau

K1A 0S5

Title - Sujet Administrative Services	
Solicitation No. - N° de l'invitation 24062-180558/C	Date 2019-02-28
Client Reference No. - N° de référence du client 24062-180558	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XF-050-34666
File No. - N° de dossier 050xf.24062-180558	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-02-28	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
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: Randall, Michael	Buyer Id - Id de l'acheteur 050xf
Telephone No. - N° de téléphone (613) 558-1053 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: TREASURY BOARD OF CANADA, SECRETARIAT 90 Elgin Street OTTAWA Ontario 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 NO. 2 (RFI #2)

FOR

Treasury Board of Canada Secretariat (TBS)

**Public Service Health Care Plan (PSHCP) Administrative Services Only (ASO)
Requirement**

1. INTRODUCTION

1.1 Background of this Request for Information

This Request for Information (RFI) #2 pertains to Treasury Board of Canada Secretariat's (TBS) requirement for a single contractor to provide administrative claims processing and adjudication services for the Public Service Health Care Plan (PSHCP) Administrative Services Only (ASO) requirement.

The purpose of this RFI #2 is to:

- a) Inform Industry of Canada's decision to adopt the Agile Engagement Process (AEP) for the PSHCP ASO requirement.
- b) share details on Canada's Agile Engagement Process (AEP);
- c) invite Industry to register for the AEP; and
- d) provide an updated procurement timeline.

1.2 PSHCP ASO Procurement Background

- a) An initial Letter of Interest (LOI No. 24062-180558/A) was published on Buy&Sell on 2018-02-19 to seek Industry feedback on:
 - i. the PSHCP ASO requirement's contemplated procurement approach;
 - ii. key PSHCP ASO Statement of Work requirements;
 - iii. the feasibility of incorporating socioeconomic requirements into the PSHCP ASO requirement; and
 - iv. the feasibility of incorporating Green Procurement requirements into the PSHCP ASO requirement

to assist Canada in the development of its contemplated PSHCP ASO requirement and associated procurement approach. Industry feedback obtained in response to the initial LOI process was taken into consideration by Canada during subsequent PSHCP ASO requirement development.

- b) The initial LOI was followed by a Request for Information No. 1 (RFI#1) published on Buy&Sell on 2018-09-13 to seek Industry feedback on Canada's updated PSHCP requirement and procurement approach. The RFI#1 process included one-on-one meetings with respondents to discuss their respective input.
- c) To enhance the PSHCP ASO industry engagement process, Canada is adopting the Agile Engagement Process (AEP) described under article 2.1 below and elsewhere herein.

1.3 Nature of this Request for Information

This is not a bid solicitation. This RFI #2 will not result in the award of any contract. Potential suppliers of any goods or services described in this RFI #2 should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI #2. Whether or not a potential supplier responds to this RFI #2 will not preclude that supplier from participating in any future procurements. Also, the procurement of any goods and services described in this RFI #2 will not necessarily follow. This RFI #2 is simply intended to provide information to Industry with respect to the subject matter described in this RFI #2.

2. INSTRUCTIONS FOR RESPONDING TO THIS REQUEST FOR INFORMATION

2.1 Nature of Responses Requested

In addition to the information and instructions provided in the LOI and RFI #1, Canada is incorporating for the PSHCP ASO requirement, the Agile Engagement Process (AEP). The aim of the AEP is to more effectively provide Industry with time to review and provide feedback on draft documents. In lieu of the traditional process, whereby Canada would wait to amass documents prior to sharing them with Industry via Buy&Sell, the AEP will facilitate the releasing of various draft PSHCP ASO solicitation documents on an iterative basis. That is, various draft documents will be shared with Industry as and when they become available. Registered participants will be e-mailed the documents directly.

To participate in the AEP, interested suppliers must respond by registering for the AEP. This requires them to submit a signed and completed copy of the attached AEP Registration Form to the Contracting Authority, via the associated Contracting Authority email address, identified in article 2.5 below.

2.2 Registration Deadline

Registrations should be submitted to the associated Contracting Authority by the time and date indicated on page 1 of this RFI #2 document.

2.3 Registration Costs

Canada will not reimburse any organization for expenses incurred in registering for the AEP.

2.4 Follow-up Activity

Canada may, at its discretion, contact any respondent to follow up with additional questions or to clarify any aspect of its registration.

2.5 Enquiries

All enquiries and other communications related to this RFI #2 and associated industry engagement activities shall be directed exclusively to the PWGSC Contracting Authorities. Since this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing. However, respondents with questions regarding this RFI #2 may direct their enquiries to the Contracting Authorities identified below.

To ensure consistency and quality of information provided to Industry, Canada reserves the sole right to provide registered respondents any information shared during the AEP process which Canada deems relevant to the PSHCP ASO requirement or the associated PSHCP ASO solicitation process.

Contracting Authorities:

- a) **Michael Randall**
Public Works and Government Services Canada
Health Services Projects Division, Acquisitions Program
Services and Technology Acquisition Management Sector
Les Terrasses de la Chaudière, 10 Wellington Street, 5th Floor
Gatineau, Quebec, Canada K1A 0S5

Telephone No.: (613) 558-1053

Email address: TPSGC.PADGARSSFPSAS-APBPSHCPASO.PWGSC@tpsgc-pwgsc.gc.ca

b) Soun You

Public Works and Government Services Canada
Special Procurement Initiatives Directorate
Les Terrasses de la Chaudière, 10 Wellington Street, 5th Floor
Gatineau, Quebec, Canada K1A 0S5

Telephone No.: (613) 408-6402

Email address: TPSGC.PADGARSSFPSAS-APPBPSHCPASO.PWGSC@tpsgc-pwgsc.gc.ca

3. TIMELINE AND APPROACH

The following table provides a snapshot of the key procurement milestones and their associated target dates. Please note that these milestones, the associated target dates and all other information provided herein relating to the contemplated procurement approach are preliminary estimates which have been provided for general information purposes only. Canada reserves the sole right to delete, add or change any milestone, associated target date and any other aspect of the contemplated procurement approach as Canada deems appropriate.

ACTIVITY	DESCRIPTION	DATE
AEP: Release 1	Various elements of the draft RFP	late March - early April 2019
AEP: Release 2	Various elements of the draft RFP	late April - early May 2019
AEP: Release 3	Near complete draft RFP with all elements	late August - early September 2019
RFP Release	Complete RFP with all elements	mid-February 2020

4. FAIRNESS MONITOR SERVICES

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

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

- a) observing all or part of the procurement process including, but not limited to, the engagement process (*Letter of Interest, RFI #1 including Industry one-on-one Post Submission Review*)

meetings, and RFI #2 including the Agile Engagement Process) and the contemplated RFP process;

- b) providing feedback to Canada on any potential fairness issues; and
- c) attesting to the fairness, openness and transparency of the entire procurement process.

Please note that, for the purpose of carrying out its Fairness Monitor related obligations, the Fairness Monitor will be granted access to Industry responses and related correspondence received by Canada pursuant to this RFI #2 (any subsequent RFI(s) and any resulting RFP) and may act as an observer at any subsequent follow-up engagement and procurement activities.

**AGILE ENGAGEMENT PROCESS (AEP)
REGISTRATION FORM**

Name of Supplier:	
Name of Supplier's Representative:	
Telephone:	
E-mail:	
Signature:	
Date:	
Preferred language of documents (English or French):	

NOTE: By submitting this signed and completed form, the supplier also agrees to the Terms and Conditions set out in the accompanying Rules of Engagement document.

RULES OF ENGAGEMENT

Terms and Conditions

The following terms and conditions apply to the Agile Engagement Process (AEP). Industry participants agree:

1. NOT to reveal or discuss any information to the MEDIA/NEWSPAPER regarding the PSHCP ASO requirement during the AEP. Any media questions will be directed to the PSPC Media Relations Office at 819-956-2313;
2. That the GC is not obligated to issue any Request for Proposal (RFP), or to award any Contract following the AEP;
3. That the GC will not reimburse any person or entity for any cost incurred in participating in this AEP;
4. To direct all enquiries related to the AEP to the Contracting Authority;
5. That participation in the AEP is not a mandatory requirement. Not participating in this AEP will not preclude a supplier from submitting a bid on a potential subsequent RFP;
6. That any information submitted to the GC as part of this AEP may be used by the GC in the development of a potential subsequent RFP; and
7. That other Industry participants may join the AEP at any time during the process.

Dispute Resolution Process

1. By informal discussion and good faith negotiation, each disputing party must make all reasonable efforts to resolve any dispute, controversy or claim arising out of or in any way connected to this Agile Engagement Process.
2. If a dispute cannot be resolved, the Contracting Authority may escalate the issue as required. If, after escalation, the dispute cannot be resolved and all possible attempts have been explored to the best of the Contracting Authority's ability, the Contracting Authority will render a written decision which will include a detailed description of the dispute and the reasons supporting the Contracting Authority's decision.