



## **SEN RFP 027 20/21**

### **Health and Disability Case Management Services**

#### **Questions and Answers #2**

September 11, 2020

Q-5 Who is the incumbent for this RFP?

R-5 The incumbent is Cowan Insurance Group Ltd.

Q-6 Regarding M4 Years of Experience, we are seeking clarity around years of experience. It states “The Bidder must have a minimum of five (5) years of experience since January 1, 2014...” – Are you looking for a proponent to have a contract that has a duration of 5 years or more? Or is it sufficient to have multiple contracts since 2014 showing a combined experience of 5+ years (i.e. contract 1 from 2012-2015, contract 2 and 3 from 2014-2016, contract 4 from 2014-2016, contract 5 from 2015-2018, etc.)?

R-6 Experience can come from various contracts within the designated time period.

Q-7 Regarding M5 Resources Experience, under submission requirements it states, “Each resume must detail their education, training, certification, and experience relevant to their work and confirm that each resource meets the advanced level of language proficiency as per Annex “C”.” For clarity, are each of the top five proposed resources required to be advanced level in both English and French and be fully bilingual, or is it acceptable to submit a mixture of resources that are advanced level in one language, either French or English (i.e. a submission of 3 primarily English-speaking resources, along with 2 primarily French-speaking resources)?

R-7 All proposed resources must be bilingual French and English in accordance with to Annex C.

Q-8 Regarding M5 Resources Experience, is it a requirement to have the MD fully bilingual, or is it sufficient to have the capability to offer translation and be able to provide documentation in either official language?

R-8 Yes, it is a requirement to have the MD fully bilingual,

Q-9 Please confirm the total average number of claims per year is between 10 -15.

R-9 Yes, the total average number of claims per year is between 10-15.



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- Q-10 Please confirm the total number of employees/staff etc. that are eligible for disability
- R-10 The number of Senate employees eligible for disability is approximately 700 individuals.
- Q-11 Please provide a breakdown of the types reasons for claims...e.g musculoskeletal, mental health, other
- R-11 This information is not available. Most of our cases are related to validating a medical condition, preparing a return-to-work plan, confirming restrictions and suggesting accommodation measures, investigating employees' high rate of absenteeism. Some cases involve mental health issues.
- Q-12 Please provide the number of claims that involve workers compensation.
- R-12 There are no claims involving workers compensation.
- Q-13 Under Rated Requirements #2 you ask for the information of five (5) health care professionals to provide the services described in the Statement of Work, please confirm if these professionals include the account manager. Apart from case manager and MD, what other roles or professionals do you want resumes for?
- R-13 No, this does not include the Account Manager.  
Resumes must be provided for the other professionals as outlined in R2 –  
*“The Bidder shall have health care professionals, such as registered occupational nurses, therapists, disability management professionals, registered rehabilitation professionals, medical consultants and physicians (e.g. GP, MD) or equivalent specialization, as part of their staff.”*
- Q-14 Please confirm if all resources/healthcare professionals are to be advanced level proficiency.
- R-14 Yes
- Q-15 Is it possible to get a copy of the Official Disability Guidelines document referenced in the level of cases section in the SOW
- R-15 See attached link <https://www.worksafenb.ca/media/2196/disability-duration-guidelines.pdf> as an example



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- Q-16 Annex B – basis of payment states that pricing is all inclusive. No additional costs shall be paid separately. However, Annex A – SOW requires that the contractor will conduct or facilitate functional or cognitive abilities evaluations, perform independent medical evaluations, provide professional representation for arbitration, appeals, and claim adjudication. Where is the pricing for these services to be listed? Some of these services are priced by the hour others have a range depending on the type of assessment or evaluation.
- R-16 These listed services, when needed, will be charged separately with the prior approval of the Senate’s project manager.