



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

PWGSC/TPSGC Acquisitions Bid
Receiving/Réception des Soumissions
126 Prince William Street/
126, rue Prince William
Suite 14B
Saint John
New Brunswick
E2L 2B6
Bid Fax: (506) 636-4376

**LETTER OF INTEREST
LETTRE D'INTÉRÊT**

Comments - Commentaires

Title - Sujet Federal Health Claims Proces. Svcs. Federal Health Claims Processing Services	
Solicitation No. - N° de l'invitation 51019-211004/A	Date 2021-09-22
Client Reference No. - N° de référence du client 51019-211004	GETS Ref. No. - N° de réf. de SEAG PW-\$STJ-002-4555
File No. - N° de dossier STJ-1-44001 (002)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Atlantic Daylight Saving Time ADT on - le 2022-06-30 Heure Avancée de l'Atlantique HAA	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Donovan (STJ), Janine E.	Buyer Id - Id de l'acheteur stj002
Telephone No. - N° de téléphone (506) 639-0215 ()	FAX No. - N° de FAX (506) 636-4376
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF VETERANS AFFAIRS P.O.BOX 7700 CHARLOTTETOWN Prince Edward Island C1A8M9 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

Issuing Office - Bureau de distribution

Saint John, NB (STJ)
126 Prince William Street/
126, rue Prince William
Suite 14B
Saint John
New Bruns
E2L 2B6

Delivery Required - Livraison exigée See Herein – Voir ci-inclus	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



Federal Health Claims Processing Services

1. Introduction

This Letter of Interest (LOI) pertains to the Federal Health Claims Processing Services (FHCPS) for Veterans Affairs Canada (VAC), Canadian Armed Forces (CAF) and the Royal Canadian Mounted Police (RCMP), hereinafter referred to as “Canada.”

The purpose of the LOI is to inform industry of the requirement for FHCPS and to provide industry an opportunity to provide feedback on the requirement and subsequent engagement activities. Industry feedback will assist the three organizations in initiating a conversation about the requirements and possible solutions.

Canada as part of the Industry Engagement process will be seeking feedback regarding the appropriateness of existing services being included in a single procurement or if Canada would be better served with these services being provided through more than one contract or through other delivery solutions

This LOI is neither a call for tender nor a Request for Proposal (RFP). No agreement or contract will be entered into based on this LOI. The issuance of this LOI 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 LOI 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 the Statement(s) of Work and defining 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 they feel is proprietary, third party or personal information. Please note 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/>).

Participation in this LOI 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 LOI. Similarly, participation in this LOI 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 LOI or subsequent Industry Engagement.





The LOI closing date published herein is not the deadline for comments or input. Comments and input will be accepted any time up to the time when/if a follow-on solicitation(s) is published.

2. Background Information:

VAC exists to repay the Nation's debt of gratitude to Veterans and their families, and to recognize the contributions they have made to our growth as a Nation. The CAF serve on the sea, on land, and in the air, with the Royal Canadian Navy, the Canadian Army, the Royal Canadian Air Force and the Canadian Special Operations Forces Command, supported by the civilian employees of the Department of National Defence (DND). At any given time, the Government of Canada can call upon the CAF to undertake missions for the protection of Canada and Canadians and to maintain international peace and stability. RCMP is Canada's national police service committed to preserve the peace, uphold the law and provide quality service in partnership with communities.

VAC, CAF and RCMP fulfill their mandates and roles through the delivery of programs such as federal health claims processing services to eligible Veterans, their families, and uniformed members of the RCMP and CAF herein referred to as participants.

Currently all three federal departments provide a wide range of health benefits and services to eligible participants as specified under their respective regulations. The benefits and services available for the three partner departments are consolidated under Programs of Choice (POC). FHGPS is used by the departments in the administration of the following 16 POC's:

- Aids to Daily Living
- Ambulance Services (includes Health Related Travel)
- Audio (Hearing) Services
- Dental Services
- Hospital Services
- Long Term Care (VAC only)
- Medical Services
- Medical Supplies
- Nursing Services
- Oxygen Therapy
- Prescription Drugs and Cannabis for Medical Purposes (VAC only)
- Prosthetics and Orthotics
- Related Health Services
- Special Equipment
- Vision (Eye) Care
- Veterans Independence Program (VAC only)





3. Potential Work Scope and Duration

This requirement will replace the existing FHPCS national service contract, ensuring continued delivery of health benefits and services to Veterans, their families, and serving members of the Royal Canadian Mounted Police (RCMP) and of the Canadian Armed Forces (CAF).

At this time, it has not been determined whether the following services will be procured through a single or multiple contract(s). Feedback from industry with regards to the size and scope of smaller contracts will be necessary to determine the efficacy of this alternative to a single contract.

The successful Contractor(s) may be required to provide health authorization and claim processing services for the 16 Programs of Choice outlined above along with the following:

- client registration and generation of the applicable level of eligibility based on the adjudication data transmitted from the departments;
- multi-channel communication services for CAF, RCMP members, VAC clients, service providers and staff of Departments. Communication encompasses written communication products, Websites which provide information services including claim status and call centers with Canadian and International toll-free access. Communication includes a secure messaging services and secure data exchange;
- provider registration, provider relations and provider audit services;
- treatment authorization services including special authorization services for pharmacy and Cannabis for Medical Purposes, dental pre-determination using Canadian Dental Association network and authorization for other medical services and benefits;
- manual and electronic processing of claims from members, clients and third-party providers. Claims processing services encompass claims capture, claims tracking, claims adjudication, claims payment and productions and distribution of claims statements;
- pharmacy services for the electronic adjudication and processing of benefits dispensed at both retail and CAF pharmacies;
- financial operations which encompass the financial practices to request, reconcile and process claims payment and recovery amounts with the departments;
- quality assurance and performance reporting to ensure the services and systems meet the performance standards; and
- system design, development/customization, testing and implementation which supports the delivery of FHPCS systems and interfaces with departments' systems.

Business Management to ensure the following:

- services comply with departments' policies and standards;
- business solution conforms to laws and regulations and is adaptive to accommodate any change in laws and regulations;
- adoption of leading-edge technology for health authorization and claim processing services;



- data is correct and secure at all times; and
- planning and analysis are conducted to identify opportunities to improve efficiency and effectiveness of the services.

Business Services include change management, training, system maintenance and management reporting and records retention.

The contract(s) period is tentatively planned for nine (9) years with options to extend for two (2) additional, two (2) year periods.

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):

- Canadian Free Trade Agreement (CFTA)
This procurement is **excluded** from the CFTA.
- Canada-European Union Comprehensive Economic and Trade Agreement (CETA)
This procurement is **excluded** from the CETA.
- Canada-Chile Free Trade Agreement (CCFTA)
This procurement is **excluded** from the CCFTA.
- Canada Peru Free Trade Agreement (CPFTA)
This procurement is **excluded** from the CPFTA.
- Canada-Honduras Free Trade Agreement (CHFTA)
This procurement is **excluded** from the CHFTA.
- Canada-Korea Free Trade Agreement (CKFTA),
This procurement is **excluded** from the CKFTA.
- Canada-Ukraine Free Trade Agreement (CUFTA)
This procurement is **excluded** from the CUFTA.
- the Canada-Colombia Free Trade Agreement and Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)
This procurement is **excluded** from the CPTPP.
- World Trade Organization – Agreements on Government Procurement (WTO-AGP)
This procurement is **excluded** from the WTO-AGP.



- j) Federal Contractors Program for Employment Equity (FCP-EE)
The FCP-EE applies to this procurement. For more information on this program, please visit the following website: <https://buyandsell.gc.ca/policy-and-guidelines/Supply-Manual>.
- k) National Security Exemption
A National Security Exemption will be obtained due to the sensitive information the successful contractor will be handling.
- l) Fairness Monitor
Canada has engaged the services of an organization to act as an independent, third-party Fairness Monitor (FM). The role of the Fairness Monitor is to provide an attestation of assurance on the fairness, openness and transparency of the monitored activities.

While carrying out its obligations, the Fairness Monitor will be granted access to industry responses and related correspondence received by Canada as a result of this LOI and may act as an observer at any phase of the procurement.

5. Schedule:

In providing responses, the following schedule should be utilized as a baseline:

- Letter of Interest (LOI) – September 2021
- Virtual Industry Engagement Session – October 2021
- One-on-One sessions and Working Group sessions – October 2021
- Additional Industry Engagement Sessions – January to June 2022
- Draft RFP issued – July 2022
- RFP issued – November 2022
- Contract Award – February 2024

6. Important Notes to Respondents:

All correspondence regarding this LOI must be directed to the Contracting Authority noted below:

Name: Janine Donovan
Title: Supply Team Leader
Public Services and Procurement Canada
Acquisitions Branch
Atlantic Region

Address: 126 Prince William St., Suite 14B
Saint John, NB





E2L 2B6

Telephone: 506-639-0215
E-mail: janine.donovan@pwgsc-tpsgc.gc.ca

Changes to this LOI may occur and will be advertised on the Government Electronic Tendering System. Canada asks respondents to visit Buyandsell.gc.ca regularly to check for changes.

7. Upcoming Engagement Sessions:

Canada intends to apply the following process in conducting its virtual Industry Engagement:

- a) this LOI will be posted on Buy and Sell (website: buyandsell.gc.ca) and will be left open for the duration of the Industry Engagement to allow respondents to participate in an ongoing basis;
- b) the Contracting Authority will issue invitations to industry day and one-on-one meetings via amendment to the LOI posting on Buy and Sell. Instructions for participating in the industry day and one-on-one meetings will be included in those amendments.;
- c) PSPC will conduct the consultation with the respondents. Further, consultation may be done secretarially subsequent to the meetings; and
- d) PSPC will draft an RFP including the feedback received. The draft RFP will be posted for additional feedback from industry. The final RFP will be drafted using this feedback.

NOTE: It is anticipated industry day sessions will be held virtually. Other consultation activities such as requests for information will take place later in the Industry Engagement process.

Non-attendance at the virtual industry day or working groups will not preclude a supplier from bidding on this requirement should a follow-on solicitation be issued.

Canada reserves the right to restrict participation in the industry sessions if deemed appropriate.

8. Closing date for the LOI:

The LOI will be left open for the duration of Industry Engagement to allow companies to provide input until the final RFP is issued.

