



**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

**SOLICITATION AMENDMENT**  
**MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

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

Issuing Office - Bureau de distribution  
Saint John, NB (STJ)  
126 Prince William Street/  
126, rue Prince William  
Suite 14B  
Saint John  
New Bruns  
E2L 2B6

<b>Title - Sujet</b> Federal Health Claims Proces. Svcs. Federal Health Claims Processing Services	
<b>Solicitation No. - N° de l'invitation</b> 51019-211004/A	<b>Amendment No. - N° modif.</b> 007
<b>Client Reference No. - N° de référence du client</b> 51019-211004	<b>Date</b> 2022-06-22
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$STJ-002-4555	
<b>File No. - N° de dossier</b> STJ-1-44001 (002)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Atlantic Daylight Saving Time ADT <b>on - le 2022-06-30</b> Heure Avancée de l'Atlantique HAA	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Donovan (STJ), Janine E.	<b>Buyer Id - Id de l'acheteur</b> stj002
<b>Telephone No. - N° de téléphone</b> (506) 639-0215 ( )	<b>FAX No. - N° de FAX</b> (506) 636-4376
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

Instructions: See Herein

Instructions: Voir aux présentes

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

**Title:** Federal Health Claims Processing Services (FHCPS)

**This amendment no. 7 to the Letter of Interest (LOI) is for the following:**

**To provide a list of three questions for industry feedback.**

**Responses to the questions below may be provided by email to [Sandra.lomax@pwgsc-tpsgc.gc.ca](mailto:Sandra.lomax@pwgsc-tpsgc.gc.ca). We are requesting the responses/feedback by July 7, 2022.**

**Seeking Input from Industry:**

1. Historically, health care services and benefits available from the Partner Organizations (VAC, CAF and RCMP) have been grouped, for administrative purposes, into various sub-programs. The Programs are currently organized as follows:

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

The Partner Organizations are now looking for the most efficient and effective way to administer benefits. To inform our approach, how has your industry streamlined benefits administration or what are some best practices you have seen in terms of organization of health care benefits and services administration?

2. Provision of services and benefits for Participants who live, are posted, or are travelling outside of Canada (called Out of Country services) are an important part of the FHCPS. Each of the three Partner Organizations (VAC, CAF and RCMP) provide benefits and services to Participants outside of the Country. What technical or administrative innovations are currently in place globally to help streamline and digitize the administration of benefits to Participants who acquire health care services and benefits in other countries; to enable them to receive the same level of administrative service as Participants in Canada?

Solicitation No. - N° de l'invitation  
51019-211004/A  
Client Ref. No. - N° de réf. du client  
51019-211004

Amd. No. - N° de la modif.  
007  
File No. - N° du dossier  
STJ-1-44001

Buyer ID - Id de l'acheteur  
STJ002  
CCC No./N° CCC - FMS No./N° VME

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3. The FHCPS Partner Organizations are interested in continuing to expand our use of data to inform and improve service delivery and program outcomes. What tools and approaches have your organization used to reap the benefit of data? What data and data literacy benefits does your organization value?

**Contracting Authority Coordinates:**

Name Sandra Lomax  
Telephone No.: (506) 639-8503  
Email: Sandra.lomax@pwgsc-tpsgc.gc.ca

All other terms and conditions of the solicitation document remain unchanged.