

# REQUEST FOR PROPOSAL

PRIVACY AUDIT FOR CANADA LIFE ASSURANCE COMPANY

AND THEIR SUBCONTRACTORS:

(A) TELUS HEALTH SOLUTIONS

(B) MSH INTERNATIONAL

**Public Service  
Health Care Plan  
Administration Authority**

Date of Issue

July 11, 2024

Closing Date

August 2, 2024

Enquiries in relation to this Request for Proposals should be addressed to:

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Notice of confidentiality: This document contains confidential information and is intended for limited distribution to parties interested in submitting a bid. By accepting this document, you agree not to use the information herein for any purpose other than responding to the Request for Proposals.

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## 1. INTRODUCTION

The Federal Public Service Health Care Plan Administration Authority (Administration Authority, “the organization”) is issuing a Request for Proposal (RFP) to qualified audit firms (“Bidders”) to establish a contract for a privacy audit for 2024. The work will require the successful bidder (“Auditor”) to audit Canada Life Assurance Company (Canada Life) and their subcontractors (i) TELUS Health Solutions (TELUS), the subcontractor for pharmacy benefit management and (ii) MSH International (MSH), the subcontractor for emergency travel assistance and for members residing outside of Canada.

The audit work is to be started in **October 2024**, and the final completion will be discussed based on the scope and proposed timelines.

The Auditor should have experience and expertise in performing audits, be free of any obligations or interests that may conflict or affect their ability to perform and act as the Auditor of the Administration Authority and have the capacity to provide this service in a timely manner.

This Request for Proposal (RFP) outlines the background of the PSHCP, the scope of the audit, deliverables, instructions to bidders, contractual information, and the evaluation procedures and criteria that will be used to select the successful bid.

Bidders must read the RFP in full, respond to each section clearly, and understand the requirements. The Administration Authority must receive all proposals by **5:00 p.m. (EST) on August 2, 2024**. Part 4 of this document includes more detailed instructions for submitting bids and related enquiries.

### **Contracting intentions:**

- Any contract awarded from this RFP will be effective upon signature from the Administration Authority.
- The Administration Authority reserves the right to reject any or all proposals.
- This RFP is subject to the terms and conditions as outlined in section *4.5 Terms and Conditions*.

## 2. BACKGROUND

### 2.1 THE PUBLIC SERVICE HEALTH CARE PLAN

The Public Service Health Care Plan (PSHCP) is a private health care plan established for the benefit of federal public service employees, members of the Parliament, federal judges, employees of several designated agencies and corporations, persons receiving pension benefits based on service in one of these capacities, and eligible dependants. Members of the Canadian Forces and the Royal Canadian Mounted Police can also obtain coverage for their eligible dependants. As of December 31, 2023, the Plan covered over 793,426 Plan members residing within Canada and abroad. Plan members and their dependants account for 1.5 million participants, making it Canada's largest employer-sponsored health care plan

The PSHCP reimburses Plan members for all or part of benefit costs they have incurred for themselves or their dependants for eligible services or products. Such reimbursements are based on eligibility information supplied by external employers and pensioner sources. Plan members are reimbursed only after they have taken advantage of benefits provided by their provincial or territorial health insurance plan or other third-party sources of health care coverage to which they are legally entitled. Reimbursement is limited to the reasonable and customary charges for eligible expenses, subject to the exclusions and limitations identified in the Plan Directive.

The Government of Canada assumes total liability for the payment of all costs related to the operation of the Plan and payment of claims. The PSHCP is funded through contributions from the Treasury Board Secretariat of Canada (TBS), participating employees, and Plan members.

### 2.2 PSHCP GOVERNANCE

The governance framework for the PSHCP is comprised of the following entities:

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#### PUBLIC SERVICES AND PROCUREMENT CANADA – THE PSHCP CONTRACT AUTHORITY

As the PSHCP Contract Authority, Public Services and Procurement Canada (PSPC) is responsible for managing and administering the Administrative Services Only (ASO) Contract for the Plan between the Contractor (Canada Life) and the Government of Canada. PSPC is also responsible for issuing and approving all Contract documents and any Contract amendments related to the PSHCP.

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#### TREASURY BOARD OF CANADA SECRETARIAT – THE PROJECT AUTHORITY

As the PSHCP Project Authority, the Treasury Board of Canada Secretariat (TBS) serves as the technical authority and decision-maker for all matters relating to the provision of benefits and services to Plan members by Canada Life, subject to the terms of the Contract and with due consideration of the mandate of the Administration Authority under the Letters Patent. TBS is responsible for financial monitoring, analysis, and management (including approval of payments to third parties, premium reconciliation, premium rate evaluation, and setting, and other regular accounting services) to ensure that government money is managed as intended and in accordance with the provisions of the Financial Administration Act (FAA) and the guidance of the Office of the Comptroller General.

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## THE PSHCP PARTNERS COMMITTEE (PARTNERS COMMITTEE)

The Partners Committee focuses on plan design and policy issues as a forum for resolving issues related to the PSHCP. It is mandated to make recommendations to TBS on any aspect of the PSHCP, including amendments to the Plan Directive.

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## FEDERAL PUBLIC SERVICE HEALTH CARE PLAN ADMINISTRATION AUTHORITY – THE ADMINISTRATION AUTHORITY

The Administration Authority (the organization) is responsible for the oversight of the ASO Contract, which involves monitoring the performance of Canada Life against the measurements of the Contract, providing instruction to Canada Life on the administration of the PSHCP, considering appeals from Plan members, communicating with Plan members, and conducting and overseeing the performance of audits.

The Administration Authority is governed by a Board of ten directors. One director is appointed by the President of the Treasury Board of Canada, on the recommendation of the National Joint Council of the Public Service, for the role of Chairperson. Another director is appointed by the President of the Treasury Board of Canada, again on the recommendation of the National Joint Council, who, in the opinion of the President, best represents the pensioners. Four directors are appointed by the President of the Treasury Board of Canada, and four directors are appointed by the division of the National Joint Council of the Public Service that represents the employees.

## 2.3 PLAN ADMINISTRATORS AND SUB-CONTRACTORS

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### 2.3.1 CANADA LIFE ASSURANCE COMPANY - CONTRACTOR/PLAN ADMINISTRATOR

Canada Life Assurance Company has been the Plan Administrator since July 1, 2023. The PSHCP Contract was tendered in 2021, and after a thorough evaluation of all bids, Public Services and Procurement Canada (PSPC) awarded the Contract to Canada Life Assurance Company (Canada Life).

As Plan Administrator, Canada Life is responsible for the adjudication and payment of eligible claims submitted by eligible Plan participants in accordance with the PSHCP Plan Directive and for providing services as specified in the ASO contract. Its contractual requirements include claims adjudication, payment, administration, and the provision of audit, reporting, and communication services. Its performance is measured according to the requirements and service level metrics in the Contract. The Contract also permits Canada Life to hire sub-contractors (described below) to perform work on their behalf in relation to the administration of PSHCP claims.

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### 2.3.2 TELUS HEALTH SOLUTIONS – SUB-CONTRACTOR/PLAN ADMINISTRATOR

TELUS Health Solutions (TELUS) has been the Pharmacy Benefits Manager for the PSHCP since November 2010. As a sub-contractor of Canada Life, TELUS processes claims from pharmacies via Electronic Data Interchange (EDI) for drugs and certain medical supplies. This type of processing allows TELUS to integrate with provincial plans and coordinate with public and private sector plans to determine primary payment responsibility. All claims are adjudicated based on the co-payment amounts set out in the Plan Directive.

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### 2.3.3 MSH INTERNATIONAL – SUB-CONTRACTOR/PLAN ADMINISTRATOR

MSH International (MSH) has been subcontracted to administer the Out-of-Province Benefit for members with Supplementary coverage, and the out-of-country coverage for members living outside of Canada (Comprehensive coverage).

Emergency Travel Assistance services are part of the Out-of-Province Benefit, and include:

- Hospital coverage
- Repatriation/medical evacuation

Family assistance benefits and emergency travel assistance such as:

- Case management while in the hospital
- Air ambulance arrangement
- Arrangement of billing and bill settlement
- Family assistance
- Return transportation
- Legal referrals
- Repatriation of remains

Comprehensive coverage includes:

- The extended health provision (except the out-of-province benefit)
- The hospital provision
- The basic health care benefit
- The hospital (outside Canada) provision

More information on these benefits can be found in the PSHCP Plan Directive.

## 2.4 PRIVACY REQUIREMENTS

In the scope of their work, Canada Life and their subcontractors must adhere to the requirements stipulated in the PSHCP Statement of Work (SOW) Article and comply with applicable laws, regulations, and contract requirements to ensure that personal information is managed, accessed, collected, used, disclosed, retained, received, created, or disposed of appropriately.

This privacy audit will assess the privacy operations of Canada Life and its subcontractors, (i) TELUS and (ii) MSH. It will assess their privacy operations relative to the privacy requirements included in the SOW and their adherence to privacy policies and legislation as outlined in the SOW.



## 3. PRIVACY AUDIT

### 3.1 OBJECTIVE

The privacy audit will verify and evaluate the privacy systems and processes in place for the adjudication of claims processed by Canada Life, and their sub-contractors (i) TELUS and (ii) MSH.

The Administration Authority is conducting this privacy audit in order to achieve the following objectives:

- To fulfil the audit requirements stated in the ASO Contract Statement of Work.
- To assess the extent to which the Plan Administrator Canada Life, and their sub-contractors (i) TELUS and (ii) MSH are adhering to the privacy and information management requirements stipulated in the ASO Contract's Statement of Work.
- To assess the extent to which management controls have been established to ensure that personal information is managed in accordance with the requirements of the Privacy Act, and related guidance documents.
- In addressing the audit objectives and as part of the planning phase of the audit, the auditor will be expected to consider the following guidance sources to develop audit scope, objective and compliance criteria:
  - **Privacy Act** – <http://laws-lois.justice.gc.ca/eng/acts/P-21/>
  - **Access to Information Act** - <http://laws-lois.justice.gc.ca/eng/acts/A-1/page-1.html>
  - **Personal Information Protection and Electronic Documents Act (PIPEDA)**
  - **Government of Canada, Policy on Privacy Protection**
  - **The Directive on Privacy Practices**
  - **Library and Archives of Canada Act** - <http://laws-lois.justice.gc.ca/eng/acts/L-7.7/>
  - Other applicable Federal, Provincial and Territorial privacy and security legislation and regulations
  - Chartered Professional Accountants of Canada (CPA) Generally Accepted Privacy Principles
  - External privacy Audits of Canada Life and their subcontractors' (TELUS and MSH) practices
  - Canada Life Privacy Policy
  - TELUS Privacy Policy
  - MSH Privacy Policy

When legislation or policies overlap, the most stringent requirement applies.

### 3.2 SCOPE

The audit will entail an assessment of privacy operations of the Plan Administrator Canada Life, and their sub-contractors (i) TELUS and (ii) MSH, in relation to the PSHCP. It will encompass privacy processes and practices in place to collect, use, disclose, retain and dispose of personal information that is collected under the contract. More specifically, the privacy audit of Canada Life and their subcontractors (i) TELUS and (ii) MSH, will include the assessment of:

- (a) The accuracy of documented privacy policies, procedures, and training documentation in relation to the PSHCP:

1. For Canada Life and their contractors TELUS and MSH, these document(s) describe(s) the organizational privacy requirements, staff and subcontractor roles and responsibilities, and how they interact with the Project Authority. They also depict their organizational awareness of privacy requirements and provide an operational overview of their actions to prevent, detect, respond to, and recover from privacy breaches.
  2. For MSH specifically, the scope of such documents should additionally describe MSH's compliance with Canada's obligation to respect the privacy protection laws of the USA, EU, and other nations, as applicable. It also needs to include the mechanism to send and receive members' personal information across Canadian and international borders.
- (b) The management of personal information and personal health information of PSHCP members throughout the adjudication lifecycle to ensure that it is consistent with the requirements of the Privacy Act.
- (c) Privacy breach reporting mechanisms in relation to the PSHCP.
- (d) Quarterly privacy reporting for the PSCHP.
- (e) Administrative, technical, and physical controls are in place to ensure that the personal information and personal health information of PSHCP members are protected and secured throughout their lifecycle.

As part of audit planning activities, the Auditor is required to specify if the scope of the audit should be modified to include additional audit elements based on their professional judgment. Any revisions to the scope of the audit will be finalized with input from the Administration Authority.

Upon completion of the audit, the Auditor will provide a final report that includes an analysis of the findings and recommendations for improving the privacy regime established for the PSHCP.

### 3.3 AUDIT APPROACH AND METHODOLOGY

Prior to initiating the execution phase of the audit, the Auditor will develop an audit plan to be reviewed and approved by the Administration Authority. The plan will include definition of the audit criteria and any proposed revisions/refinements to the scope. The plan will also identify the resources required and a schedule for completion of audit deliverables.

## 4. BIDDER INSTRUCTIONS

### 4.1 SUBMISSION DEADLINE

Bids must be submitted in English, in electronic or hard copy, to the Administration Authority by the bid closing date: **August 2, 2024**.

### 4.2 BID ENQUIRIES

It will be the bidder's responsibility to ask questions, request clarification, or otherwise advise the Administration Authority if any language, specifications, or requirements of the RFP appear to be ambiguous and/or contradictory. All enquiries related to this RFP must be submitted in writing to the Administration Authority by **July 19, 2024**. Enquiries received past this date may not be answered. Enquiries should be addressed to the Project Authority:

**Daniel Lockward, Comptroller and Senior Director, Corporate Services**

Federal PSHCP Administration Authority  
Box 2245, Station D  
Ottawa, ON K1P 5W4

E-mail: [dlockward@pshcp.ca](mailto:dlockward@pshcp.ca)

The Administration Authority requests that all submitted questions include a reference to the item number to which they relate. Please include all relevant details to ensure that an appropriate response can be provided.

### 4.3 AUDIT FIRM REQUIREMENTS

The bidder must confirm that the organization is qualified and possesses the collective experience and knowledge to conduct this audit. In addition, it must meet the stated security requirements. The information contained in the documents and information subject to audit has a Protected B security category. The bidder must confirm that the firm and the auditors working on the engagement have security clearance at the Reliability status level. The bidder must provide **three** summaries describing their list of current and past audit clients and indicate the number of years the firm has been the auditor for each client.

The summaries must include the name and telephone number of the client for whom the bidder conducted the audit. The summaries must not exceed two pages each (a maximum of six pages in total).

### 4.4 AUDIT TEAM REQUIREMENTS

The bidder must confirm that the proposed audit team's resources have the experience, knowledge, and security clearance required and meet all other requirements necessary to conduct this audit.

The bidder must provide, at a minimum, the following details:

- (a) Please provide a brief company profile (1-2 pages) outlining the firm's practice areas such as auditing, tax services, accounting and management services. Identify contact person's details, phone number, email address. Provide information on the firm's size and organizational structure.
- (b) Name and a brief resume of the partner(s), manager(s), and other key staff who would be assigned to this audit and their experience, formal education, professional designations, and certifications.

## 4.5 TERMS AND CONDITIONS

The bidder must acknowledge and confirm acceptance of the following terms and conditions:

- (a) The information provided in this RFP will remain strictly confidential.
- (b) All documents submitted by the bidders become the property of the Administration Authority and will not be returned.
- (c) The bidder shall meet and comply with all applicable security and privacy requirements in conducting the scope of the work.
- (d) Any and all costs associated with the preparation and submission of the proposal is the responsibility of the bidder.
- (e) Acceptance of a bidder's proposal does not create a contract.

The bidder agrees that from the date of the bidder's response to this RFP through the date for which a contract is awarded, the bidder shall immediately disclose to the Project Authority any conflict of interest or potential conflict of interest between the bidder's engagement with the Administration Authority and the work.

## 4.6 BID SUBMISSION

Bidders must examine the entire RFP carefully. Unless otherwise stated in the RFP, all specifications and requirements constitute minimum requirements that all proposals must meet.

Bids must be provided in separately sections as follows:

|            |               |                                    |
|------------|---------------|------------------------------------|
| Section I  | Technical Bid | Electronic or hard copy in English |
| Section II | Financial Bid | Electronic or hard copy in English |

The estimated cost must be quoted in the Financial Bid only. No prices must be indicated in any other section of the bid.

The bids must follow the formatting outlined below:

- Uses a numbering system that corresponds to the bid solicitation

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### SECTION I – TECHNICAL BID

In their Technical Bid, bidders should demonstrate their understanding of the requirements outlined in the RFP document and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach to the work in a thorough, concise, and clear manner.

The Technical Bid should clearly and in sufficient depth address the points against which the bid will be evaluated. Repeating the statement contained in the RFP document will not result in obtaining the maximum points available. Bidders should address the RFP requirements in the order that they are presented in the RFP document. To avoid repetition, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject has already been addressed.

In the Technical Bid, the bidders must include an audit schedule, key benchmarks, and evidence that the project will be completed on schedule. Benchmark examples include process questionnaire delivery, listing of claims requirement preparation, and dates of on-site auditing.

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## SECTION II – FINANCIAL BID

The bidder must submit a Financial Bid in Canadian funds with Harmonized Sales Tax (HST) shown separately. The bidder must provide a firm, fixed pricing arrangement for the services requested in this RFP. The total charge should be broken down to reflect specific costs associated with each aspect of the audit.

The Financial Bid must also identify the proposed personnel and their job titles for the purposes of evaluation only. The per diem rates for each resource must be stated in Canadian dollars. The Technical Bid should contain additional details, such as CVs.

The following information must be included with the Financial Bid:

- (a) Legal name of the bidder
- (b) The name and information of a designated contact person (mailing address, phone number, fax number, e-mail). The contact person must be authorized by the bidder to communicate with the Administration Authority with regard to the bid and any contract that may result from the bid.

### 4.7 AUDIT SITES

The locations of the offices of the relevant organizations are as follows:

- (a) Federal Public Service Health Care Plan Administration Authority  
Ottawa, Ontario
- (b) Canada Life Assurance Company  
Winnipeg, MB  
Toronto, ON
- (c) TELUS  
Montréal, QC
- (d) MSH International  
Toronto, ON  
Calgary, AB

### 4.8 APPLICABLE LAWS

The work resulting from this Service Agreement must be interpreted and governed, and the relationship between the parties determined, by the laws in force in the province of Ontario. All aspects of the work must be performed in Canada. The information produced as a result of the audit must remain in Canada.

### 4.9 CONFIDENTIALITY

The data and information related to this engagement are strictly confidential. The auditor must maintain strict confidence in any and all data and information derived from this engagement. The owner of the data and the results of the audit are owned by the Administration Authority.

An acceptable Non-Disclosure Agreement will need to be signed by the applicable parties before any work begins.

## 5. EVALUATION PROCEDURES AND CRITERIA

Bids must include specific criteria outlined in this section of the RFP. An evaluation committee will assess them based on both the technical and financial sections.

The bidder with the highest combined financial and technical bid score will be recommended for the negotiation of an acceptable contract. If more than one bid has the same total score, the bidder with the higher score for the technical bid will be recommended for selection.

### 5.1 FINANCIAL/TECHNICAL BID CALCULATION

The technical bid will be weighted at 70%, while the financial bid will represent 30% of the assessment score. The financial bid will be scored based on the relative position of the lowest bid. For example, if the lowest bid is \$50, the bidder will receive 30% ( $50/50 \times 30\%$ ). If a second bid is \$100, the bidder will receive a score of 15% ( $50/100 \times 30\%$ ).

### 5.2 MANDATORY TECHNICAL REQUIREMENTS

The technical bid must meet the standards of the criteria detailed below. In its technical bid, the bidder must substantiate its ability to meet each of the requirements.

If a bid fails to meet the mandatory technical criteria, it will be deemed non-responsive. The results of the mandatory criteria will not be included in the calculation of the score. The mandatory criteria are addressed separately as follows:

| <b>TABLE 1.1</b>  |   |            |                |
|---|---|------------|----------------|
| <b>Mandatory Technical Criteria (MT)</b>  |   |            |                |
| For the purpose of the mandatory technical criteria specified below, the experience of the bidder and its employees will be considered. |   |            |                |
| <b>MT#</b>  | <b>Mandatory Technical Criteria</b>   | <b>Met</b> | <b>Not Met</b> |
| MT1   | The bidder must provide detailed CVs of the key individuals who will be assigned to the audit.<br>The CVs must detail the expertise, education, experience, and professional designations, if applicable. |            |                |
| MT2   | The bidder must agree not to substitute any resources included in the technical bid.<br>In case of unforeseen circumstances, the bidder must notify of any changes in a timely manner.                    |            |                |
| MT3   | The bidder must exhibit their proposed approach to the audit. This includes the auditing methodology and proposed audit work plan.  |            |                |
| MT4   | All members of the team must have security clearance at least at the Reliability status level or agree to sign an NDA   |            |                |
| MT5   | All members of the team must possess experience in conducting audits of similar scope and scale.  |            |                |

### 5.3 POINT RATED TECHNICAL REQUIREMENTS

Bidders must display a comprehensive understanding of the audit requirements. If the bid fails to meet the technical requirements of the RFP (a score of 70%, or 53/75), it will be considered non-compliant. Each of the technical criteria is addressed separately as follows:

| <b>TABLE 1.2<br/>Point Rated Technical Criteria (RT1)</b>   |   | Maximum<br>Number of<br>Points |
|---|---|--------------------------------|
| RT1   | <p>Assignment comprehension:</p> <p>The bidder must demonstrate a comprehensive understanding of the audit and its requirements (maximum of 4 pages).</p> <p>In addition, the bidder is expected to expand on attributes uniquely qualifying them for this opportunity.</p> <p>The bidder must also include an assessment of the assignment risks as well as the mitigation approaches.</p>   | 20                             |
| RT2   | <p>Firm experience:</p> <p>The bidder must provide project summaries describing the performance of similar engagements, which demonstrate their ability to perform the audit (3 projects to be provided – maximum of 2 pages per project, including a client reference). Specific experience related to audit of financial statements reviews /audits should be noted.</p> <p>The bidder must include client reference contact information for each referenced project.</p> | 10                             |
| RT3   | <p>Experience of the Team:</p> <p>Bidders must include the CVs of each of the proposed audit resources. The CVs must include a description of the team member’s education, designations, a summary of overall experience, and two relevant project descriptions. Maximum of 5 pages per CV provided. In total, team members must provide a minimum of three distinct project references to show the experience of the firm.</p>   | 20                             |
| RT4   | <p>Approach and Methodology:</p> <p>The bidder must include a detailed description of the approach and methodology to be used including a schedule, an audit methodology, etc. (maximum of 3 pages). The proposal includes a clear audit schedule with key milestones and timelines for completion of the work.</p> <p>The proposal includes an outline of methodology for quality assurance of the audit and audit report.</p>   | 20                             |
| RT5   | <p>Proposal Presentation:</p> <p>The presentation, clarity, and conciseness of the proposal will be considered.</p>   | 5                              |
| <b>Total Points for Rated requirements</b>                  |   | <b>75</b>                      |
| <b>Total points needed to be considered compliant (70%)</b> |   | <b>53</b>                      |

#### 5.4 CORRECTIONS

An error may be corrected by the bidder before contract award. Upon discovering an error, the Administration Authority shall contact the bidder and request written clarification of the intended proposal. The bidder is permitted to make a correction to the Technical bid only.

#### 5.5 FINALIST INTERVIEW

Upon review of the bids received, the Administration Authority may deem it necessary to conduct a technical question-and-answer conference or interview to clarify or verify the bidder's proposal and to develop a comprehensive assessment of the proposal. The responses received will be documented and where applicable incorporated in the Point Rated Technical Criteria scores. The Administration Authority reserves the right to interview the proposed audit team.

#### 5.6 DATE OF NOTICE TO SUCCESSFUL BIDDER

The Administration Authority will notify bidders of the result of their proposals by **August 26, 2024**.



## 6.0 CONTRACTUAL INFORMATION

### 6.1 STATEMENT OF WORK

The Auditor must complete the audit according to the requirements of the RFP. The Statement of Work will be refined through discussion with the Administration Authority upon acceptance of the winning bid.

### 6.2 TERMINATION OF CONTRACT

The Administration Authority reserves the right to terminate the contract at any time in whole or in part.

If the contract is terminated, the Administration Authority will pay for reasonable costs incurred for services rendered and accepted by the Administration Authority up to the termination date. Additional costs will not be paid to the successful bidder as a result of termination.

### 6.3 CONTRACTING AUTHORITIES

The *Contract Authority* for this RFP:

**Manon LeBlanc, Chief Executive Officer**

Federal Public Service Health Care Plan Administration Authority

Box 2245, Station D

Ottawa, ON K1P 5W4

E-mail: [mleblanc@pshcp.ca](mailto:mleblanc@pshcp.ca)

The *Project Authority* for this project:

**Daniel Lockward, Comptroller and Senior Director, Corporate Services**

Federal Public Service Health Care Plan Administration Authority

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## APPENDIX 1 – COST ALLOCATION

To be included in the Financial Bid:

### Cost Allocation:

|    | Financial Review               | Quoted All-Inclusive Per Diem Rate<br>(in CDN \$) | Estimated Effort<br>(in days) | Total<br>(in CDN \$) |
|----|--------------------------------|---|-------------------------------|----------------------|
|    |                                | A   | B                             | $C = A \times B$     |
| 1a | Partner/Managing Director      |   | days                          |                      |
| 1b | Team Lead                      |   | days                          |                      |
| 1c | Intermediate Auditor           |   | days                          |                      |
| 1d | Intermediate Auditor           |   | days                          |                      |
| 1e | Junior Auditor                 |   | days                          |                      |
| 1f | ...                            |   | days                          |                      |
|    |                                |   |                               |                      |
| 2  | Travel                         |   |                               |                      |
| 3  | Other                          |   |                               |                      |
|    |                                |   |                               |                      |
| 4  | Evaluated Price (HST excluded) |   |                               |                      |
| 5  | HST                            |   |                               |                      |
| 6  | Total Evaluated Price          |   |                               |                      |

## APPENDIX 2 – DELIVERABLES AND KEY DATES

The key deliverables for this engagement are as follows:

| Deliverable          | Timeframe | Audience / Recipient     |
|----------------------|-----------|--------------------------|
| Preliminary findings | TBD       | Administration Authority |
| Draft report         | TBD       | Administration Authority |
| Final report         | TBD       | Administration Authority |

The projected key timelines are as follows:

| Stage                          | Description   | Date                 |
|--------------------------------|---|----------------------|
| <b>Issue Date</b>              | The date the RFP is released to potential bidders.                  | 11-Jul-24            |
| <b>Question Period Start</b>   | The start date for potential bidders to submit questions.           | 11-Jul-24            |
| <b>Question Period End</b>     | The end date for submitting questions.                              | 19-Jul-24            |
| <b>Response to Questions</b>   | The date by which responses to all questions will be provided.      | 26-Jul-24            |
| <b>Bid Submission Deadline</b> | The final date and time for submitting bids.                        | 02-Aug-24            |
| <b>Bid Evaluation Period</b>   | The period during which submitted bids are evaluated.               | August 6 - 16, 2024  |
| <b>Finalist Interviews</b>     | Dates scheduled for interviews with selected bidders, if necessary. | August 19 - 23, 2024 |
| <b>Selection Notification</b>  | The date by which the successful bidder will be notified.           | 26-Aug-24            |
| <b>Field Audit Period</b>      | The date the audit work is expected to begin.                       | October 2024         |
| <b>Audit Draft Report</b>      | The date by which the audit draft report must be available.         | TBD                  |

The Administration Authority reserves the right to modify or change any of the above dates.