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REQUEST FOR PROPOSAL (RFP)

Reference Number: 1000154374

ISSUE DATE: October 28, 2013

CLOSING DATE & TIME: December 6, 2013 2:00pm EST

PROJECT TITLE: Business planning for using mobile health technologies in rural/remote Saskatchewan (Phase 2).

DIVISION Health Infrastructure Division

DIRECTORATE Regional Operations

BRANCH First Nations and Inuit Health Branch

DEPARTMENT Health Canada

For any clarification or additional information, please e-mail:

FNIHB_CMU_GMC_DGSPNI@HC-SC.GC.CA

Bid Submission Envelopes are to be delivered only to the following address:

Health Canada Bid Receiving Unit
Federal Records Centre Building
161 Goldenrod Driveway
Address Locator 1801B
Ottawa, ON K1A 0K9

RFP Reference Number: **1000154374**

Attention: Nick Metaxas (Contracting Officer)

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PART I STATEMENT of WORK

1.0 Scope

1.1 Title

Business planning for using mobile health technologies in rural/remote Saskatchewan (Phase 2).

1.2 Introduction

In 2009, the eHealth Infostructure Program (eHIP) First Nations & Inuit Health Branch (FNIHB) developed and implemented an assessment of emergency management information dissemination. The project was well received within the pilot Regions (Manitoba and British Columbia) with a progress and evaluation report being prepared. A small working group at the Regional level was developed (inclusive of Regional Information Management Services Directorate personnel) to provide program and technical guidance.

The initial project focussed on the assessment of emergency management information dissemination and communication. The findings from the pilots highlighted that the timely dissemination of accurate information is one of the key elements in program delivery, business continuity and planning, and effective situational management (i.e., emergency events etc.) in rural and remote locations.

In 2013 the eHIP, in partnership with the Saskatchewan eHealth Regional Office, used the knowledge attained from the aforementioned emergency management project to focus on information dissemination in the nursing environment in rural and remote communities. The findings focused on the identification of daily business flow issues, nurse situation analysis; collection and analysis of Regional, Provincial, and First Nations (FN) information forms; and consultation with Provincial partners. This project is also referred to as Phase 1.

One specific area of investment is to enhance FN health service delivery, using innovative techniques such as Mobile Health (mHealth) to assist with information collection at the point of care and information dissemination to healthcare providers who require access to this data for surveillance or case management. Attempting to bridge the gap between geographic remoteness and health care services, mHealth offers the ability to access or enter real time client health information in a secure environment from any remote location with connectivity. mHealth enhances the continuity of care by removing the geographic barrier to information access and thus ensuring that client information is readily available to healthcare providers within the circle of care, regardless of their location. In addition, mHealth technology provides access to electronic apps that enhance service delivery and client education. Client education on sensitive topics such as HIV can be a challenge in FN communities, as clients are hesitant to take home hard copies of educational materials and it can be difficult to find culturally appropriate educational resources. mHealth technology allows the healthcare providers to explore alternative and more effective means of client education, such as videos and online brochures.

One of the objectives in the FNIHB Strategic Plan is to ‘advance the deployment and use of

interoperable emerging technologies in clinical and public health services and management’ This project will conduct preliminary research to provide evidence toward the creation of a vehicle (e.g. application via tablet or smartphone) to manage and disseminate information in a timely, safe, secure and efficient manner. Further, FNIHB eHIP will assess existing business practices in support of using emerging technology to help strengthen access, quality and safety of health services delivery to FN communities.

1.3 Estimated Value

The total value of any contract(s) resulting from this RFP shall not exceed \$150,000.00, including travel and living expenses (if applicable), other expenses and all applicable taxes.

1.4 Objectives of the Requirement

The purpose of the project is to:

- Continue to test and evaluate information management and dissemination within the Know Your Status program to enhance business processes and overall service delivery to rural and remote locations;
- Assess and evaluate the current information delivery model that can respond to data flow situations. This entails consolidation of accessed Provincial/Regional/ First Nations templates for referral forms, notification forms, etc. Phase 2 of this pilot will expand on the work that was completed during Phase 1 of the overall mobile health project;
- Assess operational information management and response (e.g. investigations, etc.) for health care providers in rural/remote locations in an effort to improve efficiencies;
- Assess the delivery of media-rich communication technology to mobile communication devices (i.e. tablets and smartphones) for client education;
- Identify gaps in information dissemination, and provide recommendations based on industry best practices;
- Conduct a Privacy Impact Assessment for the electronic collection of client information;
- Develop a plan toward the of mobile health devices for client education, staff training, and communication;
- Conduct a proper evaluation at the end of Phase 2 which outlines lessons learned, recommended tools, next steps and sustainment details.

The work completed during this phase will be used to later inform the development of a mobile health application to be used by healthcare providers. This mobile health application will consolidate many of the nurses’ daily tasks in a simple user friendly application, and will include electronic data collection and storage of client information on a secure external server.

In addition, the knowledge gained from Phase 2 will help inform other eHealth initiatives across Canada. The work conducted in Phase 2 will provide valuable information about the current business process for accessing, storing, and disseminating client information in First Nations communities, and will help identify the limitations with the current processes and the potential for mHealth technology. Phase 2 will also evaluate the effectiveness of using mobile devices for client education, staff training, and communication between healthcare providers.

1.5 Background, Assumptions and Specific Scope of the Requirement

Background

The ultimate goal of the mobile health project is to enhance the care for clients in the Know Your Status (KYS) project (PROTECTED B). KYS was initiated in 2011 in response to the high incidence of HIV and STIs in First Nations communities serviced by the Spiritwood Health Centre in Saskatchewan. KYS is a first of its kind client-focused, mobile, community-based, multi-disciplinary HIV and STI project delivered in First Nations communities. The objectives are to:

1. Decrease the number of new cases of HIV and STIs in the community;
2. Decrease stigma and increase understanding of HIV and STIs; and
3. Develop community and professional capacity to manage HIV and STIs

The project is driven by the nurses in the community - they deliver educational sessions, invite community members to be tested, respond to community concerns, provide counseling and referrals when needed, and follow through with case management and assessments from beginning to end. KYS involves other stakeholders as well, including physicians, infectious disease specialists, pharmacists, mental health workers, among others.

Phase 1

The following work has already been initiated during Phase 1 of the project:

- Assessed at a high level the current business workflow and information dissemination process within the Know Your Status project;
- Identified limitations with the current process and identify business needs that can be addressed through a mobile health application;
- Developed a representative, static, iPad application prototype to demonstrate an information management process (including access to forms, training, and education content) and facilitation of information dissemination and communication.

Phase 1 of this project has proven the need for mobile health technology within the Know Your Status project. The goal of Phase 2 is to expand on the work done in Phase 1 in order to provide healthcare providers with the mobile technology they need to better access and manage information and enhance client care.

Phase 2 Scope

In Phase 2 of the project, the eHealth Infostructure Program would like to expand the scope of the pilot project in the FN communities surrounding Spiritwood, Saskatchewan, to capitalise on lessons learned from Phase 1 with the continuation of:

- Reviewing current business processes and workflows to identify detailed business needs (UNPROTECTED);
- Reviewing program information flow to and from rural/remote locations (or areas with

- limited connectivity);
- Assessing the delivery of media-rich communication technology to mobile communication devices (i.e. tablets and smartphones) for client education;
- Identifying methods to electronically capture personal health information for client care.

Phase 1 successfully initiated the above work at a high level. Phase 2 will complete the above work in more detail in order to develop a comprehensive understanding of the current process and needs for the future state.

In addition, Phase 2 will involve the development of a Privacy Impact Assessment for the electronic collection and storage of client information. Phase 2 will also develop, implement, and evaluate a plan for using mobile health devices for client education, staff training, and communication between healthcare providers.

2.0 Requirements

2.1 Tasks, Activities, Deliverables and Milestones

Project Stage	Tasks/Activities
Stage 1 – Preparation (Including Analysis of Workflow and Business Requirements)	<ul style="list-style-type: none"> Build on the work completed in Phase 1 to develop an approach to understanding front-end service provider’s needs and the current environment of service delivery. This approach may need to include focus groups and key informant interviews to further the identification of priority areas and workflows. Focus will be on developing a detailed understanding of the current business practices, workflows and business data flow processes. Verification of (UNPROTECTED) collected materials in addition to further analysis of various forms/templates (including provincial & First Nation forms) from Phase 1. Review findings from Phase 1 of project to identify priorities, current business requirements, and workflows. Analysis of current electronic tools and other technologies and systems used by First Nations and the province. Identify the risks of existing workflows, including privacy considerations. Determine best option for housing data in a secure external server (PROTECTED). Identify areas where client education can be initiated, improved or expanded upon using mHealth devices. Conduct a Privacy Impact Assessment in consultation with the Project Authority and the Access to Information and Privacy Group. Develop a plan for using mobile devices to offer client education, staff training, and communication between healthcare providers.
Stage 2 -	<ul style="list-style-type: none"> Complete a report that summarizes Phase 2 findings and outlines

Summary of Findings and Identification of Next Steps	recommendations and next steps for both the Know Your Status mHealth project and for other regional or national projects.
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Report/Deliverable	Milestone Date
Privacy Impact Assessment	End of Stage 1
Workflow Analysis & Client Education Report	End of Stage 1
Final Report & Business Plan for the Development of an Application	End of Stage 2

2.2 Specifications and Standards

Final project deliverables (UNPROTECTED) must be submitted to the Project Authority, in electronic format, using Microsoft Word.

2.3 Technical, Operational and Organizational Environment

Upon contract award, the Contractor will name a Project Authority who will act as a point of contact for all correspondence with Health Canada.

2.4 Method and Source of Acceptance

All deliverables and services rendered under any contract are subject to inspection by the Project Authority. The Project Authority shall have the right to reject any deliverables that are not considered satisfactory, or require their correction before payment will be authorized.

2.5 Reporting Requirements

The proposed contractor will be required to provide, at minimum biweekly progress reports (UNPROTECTED) in MS Word format, via e-mail, to the Project Authority. Reports should include information on work completed during the reporting period, planned activities for the next reporting period; and any areas of concern pertinent to the completion of the work, such as challenges and limitations in carrying out the work.

2.6 Contractor Project Management Control Procedures

Upon review of progress reports, the Project Authority may request additional clarification and details from the proposed contractor via email or discussion of the report by phone.

The Health Canada individual identified in the SOW as the Project Authority shall ensure the contract and deliverables will be brought in on time, on budget and of an acceptable quality. Regular

teleconferences may be held between the Project Authority and the proposed contractor to discuss project progress in meeting objectives, challenges, time lines, any potential delays and deliverables, as appropriate. The Project Authority will also be responsible for ensuring that the invoices are aligned with the time lines and deliverables.

The Health Canada individual identified in the RFP as the Departmental Representative or Project / Technical Authority shall:

- Meet with the proposed contractor (in person or via teleconference) to confirm the contract deliverables and to provide any supporting documentation which may be helpful in fulfilling the contract requirements.
- Review biweekly (every two weeks) progress reports, obtain clarification from proposed contractor as required, and/or discuss reports with the proposed contractor, and share reports with the Health Canada project team.
- Ensure that all deliverables meet the satisfaction of the Project Authority and Health Canada project team.
- Provide contact coordinates of stakeholders, including First Nations and Inuit Health Branch (FNIHB) regional staff;
- Provide comments on draft materials produced by the proposed contractor within ten (10) business days unless otherwise specified.

2.7 Change Management Procedures

Except for matters that affect price or contract end date, proposed changes to the work plan by the proposed contractor will be brought to the Project Authority **before any changes are made**. These will be authorized only by means of mutual written consent.

Any change to the total value or end date of the contract must be authorized through a contract amendment which will be subject to review and approval according to Health Canada policy.

2.8 Ownership of Intellectual Property

The Contractor will own Copyright. Intellectual property will be held by the contractor for this contract. The Crown will be able to use the reports and tools generated through this project to inform policy and program decision-making and also to inform future projects of this kind.

3.0 Other Terms and Conditions of the SOW

3.1 Authorities

Project Authority

Senior Advisor, eHealth Infostructure Program
9th Floor, Jeanne Mance Building
200 Eglantine Driveway, Tunney's Pasture
Ottawa, Ontario
K1A 0K9

Contract Authority

Director, Health Infrastructure Division
9th Floor, Jeanne Mance Building
200 Eglantine Driveway, Tunney's Pasture
Ottawa, Ontario
K1A 0K9

3.2 Health Canada's Obligations

Health Canada will:

- Provide the Contractor with any supporting or background documentation which may be helpful in fulfilling the contract requirements (e.g. government and departmental policies and procedures, publications, reports, studies, etc.);
- Act as liaison between the Health Canada project team and contractor;
- Review biweekly (every two weeks) progress reports, obtain clarification from Contractor as required, and /or discuss reports with the contractor, and share reports with the study committee
- access to a staff member who will be available to coordinate activities;
- provide comments on draft reports within ten (10) working days; and
- Provide guidance and assistance on an ongoing basis throughout the duration of the contract.

3.3 Contractor's Obligations

The Contractor will complete all tasks, activities, deliverables and milestones as described in this document.

In addition, the Contractor will:

- provide the names of all contact personnel including sub-contractors;
- attend meetings as requested by the Project Authority;
- return all documents provided by Health Canada before final payment is provided;
- submit all deliverables to the Project Authority in accordance with the deadlines;
- respond in a timely manner (24 hours maximum) to email or phone inquiries;

3.4 Location of Work, Work Site and Delivery Point

Any contract resulting from this RFP will be interpreted and governed by the laws of the Province of Ontario.

Due to existing workload and deadlines, all personnel assigned to any contract resulting from this RFP must be ready to work in close and frequent contact with the Departmental Representative and other departmental personnel.

The majority of work is expected to be completed at the Contractor's normal place of business. Site visits to the Spiritwood, Saskatchewan area or to Regina may be required in order to meet with stakeholders.

Point of delivery for reports and deliverables is the Health Canada office in Ottawa. Most will be delivered electronically; any hard copies or materials associated with the work must be delivered securely by hand or by post to the Project Authority.

3.5 Language of Work

The work for this contract will be carried out in English. All deliverables must be submitted in English.

3.6 Special Requirements

The bid must certify that the information provided in the curriculum vitae for all the proposed personnel, including, if applicable, sub-contractors has been verified to be true and accurate.

Furthermore, the contractor must certify that the personnel offered in the proposal will be available to perform the tasks described herein within the allotted time frame.

3.7 Security Requirements

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:
PWGSC FILE # 1000154374

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC. Until the security screening of the Contractor/Offeror personnel required by this Contract/Standing Offer has been completed satisfactorily by the Canadian Industrial Security Directorate, Public Works and Government Services Canada, the Contractor/Offeror personnel MAY NOT HAVE ACCESS to (CLASSIFIED/PROTECTED) information or assets, and MAY NOT ENTER sites where such information or assets are kept, without an escort.
3. The Contractor/Offeror MUST NOT remove any PROTECTED information or assets from the

identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.

4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached in the Annexed document;
 - (b) Industrial Security Manual (Latest Edition).

3.8 Insurance Requirements

It is the sole responsibility of the Contractor to decide whether or not any insurance coverage is necessary for its own protection or to fulfil its obligations under the contract and to ensure compliance with required federal, provincial or municipal law. Any such insurance shall be provided and maintained by the Contractor at its own expense.

3.9 Travel and Living Expenses

All travel and accommodation for the purposes of this contract must be approved in advance by the Departmental Representative. The contractor is responsible for make their own travel and accommodation arrangements. All expenses incurred by the Contractor are subject to the content of the [Treasury Board Secretariat Special Travel Authorities](#), Section 7, “Persons on contract” and the current [Treasury Board Travel Directive](#).

4.0 Project Schedule

4.1 Expected Start and Completion Dates

The services of the Contractor will be required for a period of approximately eighteen months commencing on or about January 2, 2014. The expected completion date of this project is March 31, 2014.

4.2 Schedule and Estimated Level of Effort (Work Breakdown Structure)

Deliverable	Timeline	Contractor	Health Canada	Payment Amount/Date
Bi-weekly status reports	Submitted every second Friday to the project team for the duration of the contract. (in MS Word or Excel)	Contractor is to provide a bi-weekly report of work completed and upcoming tasks to be completed in the next two week cycle.	Review reports and provide feedback.	

Workflow Analysis and Client Education Report	February 15 th , 2014 (in MS Word)	Contractor is to develop a report detailing current business practices, workflows and business data flow processes.	Review report and provide contractor with comments/edits/changes.	\$40,000 February 15th, 2014
Privacy Impact Assessment	March 15 th , 2014 (in MS Word)	Conduct a Privacy Impact Assessment in consultation with the Project Authority and the Access to Information and Privacy Group.	Review report and provide contractor with comments/edits/changes.	\$50,000 March 15th, 2014
Final Report and Business Plan for the Development of an Application	March 31 st , 2014 (in MS Word)	Contractor is to develop a report summarizing Phase 2 findings and outline recommendations and next steps. Report should include a business plan for using a mHealth Application.	Review report and provide contractor with comments/edits/changes.	\$60,000 March 31st, 2014
TOTAL				\$150,000

**For the purposes of this RFP the amounts listed above are inclusive of travel.*

5.0 Required Resources or Types of Roles to be Performed

Please see sections 12.0 and 13.0 for details.

6.0 Glossary

eHIP: eHealth Infostructure Program
 FN: First Nation
 FNIHB: First Nations and Inuit Health Branch
 HC: Health Canada
 HID: Health Infrastructure Division
 HIV: Human Immunodeficiency Virus
 KYS: Know Your Status project
 IMSD: Information Management Services Directorate
 mHealth: Mobile Health
 STI: Sexually Transmitted Infections

PART II PROPOSAL REQUIREMENTS

7.0 Administrative Instructions for Completion of the RFP

7.1 General Information

7.1.1 Components, Language and Number of Copies

You are invited to submit the proposal in either official language (English or French). The RFP Reference Number and the name of the Departmental Representative must be marked on all documents, binders and respective envelopes. Your proposal must be structured in the following manner:

- one (1) covering letter, signed by an authorized representative of your firm;
- three (3) copies of the Technical Proposal; and
- one (1) copy of the Cost/Price Proposal, contained in a *separate sealed envelope*.

The Financial Proposal (hard copy and electronic) must be submitted in a separate, sealed envelope or other packaging. There must be no financial information on any hard copy or electronic copy of the covering letter or the Technical Proposal.

7.1.2 Bid Validity Period

Certify below that all pricing identified in the bid/ proposal will be valid for a period of ninety (90) days (*or other period*) from the closing date of the RFP.

Signature of Authorized Representative of the bidder Date _____

7.1.3 No Payment for Pre-Contract Costs

No payment will be made for costs incurred in the preparation and submission of a proposal in response to this RFP. No costs incurred before receipt of a signed contract or specified written authorization from the Departmental Representative can be charged to the proposed contract.

7.2 Delivery Instructions for Bid / Proposal

Bid submission envelopes are to be returned to the following address:

Health Canada Bid Receiving Unit
Federal Records Centre Building,
161 Goldenrod Driveway (Loading Dock),
Ottawa, Ontario K1A 0K9
Attention: Nick Metaxas
RFP Reference Number: 1000154374

All bids must be time stamped at the Bid Receiving Unit. Each bid submission envelope must include the RFP reference number and the name of the responsible Contract Officer

The onus for submitting bids on time at the specified location rests with the bidder. It is the responsibility of the bidder to ensure correct and timely delivery of the entire bid to the Crown, including all required information and proposal pages.

7.3 Non-Acceptance of Proposal by Facsimile or Electronic Means

Proposals sent by fax, telex, e-mail and telegraphic means will **not** be accepted.

7.4 Closing Date and Time

All proposals must be received at the specified location by Friday, December 6, 2013, 2:00pm EST. Proposals received after this time will be returned unopened.

7.5 Time Extension to Closing Date

Requests for a time extension to the closing date will not be considered.

7.6 Non-Compliance / Unacceptable Proposals

Failure to meet the mandatory requirements of this RFP will result in your proposal being declared non-responsive.

Proposals received after the proposal closing time will not be considered and will be returned unopened to the bidder. Further, for any proposals which are found to be non-compliant, the financial part of the bid or proposal will be returned unopened with a letter from Health Canada indicating that the bid/proposal was non-compliant.

7.7 Bidders Conference / Site Visits

N/A

7.8 Announcement of Successful Contractor

The name of the successful bidder will be announced on Buyandsell.gc.ca only upon contract award and sign-off.

7.9 Rights of the Crown

The Crown reserves the right to:

- reject any or all proposals received in response to this RFP;
- accept any proposal in whole or in part; and
- cancel and/or re-issue this requirement at any time.

7.10 Sample Long Form Contract

The successful bidder for this requirement will be expected to enter into agreement with Health Canada as per departmental contract terms and conditions.

7.11 Employment Equity

N/A

7.12 Procurement Business Number (PBN)

Public Works and Government Services Canada (PWGSC) has adopted the Procurement Business Number (PBN) for all its purchasing databases, and now requires that its suppliers have one for each of their offices that may be awarded contracts. Register with Contracts Canada's Supplier Registration Information (SRI) service to obtain your PBN. As an existing or potential supplier to the Department, you must obtain a PBN to avoid possible delays of any contract award. It is Health Canada's intention to use this sourcing system for all its procurements of goods and services to which the trade agreements do not apply.

SRI is a database of suppliers who have registered to do business with the Government of Canada. The PBN is created using your Canada Customs and Revenue Agency Business Number to uniquely identify a branch, division or office of your company. Unlike many existing departmental vendor databases, your information in SRI is accessible to all federal government buyers. SRI can help to open up new opportunities with the federal government for requirements not posted on the electronic tendering service, BuyandSell.

Visit the Buy and Sell site at <https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/register-as-a-supplier> for information and registration procedures. Alternatively, you may contact a Supplier Registration Agent at: 1-800-959-5525.

7.13 Order of Precedence

In the case of any dispute which may arise during the period which may be covered by any ensuing contract, the following documents will be considered in order of precedence in terms of importance in resolving any disputes between the parties:

- The Health Canada Contract;
- Any changes to the terms and conditions contained herein which have been approved by General Counsel for Health Canada;
- The Statement of Work in this RFP;
- The terms identified in this RFP; and
- The Contractor's Proposal (technical and price).

8.0 Technical Proposal

8.1 General Information

The technical proposal must address all the requirements of the SOW and demonstrate that the Bidder is

capable of meeting all obligations of the contractor specified in the same.

The technical proposal must meet **all of the Mandatory Requirements** listed in Section 12.0, as well as the **minimum scores identified for the Point Rated Requirements** in Section 13.0.

Furthermore, the technical proposal should include the following:

8.2 Understanding of the Requirements

Please provide a brief statement that demonstrates that the contractor understands the requirements of the SOW, including the objectives, scope of work and deliverables.

8.3 Approach and Methodology:

8.3.1 General Approach

Please provide a description of the overall approach and strategy to this project.

8.3.2 Methodology

Identify methodologies and techniques to be used, including identifying any proprietary information which is proposed to be used in the program.

8.3.3 Work Plan / Project Schedule

Break down the work by task - show phases, planned start, completion dates and the estimated level of effort (i.e. person days) needed to complete the task. The work plan may include a matrix and/or time line charts. A project schedule structured in weeks, reflecting milestones and deliverables, should be included.

8.3.4 Performance and Quality Control

The Bidder must specify how you propose to deal with the performance and quality assurance of the work provided by your organization to the Crown. Include information about quality control methods and reporting mechanisms.

8.4 Proposed Team

8.4.1 Personnel

If applicable, identify all proposed personnel, including **Project Manager**, who will be assigned to this contract, describe the role they will be performing, including the amount of direct time dedicated to the project by principals and/or senior personnel, and explain why they are well suited for the work, referring to their qualifications, certifications, education and experience.

If applicable, include a list of proposed sub-contractors, with reference to their capabilities, experience and degree of involvement in the work.

The bidder must certify in the technical proposal that the information provided in all the personnel résumés has been verified to be true and accurate. In addition, for every resource proposed by the bidder who is not an employee of the firm, the actual resource must certify that they are aware that they are being bid as part of the bid/ proposal and state their relationship with the firm.

8.4.2 Contingency Plan

If the contract cannot be completed by the assigned personnel, the following individual(s) will complete the work. *Attach résumés.*

8.5 Contractor Profile

8.5.1 Organization

If applicable, provide background information about your company, including its legal name and the province in which the company is incorporated.

8.5.2 Relevant Work Experience

Describe your company's capacity and experience in this field.

8.5.3 References

N/A.

8.6 Résumés of Personnel

Attach résumés of proposed personnel.

9.0 Financial Proposal

9.1 General Information

The Financial Proposal must contain a detailed breakdown of the **total quoted price**, by phase, or by major tasks, or both. The Financial Proposal should address each of the following, if applicable:

9.1.1 *Per Diem*

For each individual and/or labour category to be employed on the project, including subcontractors, indicate the proposed time rate and the estimated time requirement. Although detailed support for the rates is not requested at this time, you should be prepared to substantiate the proposed rates.

9.1.2 Travel

Estimate the cost of travel using the current Treasury Board Travel Directive.

9.1.3 Other Expenses

List any other expenses which may be applicable, giving an estimated cost for each (e.g. long distance communications, reproduction, shipping, equipment, rentals, materials, etc.).

9.1.4 Goods and Services Tax / Harmonized Sales Tax

Various items in your cost proposal may be subject to GST / HST or custom duties, and this charge must be included in the cost estimates where applicable.

9.2 Price Justification

The Bidder must provide, on Health Canada's request, one or more of the following price justification:

- a current published price list indicating the percentage discount available to Health Canada; or
- a copy of paid invoices for the like quality and quantity of the goods, services or both sold to other customers; or
- a price breakdown showing the cost of direct labour, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, etc., and profit; or
- price or rate certifications; or
- any other supporting documentation as requested by Health Canada.

10.0 Enquiries

All enquiries or issues concerning this procurement must be submitted **in writing only** to the Departmental Representative named on the front cover page of this RFP document **not later than seven (7) calendar days prior to the bid closing date.**

To ensure consistency and quality of information to Bidders, the Departmental Representative will provide, simultaneously to all bidders to which this solicitation has been sent,

- any information with respect to significant enquiries received, and
- the replies to such enquiries without revealing their sources,

provided that such enquiries are received no less than seven (7) calendar days prior to the bid closing date.

All enquiries and other communications with government officials throughout the solicitation and evaluation period are to be directed **only** to the Departmental Representative named on the front cover page of this RFP document. **Non-compliance with this condition during the bid solicitation and evaluation period may be sufficient reason for bid disqualification.**

PART III BID SELECTION PROCESS

11.0 Introduction

The Bid review committee will evaluate bids which have been received by the closing date and time stipulated in Section 7.4, on the basis of the contents of the Bidder's submitted proposal and not on any prior knowledge or experience with the Bidder or the Bidder's work. It is, therefore, the Bidder's responsibility to ensure the proposal is complete, clear and that it provides sufficient detail to allow the evaluators to assess it on the basis of the Mandatory Requirements and Point Rated Requirements. Relevant supporting documents should be provided, when required, as appendices.

The bid evaluation process has three main components:

- (1) Assessment of the Technical Proposal against Mandatory Requirements (Section 12.2).
- (2) Assessment of the Technical Proposal against Point-Rated Requirements (Section 13.2).
- (3) Assessment of the Financial Proposal.

12.0 Mandatory Requirements

12.1 Method of Evaluation

Mandatory requirements are evaluated on a simple pass or fail basis. Failure by bidders to meet any of the mandatory requirements will render the bidder's proposal **non-responsive**. The treatment of mandatory requirements in any procurement process is absolute.

Proposers must meet **all** the mandatory requirements described below. This will be evaluated as either "Yes" or "No". Proposals not receiving "Yes" for any mandatory requirement will *not* be considered further.

12.2 Mandatory Requirements

Attention Bidders: Write beside each of the criteria the relevant page number(s) from your proposal which addresses the requirement identified in the criteria.			
Criteria	Page #	Yes	No
The mandatory criteria should be based on the SOW, in sufficient detail.			
M1 The bidder must demonstrate recent* experience in conducting Privacy Impact Assessments.			
M2 The bidder must demonstrate recent* experience conducting a current state analysis, risk assessment, needs assessment, analysis of service delivery and workflow analysis.			
M3 The bidder must demonstrate recent* experience working with mobile health solutions.			
M4 The bidder must demonstrate recent* experience in the preparation and presentation of briefings on project status.			
M5 The bidder must demonstrate recent* experience developing detailed project management documentation for an electronic solution with a business and technical support component.			
<p>M6 The bidder must submit the following signed certification with the proposal:</p> <p><i>We hereby certify that all the information provided in the attached résumé(s) (back-ups and sub-contractors included), particularly as this information pertains to educational achievements, experience and work history, has been verified by us to be true and accurate.</i></p> <p><i>Furthermore, we hereby certify that, should we be awarded a contract and unless Health Canada’s Departmental Representative is notified in writing to the contrary, the personnel offered in our proposal shall be available to perform the tasks described herein, as and when required by Health Canada’s Departmental Representative for the duration of the contract period.</i></p>			

**Recent is defined as being as having worked in that field for a minimum of two years within the last five years.*

13.0 Point Rated Requirements

13.1 Method of Evaluation

A proposal with a score less than the required minimum for each criterion will be considered **non responsive**, and eliminated from the competition.

For each criteria write the relevant page number(s) from the proposal which addresses the identified requirement.

13.2 Point Rated Requirements

Attention Bidders: Write beside each of the criteria the relevant page number(s) from your proposal which addresses the requirement identified in the criteria.				
Criteria	Page #	Points allocated for the criteria	Minimum points required	Score
The rated criteria should be based on the SOW, in sufficient detail.				
R1: The bidder should demonstrate years of experience in work involving First Nations. <i>10 points per year for up to two years (20 points maximum)</i>				
R2: The bidder should demonstrate the number of Privacy Impact Assessments completed. <i>10 points for every Privacy Impact Assessment conducted, up to three in total. (30 points maximum)</i>			20	
R3: The bidder should demonstrate years of experience working with mobile health solutions. <i>10 points per year for up to three years (30 points maximum)</i>			20	
R4: The bidder should demonstrate the number of Business Plans developed. <i>10 points for every Business Plan developed, up to three in total (30 points maximum)</i>			20	
R5: The bidder should demonstrate years of experience in client education; as well as developing client education reports and plans on how mHealth can be used for client education. <i>10 points per year for up to two years (20 points maximum)</i>			10	
Total		130	70	

14.0 BASIS OF AWARDING CONTRACT

Highest Compliant Combined Rating of Technical Merit and Price:

It is understood by the parties submitting proposals that, to qualify, bidders **must** meet all mandatory requirements as well as the minimum score identified for the point-rated criteria. The contract will be awarded based on a determination of best value taking into account both the technical merit of the proposals and the price evaluations. To arrive at an overall score achieved by a firm, a weighting has been established whereby technical merit will be valued at 70% of the bid and price at 30%.

Example - Contractor Ranking

For the purpose of ranking all technically complaint proposals, the following ratio will factor the technical and the price component to establish a total percentage score:

Technical: 70%

Price: 30%

$$\text{Technical Score} = \frac{\text{Bidder's Points}}{\text{Maximum Points}} \times 70\% \qquad \text{Cost Score} = \frac{\text{Lowest Bid}}{\text{Bidder's Cost}} \times 30\%$$

$$\text{Total Score} = \text{Technical Score} + \text{Cost Score}$$

The contract will be recommended to **the highest total score**.

15.0 DEBRIEFING

A debriefing will be provided, on request, only following entry by Health Canada into a contractual arrangement with the successful Bidder. Should a Bidder desire a debriefing, the Bidder must contact the name identified on the front cover of the RFP **no later than 30 days** after being notified of their bid being deemed unsuccessful. The debriefing will include an outline of the reasons the submission was not successful, making reference to the evaluation criteria. The confidentiality of information relating to other submissions will be protected.

16.0 CERTIFICATIONS

Compliance with Terms and Conditions

The Bidder by signing below hereby certifies that it has read the RFP in its entirety, including the Statement of Work, and signifies compliance with and acceptance of all the articles, clauses, terms and conditions contained or referenced in this RFP document.

Signature of Authorized Representative of the bidder	Date

Certification of Education and Experience

To be considered responsive, the proposals must contain the following certification:

“The Bidder hereby certifies that all statements made with respect to education and experience are true and that any person proposed by the Bidder to perform the work or part of the work is either an employee of the Bidder or under a written agreement to provide services to the Bidder.”

The Crown reserves the right to verify the above certification and to declare the bid non-responsive for any of the following reasons:

- a) unverifiable or untrue statement;
- b) unavailability of any person proposed on whose statement of education and experience the Crown relied to evaluate the offer and award the Contract.

Signature of Authorized Representative of the bidder	Date

Certification of Availability and Status of Personnel

Availability of Personnel and Facility

The Bidder certifies that, should it be authorized to provide services under any Contract resulting from this solicitation, the persons and facility proposed in its offer will be available to commence performance of the work within a reasonable time from Contract award, of within the time specified herein and will remain available to perform the work in relation to the fulfilment of this requirement.

Signature of Authorized Representative of the bidder	Date

Bid Validity Period:

Certify below that all pricing identified in the bid/ proposal will be valid for a period of not less than ninety (90) days from the closing date of the RFP.

Signature of Authorized Representative of the bidder	Date