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**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**

Informatics Professional Services Division / Division  
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K1A 0S5

<b>Title - Sujet</b> DIGITAL HEALTH TECH PLATFORM DIGITAL HEALTH TECH PLATFORM	
<b>Solicitation No. - N° de l'invitation</b> HT218-224061/A	<b>Amendment No. - N° modif.</b> 004
<b>Client Reference No. - N° de référence du client</b> HT218-224061	<b>Date</b> 2022-12-13
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZM-379-41243	
<b>File No. - N° de dossier</b> 379zm.HT218-224061	<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> Eastern Standard Time EST <b>on - le 2023-01-03</b> Heure Normale du l'Est HNE	
<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> Debidin, Vidia	<b>Buyer Id - Id de l'acheteur</b> 379zm
<b>Telephone No. - N° de téléphone</b> (613) 314-6732 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

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<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
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<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>

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**THE FINAL DATE TO SUBMIT QUESTIONS IS 22 DECEMBER 2022.**

**ANY QUESTIONS RECEIVED AFTER THIS DATE MAY NOT BE ANSWERED.**

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**The purpose of this amendment is to:**

1. Modify Attachment 4.1 – Mandatory Technical Criteria; and,
2. Respond to questions received from industry.

**The following shall form part of the Request For Proposal:**

**1. At Attachment 4.1 – Mandatory Technical Criteria**

**Delete** in it's entirety.

**Insert:** Attachment 4.1 – Mandatory Technical Criteria, Revision 04.

**Questions Received as of 5 December 2022 for Solicitation No. HT218-224061/A**

**Q1. Reference: Annex A - Statement of Work, Section 3.2.1- Advisory Services for standards and solutions for Canadian health credentials**

**Q1a.** Can Health Canada please provide additional context as to the nature of the Advisory Services requested, including whether or not they wish to acquire research from the market.

**A1a.** Canada does not require vendors to acquire any research material from the market. Canada requires that the vendor resources have enough knowledge, expertise and experience to provide advice on standards and solutions on Canadian Digital Health Credentials.

**Q1b.** How this will be billed?

**A1b.** Advisory services will be billed on a per diem rate basis as per section 7.10 of part 7 of the solicitation.

**Q2. Reference: Annex A - Statement of Work, Section 3.2.4** states "The Contractor will be available for support between 9:00 AM and 5:00 PM ET, Monday to Friday, excluding statutory holidays." The requirement continues on to provide service levels for incident resolution. This service alludes to an 'on call' model.

**Q2a.** Can Health Canada please provide additional detail/clarity on what is required for on-call support?

**A2a.** Canada requires vendor resources to provide resolution to incidents as per the priority table found at section 3.2.4 IT Operations Support for standards and solutions for Canadian health credentials for specific pan-Canadian initiatives. The incidents will be provided via emails to the vendor resources who then needs to provide support, investigations, troubleshooting and changes to address and resolve the incidents.

Incident management and support would be part of the required tasks as per section 4.1.1 B of the Statement of work, A1 Application/Software Architect, A6 Programmer/Software developer (mobile), A14 Programmers and Web Developers. This does not constitute an on-call service and would be detailed in a Task-authorization.

**Q2b.** Can Health Canada please provide more clarity on how a TA for this would be structured, including how the Basis of Payment would function?

**A2b.** Once a contract is awarded, a TA that detailed the specific tasks for the required Resources Categories would be filled out, as per 7.2 Task Authorization of Part 7. The Basis of Payment would be as outlined in section 7.10 Payment of Part 7.

**Q3. Reference: Annex A - Statement of Work, Section 5.1 - Contractor Obligations** states, "The Contractor must use its own equipment and software for the performance of this Statement of Work. If the contractor requires access to HC's infrastructure and Network, HC will provide labeled equipment to the contractor...". Can Health Canada provide further detail about the nature of this requirement- are bidders expected to have their own development environment(s) to execute on tasks? To what degree will Health Canada's infrastructure and network not be used for this requirement?

**A3.** The Bidders must have their own development environment to execute on tasks. However, prior to the deployment of the platform, the artifacts and the environments will need to be migrated from the contractor infrastructure to the Health Canada infrastructure and network by the contractor.

**Q4. Reference: Attachment 4.1 - Mandatory Technical Criteria Requirement MTC-2**

Can Health Canada please remove the requirement to provide "...proof of billable hours charged to the project"?

**A4.** Canada will not be removing this requirement at this time.

**Q5. Reference: Attachment 4.2 - Point Rated Technical Criteria Requirement R1**

Can Health Canada please clarify what is meant by 'all entities' to achieve 10 points?

**A5.** Please see revised Attachment 4.2 as part of Solicitation Amendment 001.

**Q6. Reference: Attachment 4.1 - Mandatory Technical Criteria Requirement MTC-1**

Will Canada amend this requirement to expand the definition of bidder to include parent, subsidiaries or other affiliates of the Bidder, or its subcontractors?

**A6.** Please see revised Attachment 4.1 as part of Solicitation Amendment 001.

**Q7.** Would Canada grant a three-week extension to January 9?

**A7.** Canada will not be extending the Solicitation period at this time.

**Q8. Reference Table 1:** Can Canada please clarify and limit the ask to one resume per type of resource?

**A8.** Please see revised Attachment 4.1 as part of Solicitation Amendment 001.

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**Questions Received as of 7 December 2022 for Solicitation No. HT218-224061/A**

**Q9. Reference: Attachment 4.1- Mandatory Technical Criteria Requirement MTC-1**

Can Canada please consider the removal of requirement for billable hours of a client?

**A9.** Canada will not be removing this requirement at this time.

**Q10. Reference: Attachment 4.1- Mandatory Technical Criteria Requirement MTC-1**, could Canada please confirm that, in the case where Bidders have undertaken two distinct large and complex projects with unique Task Authorization numbers for different Technical/Project Authority references, but under the same contract number, that these will count as separate projects for the purposes of this requirement?

**A10.** Canada will not accept multiple Task Authorizations under the same contract as separate reference contracts.

**Q11. Reference: Attachment 4.1- Mandatory Technical Criteria Requirement MTC-1B**, Bidders must demonstrate that they “have provided at least 5 resources simultaneously for a period of at least 8 consecutive months on the same project”. Can Canada clarify if its intent was for (A) these five resources to have each worked for a minimum of 8 consecutive months with partial overlap between the resources, or (B) for the five resources to have eight full overlapping and consecutive months of experience on the same project?

**A11.** Please see revised attachment 4.1 as part of solicitation amendment 002.

**Questions Received as of 9 December 2022 for Solicitation No. HT218-224061/A**

**Q12.** We request that Health Canada extends the bid closing date to January 3, 2023.

**A12.** Canada will extend this solicitation to January 3, 2023.

**Questions Received as of 13 December 2022 for Solicitation No. HT218-224061/A**

**Q13. Reference: Attachment 4.1- Mandatory Technical Criteria Requirement MTC-1B**, Can Health Canada please:

- i) Permit bidders to demonstrate MTC1-B “individually or collectively among the three (3) contracts provided in MTC1”
- ii) Amend MTC1-B (d) to read “The bidder must demonstrate they have implemented and delivered digital health\*\*\*\* solutions or standards in the cloud environment. ~~as well as explain how they set up the infrastructure.~~”

**A13.** Canada not will permit bidders to demonstrate MTC1-B “individually or collectively among the three (3) contracts provided in MTC1.” Please see revised attachment 4.1 as part of solicitation amendment 004.

**Q14. Reference: Attachment 4.1- Mandatory Technical Criteria Requirement MTC-2,** requires the incumbent to provide details for the “Contract manager” (page 112) however, a contract manager role is not requested in Annex B, Page 102 ( Basis of Payment).

Can Canada please confirm that it is per expectation and the “contract manager” role is NOT required for the TA?

**A14.** Canada can confirm that the contract manager role is not required for the TA. The contract manager referenced in this criteria is a Contractor representative who will work with Canada to deliver the Work under this contract.

**Q15. Reference: Attachment 4.1- Mandatory Technical Criteria Requirement MTC-1,** Canada is asking Bidders for the billable hours of each resource for the 3 Contracts in MTC-1, and the billable hours of each resource referenced in MTC1-B. Can Canada remove the billable hours requirement?

**A15.** Please see revised attachment 4.1 as part of solicitation amendment 004.

**All other terms and conditions of the RFP remain unchanged.**

**Notes:**

- See the attached, Attachment 4.1 – Mandatory Technical Criteria, Revision 04.
- Revisions are displayed in green font.

**ATTACHMENT 4.1**  
**MANDATORY TECHNICAL CRITERIA**  
**Revision 04**

**Note to Bidders:** A Word version of this document is available by sending a request by email to Vidia.Debidin@tpsgc-pwgsc.gc.ca

MTC#	Mandatory Technical Criteria	Bidder's Response (Reference to Substantiating Materials Included in Bid)
<b>MTC-1</b>	<p>The Bidder must have been awarded at least three (3) contracts in the fields of Information Management and/or Information Technology (IM/IT) in the past ten (10) years as of the initial publication date of this solicitation, where the bidder had to manage and deliver large** and complex*** projects related to digital health****, which were for a large organization* or Government (Canadian or international) Client.</p> <p><b>A)</b> For each contract identified in the fields of Information Management and/or Information Technology (IM/IT) the bidder must demonstrate the following:</p> <ul style="list-style-type: none"> <li>a. The name of the client organization;</li> <li>b. The project name under which services were provided (if applicable);</li> <li>c. At a minimum, the client's full name and email address. Bidders are also requested to include the title of the client;</li> <li>d. The Contract number or reference number;</li> <li>e. The start and end dates for the Initial Contract Period as well as the dates of any amendments;</li> <li>f. The contract value must be at least \$3,000,000.00, including amendments and taxes;</li> <li>g. The Bidder must demonstrate they have delivered projects of similar size, scope (as described in Annex A) and complexity*** with large teams (minimum of 10 resources).</li> </ul> <p style="color: green;">A) This must be demonstrated by providing a list of resources by project category and explaining the complexity*** of the project including the outcomes.</p> <p style="color: green;">B) The Bidder must indicate the billable days worked by a minimum of 10 resources in a single project for a period of 8 consecutive months <b>OR</b> the bidder must describe in detail the tasks performed by a minimum of 10 resources in a single project for a period of 8 consecutive months.</p>	

	<p><b>B) For one of the contracts identified:</b></p> <ul style="list-style-type: none"> <li>a. The Bidder must have provided at least 5 resources simultaneously for a period of at least 8 consecutive months**** on the same project within the past ten (10) years as of the initial publication date of this solicitation. This must be demonstrated by showing monthly billable hours of a client <b>OR the bidder must describe in detail the tasks performed by a minimum of 5 resources in a single project for a period of 8 consecutive months;</b></li> <li>b. The Bidder must demonstrate they have worked on a large** scale and complex*** digital health**** project impacting over 500,000 users with a minimum of 3 internal and/or external system integration endpoints over a period of at least 12 consecutive months within in the past ten (10) years as of the initial publication date of this solicitation, not including amendments;</li> <li>c. The bidder must demonstrate, they have delivered a project with a minimum of 3 work streams solicited in this RFP, where the bidder's team was accountable for providing concrete leadership in planning, advisory, building and delivering digital health**** solutions or standards to a large organization* or Government (Canadian or international) Client.</li> <li>d. The bidder must demonstrate they have implemented and delivered digital health**** solutions or standards in the cloud environment. <b>as well as explain how they set up the infrastructure.</b></li> <li>e. The bidder must: <ul style="list-style-type: none"> <li>(1) demonstrate multiple architects, multiple analysts, multiple project coordinators and multiple developers have worked together on the same project;</li> <li>(2) demonstrate they have completed similar or same tasks and/or deliverables outlined in the SOW for the resource category identified for the Initial Contract Period (as defined in the Statement of Work); and,</li> <li>(3) provide monthly billable <b>days</b> for each of the resources <b>OR provide each resource name and Resource Category who worked on the project.</b></li> </ul> </li> </ul> <p><b>The information listed above should be submitted using Form M1 and Table 1.</b></p> <p>* Large organization is defined by an organization that has a minimum of 500 employees and has a minimum end of year revenue of 10 million dollars.</p>	
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<p><b>** Large</b> is considered as a project that generally takes 12 to 24 months, involves a major change to one or more services (creates, retires or significantly alters an IT or IM service), Impacts all or large part of a population (minimum of 500 000 individuals), is high risk and complex, involves multiple stakeholders with varying objectives, includes a cross-functional core team and-or requires a full time project manager</p> <p><b>*** Complex</b> includes items that refer to a minimum of two (2) of the following characteristics:</p> <ul style="list-style-type: none"> <li>• Having many elements or dimensions;</li> <li>• Having significant public visibility;</li> <li>• Featuring significant involvement by internal or external stakeholders or partners (including international partners);</li> <li>• Being financially or technically challenging or having potential risks to the organization</li> </ul> <p><b>**** Digital health examples:</b></p> <ul style="list-style-type: none"> <li>• Telemedicine;</li> <li>• Artificial intelligence (AI)-enabled medical devices;</li> <li>• Electronic health and medical records;</li> <li>• Virtual health;</li> <li>• Interoperability;</li> <li>• Health Information Exchange;</li> <li>• Automation and modernization of health services;</li> <li>• Streamlining physicians' work;</li> <li>• Digital health credentials</li> </ul> <p><b>***** Five resources simultaneously for a period of at least 8 consecutive months means:</b></p> <ul style="list-style-type: none"> <li>• Five resources that have worked simultaneously together for a minimum of 8 consecutive months</li> </ul> <p><b>To demonstrate this experience the Bidder must submit:</b></p> <p>Customer references for three individual IM/IT contracts (one reference for each contract) managed within the last ten (10) years.</p> <p>The references must include the name of the organization, the contract number, a short description of the services provided, the name, and either the telephone number or e-mail address of the organization's contact responsible for the contract, as well as the award date, expiry date, dollar value of each contract and the number of resources provided on a monthly basis.</p> <p><b>This information should be submitted using Form M1 A.</b></p> <p><b>Note to Bidder:</b> The reference Contract(s) must have been contracted with the Bidder submitting a bid for this requirement. "Bidder" means the person or entity (or, in the case of a joint venture,</p>	
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	<p>the persons or entities) submitting a bid to perform a Contract for goods, services or both. The experience of the Bidder, its parent companies, subsidiaries, affiliates or other proposed associated entities of the Bidder will be considered. The Bidder must demonstrate that this experience will be available to the Bidder and to Canada during the period of the contract.</p> <p>If the Bidder is using the experience of its parent company, subsidiary, affiliate or other associated entity, then it must:</p> <ol style="list-style-type: none"> <li>describe the relationship between the Bidder and the other entity; and,</li> <li>describe how the experience of the other entity will be available to the Bidder and to Canada during the period of the contract.</li> </ol>	
<b>MTC-2</b>	<p><b>CONTRACT MANAGER</b></p> <p>The Bidder must identify in its bid, the full name and position title of the individual that will be designated as the Health Canada Contract Manager responsible for resource and contract management associated with the resulting contract.</p> <p>The Contract Manager must demonstrate they have experience as a Contract Manager by providing a short summary of the tasks they completed on a previous contract related to Digital Health* (minimum 12 month duration) while occupying this role. <del>along with their proof of billable hours charged to that project.</del></p> <p>A copy of the Contract Manager's resume must be provided with the bid.</p> <p><b>The information listed above should be submitted using Form M2.</b></p> <p>* Digital health examples:</p> <ul style="list-style-type: none"> <li>• Telemedicine;</li> <li>• Artificial intelligence (AI)-enabled medical devices;</li> <li>• Electronic health and medical records;</li> <li>• Virtual health;</li> <li>• Interoperability;</li> <li>• Health Information Exchange;</li> <li>• Automation and modernization of health services;</li> <li>• Streamlining physicians' work;</li> <li>• Digital health credentials</li> </ul>	
<b>MTC-3</b>	<p><b>RISK MITIGATION STRATEGY</b></p> <p>The Bidder must provide in its bid, the Risk Mitigation Strategy it proposes to implement in the resulting Contract. The Strategy must at a minimum include:</p> <ol style="list-style-type: none"> <li>The approach the Bidder will take to identify potential risks arising while performing the contract;</li> </ol>	

	<ul style="list-style-type: none"><li>b) The approach the Bidder will take to deal with difficult and unexpected situations; and</li><li>c) The approach the Bidder will take to ensure that it is able to manage large* groups of diverse** resources in support of a single client.</li></ul> <p><b>The information listed above should be submitted using Form M3.</b></p> <p><b>* Large is defined as a minimum of 10 resources</b></p> <p><b>** Diverse is defined as multi-disciplined and multi-stakeholders</b></p>	
<b>MTC-4</b>	<p><b>CONTRACT MANAGEMENT STRATEGY</b></p> <p>The Bidder must provide in its bid the Contract Management Strategy it proposes to implement in the resulting Contract. The proposed Contract Management Strategy must at a minimum include how the Bidder will address the following:</p> <ul style="list-style-type: none"><li>a) Provide fully qualified resources to Health Canada within five days of receipt of a Task Authorization request;</li><li>b) Manage the process of transitioning between the existing vendor and the new contract;</li><li>c) Manage the process of transitioning between contract resources during the term of the contract;</li><li>d) Manage quality assurance practices in providing resources for tasking; and</li><li>e) Manage contingency plans or practices to ensure resource availability and resource replacement.</li></ul> <p><b>The information listed above should be submitted using Form M4.</b></p>	

**FORM M1**  
**BIDDER'S EXPERIENCE**

In accordance with the requirements of mandatory evaluation criterion MTC-1 A, provide the following information for each Contract identified:

- a) The name of the client organization;
- b) The project name under which services were provided (if applicable);
- c) The client's full name, email address, and title;
- d) The Contract number or reference number;
- e) The start and end dates for the Initial Contract Period as well as dates of any amendments;
- f) The value of the Contract (amendments and applicable taxes included);
- g) Demonstrate they have delivered projects of similar size, scope (as described in Annex A) and complexity\*\*\* with large teams (minimum of 10 resources).

A) This must be demonstrated by providing a list of resources by project category and explaining the complexity\*\*\* of the project including the outcomes.

B) The Bidder must indicate the billable days worked by a minimum of 10 resources in a single project for a period of 8 consecutive months OR the bidder must describe in detail the tasks performed by a minimum of 10 resources in a single project for a period of 8 consecutive months.

In accordance with the requirements of mandatory evaluation criterion MTC-1 B provide the following information from one of the identified contracts:

- a) The full name and title of each resource that worked simultaneously for a period of at least 8 consecutive months on the same project within the past ten (10) years as of the initial publication date of this solicitation along with the billable hours of a client.
- b) The large scale and complex digital health project impacting over 500,000 users with a minimum of 3 internal and/or external system integration endpoints over a period of at least 12 consecutive months within in the past ten (10) years as of the initial publication date of this solicitation, not including amendments;
- c) The project streams as solicited in this RFP, where the bidder and his team were accountable for providing concrete leadership in planning, advisory, building and delivering digital health solutions or standards to a large organization or Government (Canadian or international) Client.
- d) The implementation and delivery of the digital health solutions or standards in the cloud. ~~as well as explain how the infrastructure was set up.~~
- e) The bidder must:
  - (1) demonstrate multiple architects, multiple analysts, multiple project coordinators and multiple developers have worked together on the same project;
  - (2) demonstrate they have completed similar or same tasks and/or deliverables outlined in the SOW for the resource category identified for the Initial Contract Period (as defined in the Statement of Work); and,
  - (3) provide monthly billable hours for each of the resources OR provide each resource name and resource category of who worked on the project.

- a. Table 1 may be used to facilitate answering this question

**TABLE 1**

Table 1 is provided to assist Bidders in structuring the required information for **MTC1-B**. Bidders should replicate Table 1 below as needed to provide the required information.

1. Specify the names of the architects identified in the reference contract as well as specific examples of the tasks and or deliverables they completed by mapping them to the resource categories identified in the SOW for the initial contract period. A Copy of <b>at least two of</b> the identified resource CV is required.	
2. Specify the analysts identified in the reference contract as well as the completed tasks and/or deliverables by mapping them to the resource categories identified in the SOW for the initial contract period. A Copy of <b>at least one of</b> the identified resource CV is required.	
3. Specify the names of project coordinator identified in the reference contract as well as the completed tasks and/or deliverables by mapping them to the resource categories identified in the SOW for the initial contract period. A Copy of <b>at least one of</b> the identified resource CV is required.	
4. Specify the developers identified in the reference contract as well as the completed tasks and/or deliverables by mapping them to the resource categories identified in the SOW for the initial contract period. A Copy of <b>at lease two of</b> the identified resource CV is required.	
5. Monthly billable hours for each of the identified resources <b>OR provide each resource name and resource category of who worked on the project.</b>	

**FORM M1-A****REFERENCES**

Customer references for three individual IM/IT contracts (one reference for each contract) managed within the last ten (10) years.

The references must include:

- a) the name of the organization
- b) the contract number
- c) a short description of the services provided
- d) the name, and either the telephone number or e-mail address of the organization's contact responsible for the contract
- e) The award date
- f) The expiry date
- g) The dollar value of the contract
- h) The number of resources provided on a monthly basis.

**FORM M2****CONTRACT MANAGER**

In accordance with the requirements of mandatory evaluation criterion **MTC-2**, provide the following information for the contract manager:

- a) The full name of the individual that will be designated as the Health Canada contract manager responsible for resource and contract management associated with the resulting contract;
- b) The position title of the individual named above;
- c) A copy of the contract manager's resume must be provided with the bid; and
- d) Summary of the tasks completed on a previous contract related to Digital Health\* (minimum 12 month duration) while occupying this role.

\* Digital health examples:

- Telemedicine;
- Artificial intelligence (AI)-enabled medical devices;
- Electronic health and medical records;
- Virtual health;
- Interoperability;
- Health Information Exchange;
- Automation and modernization of health services;
- Streamlining physicians' work;
- Digital health credentials

**FORM M3****RISK MITIGATION STRATEGY**

In accordance with the requirements of mandatory evaluation criterion **MTC-3** provide, at a minimum, the following information for the Risk Management Strategy:

- a) The approach the Bidder will take to identify potential risks arising while performing the Contract;
- b) The approach the Bidder will take to deal with difficult and unexpected situations; and
- c) The approach the Bidder will take to ensure that it is able to manage large\* groups of diverse\*\* resources in support of a single client.

**\* Large is defined as a minimum of 10 resources**

**\*\* Diverse is defined as multi-disciplined and multi-stakeholders**

**FORM M4****CONTRACT MANAGEMENT STRATEGY**

In accordance with the requirements of mandatory evaluation criterion **MTC-4** provide, at a minimum, how the Bidder will address the following information for the Contract Management Strategy:

- a) Provide fully qualified resources to Health Canada within five days of receipt of a Task Authorization request
- b) Manage the process of transitioning between existing contracted resources and the new contract
- c) Manage the process of transitioning between contract resources during the term of the contract
- d) Manage quality assurance practices in providing resources for tasking; and
- e) Manage contingency plans or practices to ensure resource availability and resource replacement.