



REQUEST FOR PROPOSALS

2018-034

Business Analyst

Issued: June 19, 2018

Background

The Newfoundland and Labrador Centre for Health Information (the Centre or NLCHI) was established by the Government of Newfoundland and Labrador to provide quality information to health professionals, the public, researchers, and health system decision-makers. Through collaboration with the health system, the Centre supports the development of data and technical standards and maintains key health databases, prepares and distributes health reports and supports and carries out applied health research and evaluations. The Centre's mandate also includes responsibility for the provincial Electronic Health Record.

The Centre is a crown agency governed by a board of directors appointed by Lieutenant- Governor-in- Council and is managed by a president & chief executive officer.

Through all facets of its work, the Centre strives to achieve its vision of *Improved Health through Quality Health Information*.

Introduction

The Centre's mandate includes responsibility for the provincial Telehealth environment. Telehealth enables the delivery of equitable health services to patients in Newfoundland and Labrador regardless of location. Today, Telehealth is offered in 98 sites across 63 communities. Used in over 20 clinical disciplines, 18,000 patient appointments were booked last year. By reducing the need for patients, family and specialist travel, Telehealth enhances the continuity and capacity of care throughout the health care system.

The Centre has initiated a project to enhance the existing Telehealth Program. The project will enhance the current provincial Telehealth infrastructure which will allow expansion of Telehealth services across the province.

The Centre has a requirement for an experienced Business Analyst to develop policies, procedures and guidelines to support the current and growing Telehealth provincial program. The engagement will also include assisting with the development of user guideline and support material for provincial Telehealth users. The successful candidate will work from the Centre's offices located in St. John's. The work is scheduled to start in July and end March 31, 2019.



Statement of Work

Below is an outline of the statement of work required for this role. In order to respond, proponents must demonstrate that they are able to meet each one of these requirements. Proposals that do not adhere to the requirements will be rejected and not considered for evaluation.

- Gather and validate requirements in the development of provincial Telehealth policies, procedures and guidelines. Conduct a requirements gathering workshop with the Centre business stakeholders to gather and confirm information required for the provincial policy manual.
- Prepare a policy documentation package.
- Submit all deliverables for preliminary review and final review.
- Lead the development and approval process of the provincial policy and procedure manual in collaboration with the Centre's business stakeholder.
- Work in conjunction with the Centre's business stakeholder and Service Desk to develop support materials for the current Telehealth program and expansion areas.
- Gather information that will be used to update and enhance the Telehealth communication material, working in conjunction with the Centre's business stakeholders and communication resources.
- Managing timelines of deliverables and works with multiple groups to deliver on time.

Qualifications

The Telehealth Business Analyst should be a resource with the following qualifications:

- Must have a college diploma or degree and a minimum of five years direct work experience as a business analyst or experience in a project environment.
- Experience with requirements gathering and validation.
- Strong writing ability and facilitation skills.
- Experience with developing and documenting policy/procedure and support manuals.
- Excellence in stakeholder engagement and collaboration.
- Knowledge of the provincial health care environment would also be considered an asset.

Response Format

All proposal submissions must include:

- Experience of the service provider and its proposed resource(s) relevant to the RFP's information;
- Resume(s) for proposed resource(s) are to be attached as an appendix to the RFP response;
- Daily rate to perform the work from July 2018 to March 31, 2019;
- Other information that would add value to the proposal; and
- References (2) relevant to the scope of work outlined in this RFP MUST be provided.

Proposals that fail to meet these requirements in full will not be considered for further evaluation.

Evaluations

The following factors will be taken into account in these evaluations:

- Resources experience in relation to the work to be performed (65%)
- Corporate Capability (10%)
- Cost to perform the work (25%) – using St. John's, NL as the established base

Proposal Deadline

Responses are due by 2:00 pm NDT on July 3, 2018. Electronic responses are mandatory and can be directed to the RFP's Administrator at procurement@nlchi.nl.ca.

Questions

Questions can be directed to the RFP's Administrator at: procurement@nlchi.nl.ca.

Oral responses to questions will not be provided. Responses to written questions will be posted as addenda on the website: www.nlchi.nl.ca/index.php/procurement. It is the Respondent's responsibility to ensure they have all relevant information by regularly checking the web site. The Centre will not disclose the source of any questions submitted by Respondents.

Questions will be received until 4:00 pm Newfoundland Time on June 28, 2018.

Subsequent Phases of Work

Should additional work (that fits this role) be required upon expiration of this contract, the Centre reserves the right to retain the successful professional services firm who is awarded this RFP to complete this additional work under separate contract (if performance matches expectations).

Terms and Conditions

A comprehensive list of the Centre's RFP terms and conditions can be found at www.nlchi.nl.ca/index.php/procurement.