



**REQUEST FOR PROPOSALS**  
**RFP # 2018-066**  
**Procurement & Co-Design Advisor**  
**Issued: December 5, 2018**

**1.0 About Us**

The Newfoundland and Labrador Centre for Health Information (the Centre) was established by the Government of Newfoundland and Labrador (GNL) 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*.

**2.0 Introduction**

The Centre, on behalf of the Department of Health and Community Services (DHCS) is seeking to engage an experienced partner to obtain the services of a Procurement & Co-Design Advisor to support the Provincial Home Support Program (PHSP) technology solution project. The Advisor is required to work closely with the project and governance teams to collaboratively devise and manage the procurement by co-design strategy for the project. The Advisor will provide guidance, options and best practices for co-design approach and methodologies, help facilitate the co-design process, and provide expertise regarding the co-design procurement process, ensuring compliance with the Newfoundland and Labrador Public Procurement Act.

**2.1 Role of Advisor**

Detailed Services to be provided by the Procurement & Co-Design Advisor are outlined in **Section 3.0 Scope of Services**.

In agreeing to take on the role of Procurement & Co-Design Advisor, the successful Respondent (and its potential affiliates) to this RFP will not be eligible to bid for the technology solution components required or provide services to any potential bidder in relation to the PHSP Healthcare Solution Project. For more information regarding this project, refer to **Section 13.0 Project Background**.

## **2.2 Project Location and Travel Expenses**

The project team is located in St. John's, NL. Travel to participate in meetings or events held in St. John's will not be reimbursed. Travel expenses outside of St. John's will be subject to prior approval and must be in accordance with Government of Newfoundland Labrador policy.

Resources can work remotely with the understanding that there may be a requirement to attend some meetings on-site (i.e., co-design or status meetings). Resources must also be available for phone/video conferencing communication.

## **3.0 Scope of Services**

The engagement is to cover procurement & co-design advisory services for an innovation by co-design project, from the development and issuance of the RFP and throughout the co-design process and award. We are looking for a candidate with experience in government projects for healthcare solutions and an understanding of the NL Public Procurement Act (PPA).

The selected proponent will, under the terms of the Contract, be generally required to deliver or perform the following items or services. The Scope of Services is not intended to be exhaustive, nor is it intended as exclusive of any particular elements typically required for the delivery of a major health care solution project through this type of delivery model. Rather, this Scope of Services is intended to be indicative of the types of services and deliverables required in order to execute and deliver the Project through to successful selection of a preferred solution outcome for the Home Support Project.

### **3.1 Procurement & Co-Design Advisor**

In liaison with the Centre's Project Manager, the Procurement & Co-Design Advisor will provide expertise regarding procurement and co-design process matters during the Procurement Phase, including:

- Develop a detailed schedule for engagement (the schedule will be subject to approval of the Project Steering Committee);
- Development of Procurement Documents:
  - Work with the Owner and the Project Steering Committee to develop all applicable procurement documents, including but not limited to an outcome based RFP / RFQ;
- Provide guidance and assistance in the management of the procurement process, and lead project team through the facilitation and delivery of the co-design process and elements, including but not limited to:
  - Assist in the preparation of the project plan and schedule of phases for co-design, including: prototype, testing, and evaluation;
  - Work with the Owner and the Project Steering Committee to review and refine requirements, and devise the challenge statement and desired outcome-based specifications to be achieved;
  - Prepare draft evaluation criteria, process and evaluation matrix template;

- Prepare co-design communications plan;
- Assist in the structuring of co-design and evaluation teams, including all required elements and expertise including business, clinical and technical;
- Facilitate and provide expertise, advice, training on the interpretation and application of co-design principles;
- Facilitate innovation partnership formation and lead co-design and prototype workshop sessions with proponents - Provide resource materials, including guides, tools, and templates;
- Draft and/ or review of responses to requests for information by proponents in consultation with the Project Steering Committee;
- Monitor the evaluation process to ensure adherence to the processes as defined in the competitive documents and in accordance with NL PPA;
- Assist in identifying risk and mitigation strategies; and
- Provide advice to the project team on matters of fairness as may be requested by the team from time to time.

#### **4.0 Project Schedule**

Estimated six (6) month engagement with a start date of early January 2019. Time and duration of Advisory services as required based on Section 3.0 Scope of Services.

#### **5.0 Experience**

The evidence of the candidate's skills in these areas will be evaluated to assess the candidate's ability to deliver on the Scope of Services.

Respondents to this RFP must demonstrate proven leadership, expertise and experience of the proposed resource in a procurement & co-design advisory role with innovation procurement, preferably of health care solutions.

The proposed resource will have the following experience and qualifications:

- Minimum ten (10) years of experience in an operational procurement role or advising provincial governments or other public sector organizations in Canada in the planning and procurement phases of major innovation & technology procurement, preferably in procuring eHealth solutions and major healthcare initiatives with rapid solution development and implementation utilizing co-design approach and methodologies;
- Extensive experience in facilitating innovation partnership formation and leading co-design initiatives;
- Knowledge of Newfoundland and Labrador Public Procurement Act and policies;
- Expertise in preparing summary and evaluation reports and identifying any associated risk;
- Demonstrate good judgement and an ability to build consensus amongst groups with differing priorities;
- Experienced in leading and facilitating workshops and sessions with senior procurement, vendor management, IT and Business client stakeholders;

- Demonstrated ability to extract quality information from a diverse group of stakeholders under limited time constraints;
- Demonstrated experience of Vendor Evaluation and Selection Criteria;
- A strong understanding of the e-health environment;
- Must be self-motivated and well organized with good time management skills enabling multiple tasks and concurrent projects;
- Superb communication, presentation and persuasion skills;
- Contract development, negotiations and management experience. Able to support contract review from business and technical perspective with client legal counsel; and
- An understanding of information technology, systems integration and business process engineering.

## **6.0 Response Format**

All proposal submissions must include:

- **Overview summary** of the history of the Respondent company, and experience and qualifications of the individual resource to be assigned to the role relevant to the scope of the RFP. Specifically in relation to innovation procurement and co-design in a health care environment.
- **Resume(s)** for proposed resource is to be attached as an appendix to the RFP response. Further, concise descriptions of related projects, preferably of a similar size and scope, as completed by the proposed resource must also be included.
- **Proposal** outlining the proposed services required to meet objectives and deliverables outlined in this document.
- A minimum of three (3) **references** MUST be provided. The reference must indicate the type of work completed by the proposed resource and the appropriate contact information.
- **Hourly rate** to perform the work for length of the engagement. A high level work plan including timelines for key deliverables and a breakdown of fees for professional services, hours and administrative services must be included.
- Prices provided in your proposal shall remain in effect for a period of ninety (90) days from the closing date of the RFP. The estimated budget for the Procurement & Co-Design Advisor contract is \$50,000. Proponents must respond using a cost certainty model for the time period listed.
- Other information that would add value to the proposal.

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

## **7.0 Evaluations**

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

- Experience of proposed resource – three references must be included (65%).

- Corporate Capability – including a corporate social responsibility statement (10%)
- Cost to perform the work (25%) – using St. John’s, NL as the established base when onsite work is required (i.e. travel and living expenses to be included in daily rate)

Proponents may be requested to interview in person, and/or teleconference, with the assessment panel to discuss certain aspects of their submitted proposal and experience. Results of interview will be reflected in the experience evaluation scoring.

### **8.0 Proposal Deadline**

Responses are due by 2:00pm NST on December 14, 2018. Electronic responses are mandatory and can be directed to the RFP’s Administrator at [procurement@nlchi.nl.ca](mailto:procurement@nlchi.nl.ca).

### **9.0 Questions**

Questions can be directed to the RFP’s Administrator at: [procurement@nlchi.nl.ca](mailto: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](http://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 December 10, 2018.

### **10.0 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).

### **11.0 Terms and Conditions**

A comprehensive list of the Centre’s RFP terms and conditions can be found at [www.nlchi.nl.ca/index.php/about-procurement](http://www.nlchi.nl.ca/index.php/about-procurement).

### **12.0 Additional Considerations**

All Proponents must consider any potential conflicts of interest that may arise in relation to fulfilling the scope of this RFP and bidding on a subsequent opportunity with a scope of work that is similar in nature.

### **13.0 Project Background**

A comprehensive review of the PHSP conducted by Deloitte in 2016 identified 25 opportunities and recommendations to improve the program. As well, a review of Self-Managed Care (SMC) was completed by Deloitte in 2018. Recommendations from the reports identified the need to improve Self-Managed Care (SMC), particularly with respect to program oversight, accountability and easing the administrative burden faced by the Regional Health Authorities (RHAs), clients, their families, home support workers (HSW), and bookkeepers. Additionally, with the planned implementation of service-level agreements (SLAs) with agency based home support providers, the need exists to harmonize oversight and monitoring requirements across both agency based and SMC service delivery channels.

Based on the recommendations provided in the Deloitte reports, the DHCS will implement a home support technology solution for clinical and administrative functions to fulfill the Province's oversight and accountability requirements for both SMC and agency based care. The development and implementation of an electronic solution will improve the ability of the RHAs to monitor the program, improve clinical outcomes and reduce administrative burden.

The DHCS has engaged support from the Centre to identify the business requirements for the electronic clinical and administrative system, and to manage and oversee the solution development and implementation process.

A copy of the 2016 and 2018 Deloitte reports can be viewed online at:

Provincial Home Support Program Review - Deloitte, July 2016:

[https://www.health.gov.nl.ca/health/personsdisabilities/pdf/executive\\_report\\_phsp\\_review.pdf](https://www.health.gov.nl.ca/health/personsdisabilities/pdf/executive_report_phsp_review.pdf)

Improving Oversight of Self-Managed Care - Deloitte, February 2018:

[https://www.health.gov.nl.ca/health/long\\_term\\_care/pdf/Improving\\_Oversight\\_of\\_Self-Managed\\_Care-An\\_Integrated\\_Approach.pdf](https://www.health.gov.nl.ca/health/long_term_care/pdf/Improving_Oversight_of_Self-Managed_Care-An_Integrated_Approach.pdf)