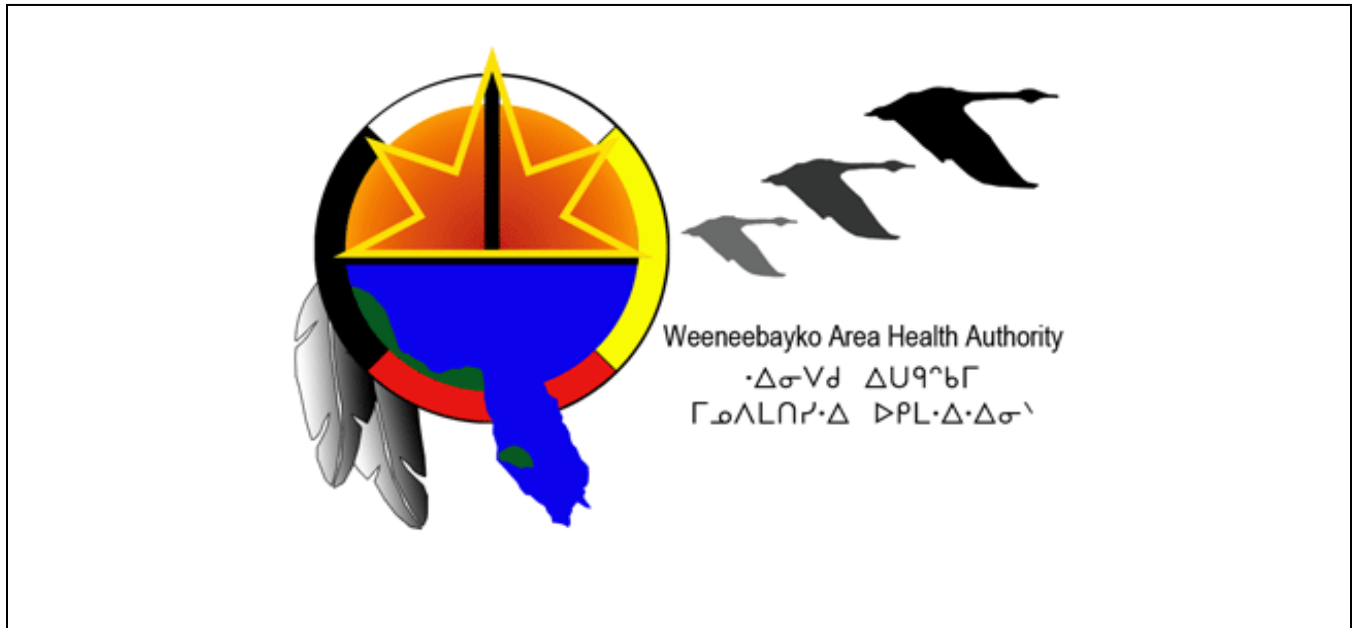


WEENEBAYKO AREA HEALTH AUTHORITY (WAHA)



Request for Proposal

Consultant Services for Privacy and Confidentiality Supports for James and Hudson Bay Region

WAHA – RFP # 2017-08-14

Closing: September 1, 2017

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Request for Proposal

DATE POSTED: August 14, 2017

DATE CLOSED: September 1, 2017

PURPOSE

The Weeneebayko Area Health Authority (“WAHA”) invites qualified vendors to submit proposals for **consultant services to support privacy and confidentiality efforts** in the James and Hudson Bay region.

Background

The Cree people of the James / Hudson Bay lowlands refer to the waterways that make up their traditional territory as Weeneebayko. The majority of the citizens of the coastal communities that make up this majestic region are of proud Cree lineage.

The hospital governance structure reflects the needs of the six communities served by Weeneebayko. The sixteen (16) member volunteer board provides the regional lens and guidance to the leadership of the Weeneebayko senior management team. The Board and staff are committed to providing the highest quality of health care within Weeneebayko’s catchment area. As a hospital based in Ontario, the organization is subject to the provisions of the Public Hospitals Act.

Weeneebayko Area Health Authority (WAHA) oversees the medical services and facilities in communities of Ontario’s James Bay and Hudson Bay coastal regions.

The organization resulted from the October 1, 2010 integration of the Weeneebayko Health Ahtuskaywin/ Weeneebayko General Hospital in Moose Factory, the James Bay General Hospital in Moosonee, Fort Albany and Attawapiskat and the hospitals’ associated agencies in the communities of Kashechewan and Peawanuck.

Services Provided

Acute and Chronic Care

- Acute and chronic care as well as 24 hour emergency services including family medicine clinics

Mental Health

- A Regional Mental Health program that serves all communities

Ambulance

- Weeneebayko Area Health Authority Paramedic Service provides pre-hospital care

Rehabilitation

- The Rehabilitation Services Department at Weeneebayko General Hospital (WGH) provides Physiotherapy and Occupational Therapy services to in-patients, out-patients, and can conduct home visits to people in all communities serviced by WAHA. The goal of the department is to assist people to improve their mobility and participate in their daily activities of living.

Surgical

- General surgery and anesthesia

Dental

- WAHA’s Dental Services provide a full range of dental treatment such as: hygiene (cleaning), fillings, root canals, prostho (dentures, hockey mouthguards, night guards), perio surgery (gum surgery), extraction (tooth removal), as well as preventative tips for keeping teeth and gums healthy.

Diabetes

- The Weeneebayko Diabetes Health Education Program is a community based program that assists people with diabetes, of all ages and at any stage of the disease. The program's focus is on providing education that assists with the treatment and management of diabetes.

Dialysis

- Weeneebayko General Hospital (WGH) provides "hemo dialysis", a process for removing waste and extra water from the blood when a patient has lost kidney function or their kidneys are no longer working (renal failure).

Traditional Healing

- Traditional Healing Program with community endorsed Traditional Healers and Counsellors

Specialty Clinics

- Community based clinics regularly host medical specialists in the fields of pediatrics; developmental pediatrics; internal medicine; endocrinology; dermatology; obstetrics/gynecology; geriatrics; rheumatology; ophthalmology; colposcopy; ENT; cardiology; echo cardiology; pediatric cardiology; orthopedics; urology; nephrology; spirometry; diabetic retinal screening; audiology; and neurology

Referrals

- Referral services and tertiary care beyond WAHA is provided primarily by Kingston General Hospital and the Timmins District Hospital

Medical Travel

- A charter aircraft provides services to Kingston for entitled First Nation patients requiring diagnostic tests such as CT scans and MRI's and specialist care

While Queen's University is the primary university link, WAHA is also associated with the University of Toronto and McMaster University for various services.

The Preferred vendor will be required to enter into an agreement ("Agreement"). The Agreement will be signed on or around September 13, 2017 and no obligation on the part of WAHA shall arise until such time as the Agreement is signed (provided that the terms of the RFP shall apply between WAHA and each compliant Vendor).

Vendors are requested to acknowledge receipt of **WAHA – RFP # 2017-08-14**. Please refer to **Appendix A – Receipt Confirmation for Details**.

This solicitation provides detailed information for vendors who have the necessary qualifications and experience to fulfill the requirements outlined in this request.

Please read the outline carefully.

PROJECT OVERVIEW:

Summary

A privacy and confidentiality consultant will be retained to help WAHA oversee activities related to the implementation of, and adherence to, the organization's privacy and to ensure operational procedures are in compliance with relevant privacy laws. The term of the contract services will extend from September 2017 to March 31, 2019. It is estimated that the number of required days of service would be as follows:

- September 2017 to March 31, 2018 – approximately 20 to 30 days of service (based on 7.5 hr. day)
- April 1, 2018 to March 31, 2019 – approximately 30 to 40 days of service (based on 7.5 hr. day)

This consultant will help manage expectations of WAHAs employees and our regional communities about how information is collected, used, and disclosed including access to identifying information. The consultant will be accountable to WAHA's Chief Privacy Officer and will provide support to the WAHA-SLFNHA data surveillance partnership.

The Sioux Lookout First Nations Health Authority (SLFNHA) and the Weeneebayko Area Health Authority (WAHA) have agreed to partner and work with each other on the design and implementation of a data surveillance system that will support public health initiatives for both organizations. The overall objectives of this initiative are to improve the collection, analysis, dissemination, and use of First Nations data in SLFNHA and WAHA's regions. This initiative will work closely with the Mamow Ahyamowen "First Nations Centre of Excellence in Epidemiology" (FNCEE), which is a two year initiative funded through the Health Services Integration Fund of Health Canada and is made up of partners from Northern Ontario (SLFNHA, WAHA, Mamaweswen, Kenora Chiefs Advisory, Fort Frances Tribal Area Health Authority, Shibogama Health Authority, and Wabun Tribal Council), the MOHLTC, and is led by WAHA.

In a planning meeting between SLFNHA and WAHA, an initial vision and mission were developed for the partnership, along with a preliminary set of values and goals.

Vision:

- We have a First Nations way of gathering northern voices and stories

Mission:

- We are a collaborative network of service providers led by Northern Ontario First Nations organizations with expertise in health and data systems who are advisors to and advocates for First Nations communities. We support, gather, interpret stories in a local and regional context. We work collaboratively with First Nations communities to improve community wellbeing and to set future directions.

Values:

- We will paddle together
- Communities are steering the canoe
- We recognize and build on strengths
- Trust is the river we paddle on

Goals:

1. An integrated Northern Ontario First Nation data management network developed to gather, interpret and use community data in a meaningful way.
2. Strong partnerships developed to keep the canoe afloat.
3. Supportive and sustainable infrastructure developed.
4. Community capacity developed to assist in steering the canoe.

Privacy and Confidentiality Consultant

The Privacy and Confidentiality Consultant will provide oversight to WAHA around privacy related policies, procedures, training, and will manage privacy concerns and breaches as necessary and directed by the Chief Privacy Officer.

Duties of the Consultant May Include the Following Type of Supports:

- develops and maintains privacy and confidentiality consent authorization forms, and information notices and materials to inform patients and the public of their rights under privacy legislation;
- works with other departments, management and legal counsel to ensure that patient rights to inspect, amend, and restrict access to their protected health information are honored;
- maintains a record of persons who access locked health information;
- receives, documents, tracks, investigates, and takes action on complaints about possible breaches of the organization's privacy policies and procedures;
- monitors compliance with privacy practices and recommends sanctions for failure to comply with privacy policies for any individual in the organization's work force, extended work force, and business associates, in cooperation with Human Resources, the IT Manager, senior management, and legal counsel;
- initiates and promotes activities to foster information privacy awareness within the organization;
- works with organizational personnel involved with any aspect of release of protected health information, to ensure full coordination and cooperation under the organization's policies and procedures and legal requirements;
- maintains current knowledge of applicable provincial privacy legislation and accreditation standards;
- Liaises with staff of the Office of Information and Privacy Commissioner/Ontario and cooperates in any compliance reviews or investigations that you may be associated with;
- Administers WAHA's Freedom of Information and Protection of Privacy Act (FIPPA), and acts as formal Freedom of Information and Protection of Privacy delegated authority for WAHA when requested to do so;
- Plays a role in supporting the Hospital FOI and Privacy Implementation Committee;
- Coordinates and implements the Hospital's compliance with the FIPPA as needed;
- Develops the Hospital FOI and Privacy Implementation Plan, and updates hospital policies/procedures to support implementation;
- Implements and maintains a process to control, track and monitor access requests and meet reporting obligations to the Information and Privacy Commissioner of Ontario (IPC) as directed;
- Participate in research and ethics reviews to provide a privacy and confidentiality perspective when needed;
- Provide privacy and confidentiality supports to WAHA communities who are implementing community-based EMR's;
- Develop and provide input in to data-sharing agreements from a privacy and confidentiality perspective;
- Engage in privacy impact assessments for new programs and services of the organization and provide recommendations for implementation;
- Engage in privacy and confidentiality audits of WAHA supported systems to help ensure safety and quality measures are adhered to;
- Promote activities that foster information privacy awareness within the organization;

- Review the organization’s network security plans to ensure alignment between security and privacy practices;
- Conducting initial and ongoing privacy compliance assessments for any department using personal information, and for the operations of contractors where there are privacy concerns;
- Provide input in to policy reviews and provide advice to ensure policies and procedures and compliant with relevant legislation.

Works with others to:

- Feed into the Directory of Records and Personal Information Bank (inventory) in accordance with the statutory requirements
- Liaise with external stakeholders as necessary, such as the OHA, Local Health Integration Networks, etc.
- Provide advice and guidance on complying with the privacy, confidentiality and security requirements of FIPPA in the design and delivery of programs, services and technology initiatives

RFP REQUIREMENTS

KEY PERFORMANCE INDICATORS:

Over the project time horizon, the following “key performance indicators” will be worked on by the consultant:

An overall **work plan** will be established in collaboration with the Chief Privacy Officer and the Chief Quality Officer to support the implementation of privacy and confidentiality needs

Indicators for successful relationship may include:

- a. Development and endorsement of an overall work plan is ready for implementation*
- b. Reviews of policies and procedures are complete and recommendations are forwarded as needed*
- c. Reviews and input into data-sharing agreements as needed*
- d. Privacy impact assessments are completed for new programs and services of WAHA*
- e. Audits are completed and a report is generated highlighting outcomes*
- f. Response time to actions and requests are timely*
- g. Communication among organizational parties are responsive and positive*

INSTRUCTIONS TO VENDORS

The following information provides details of the Request for Proposal process that will be followed.

Request for Proposal Contacts

Any questions regarding the request for proposal must be directed to one of the following individuals:

Name	Caroline Lidstone-Jones	Robert Gagnon	Janice Soltys
Job Title	Chief Quality Officer, Executive Team	Quality Coordinator	Chief Privacy Officer
Email	Caroline.lidstone-jones@waha.ca	Robert.gagnon@waha.ca	Janice.soltys@waha.ca

All communication concerning this Request for Proposal shall be in **by August 23, 2017**. Please send all written communications via email as attachments in either PDF or Microsoft Word. Answers to the questions will be provided by **August 25, 2017**.

COST OF PROPOSAL

All costs directly or indirectly incurred by the Vendor in responding to this Request for Proposal shall be at the sole cost of the Vendor. No proposal development costs will be covered by WAHA.

SUBMISSION OF PROPOSAL (DUE DATES)

Proposals shall be submitted in electronic (PDF or MS Word) format at or before the closing date and time:

September 1, 2017, at 4:00 P.M., EST to the following email addresses:

- Chief Quality Officer: Caroline.lidstone-jones@waha.ca
- With a cc to Robert Gagnon (Quality Coordinator): Robert.gagnon@waha.ca
- With a cc to Janice Soltys (Chief Privacy Officer): Janice.soltys@waha.ca
- With a cc to Peter McKenzie (Purchasing): Peter.mckenzie@waha.ca

Outline of Key Dates:

Receipt of Confirmation	August 21, 2017
Questions to be submitted in writing by vendors	August 23, 2017
Q&A provided to vendors	August 25, 2017
RFP Submission Deadline	September 1, 2017
Oral Presentation	time negotiated if required to support selection
Anticipated Agreement Start Date	mid to late September 2017

Vendors are solely responsible for ensuring their Proposal is received on time. Proposals received after the closing date and time shall not be accepted or considered.

TERMS AND CONDITIONS OF REQUEST FOR PROPOSAL

Each Vendor, by submitting a Proposal, represents that the Vendor has carefully read, understands and accepts the terms and conditions and specifications of the Request for Proposal in full.

Award of the contract resulting from this RFP will be based upon the most responsive Vendor whose offer will be the most advantageous to the project in terms of meeting budgetary constraints, functionality, time constraints and other factors as specified elsewhere in this RFP.

WAHA reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor.
- Accept other than the lowest priced offer dependent upon qualifications, experience and cultural awareness of the region.

“Unfair Advantage” means any conduct, direct or indirect, by a vendor that may result in gaining an unfair advantage over other vendors, including but not limited to:

1. Possessing, or having access to, information in the preparation of its Proposal that is confidential to the WAHA and which is not available to other vendors;
2. Communicating with any person with a view to influencing, or being conferred preferred treatment in, the RFP process; or
3. Engaging in conduct that compromises or could be seen to compromise the integrity of the RFP process and result in any unfairness.

WAHA board members and WAHA employees are not eligible to apply for this RFP. Please refer to **Appendix B – Unfair Advantage and Conflict of Interest Statement** for signature.

“Intellectual Property” The vendor accepts that WAHA owns the intellectual property created and may edit, copy, add to, take from, adapt, alter and translate the products of the Services.

“Confidentiality and Privacy” Any WAHA Confidential Information provided by WAHA to the vendor shall remain the property of WAHA. The vendor will be responsible for adhering to all privacy and confidentiality guidelines as identified in the *Personal Health Information Protection Act*.

PROPOSAL CONTENT

Proposals should not be longer than **(6 - 8)** pages in length (excluding requested attachments) and should include, but not be limited to the following components:

- Project management approach and deliverables outlined (lead contact person identified)
 - Please summarize your experience as it pertains to this request
 - Create a Work plan that outlines how you will approach this project identifying potential timeframes (based on days) where feasible
- Detailed and Itemized Pricing (based on a fee per day approach)
 - Please specify an hourly rate in the proposal (based on 7.5 hrs/day)
- Travel supports
 - If travel is required to the region, it will be booked and paid directly through WAHA (flights)
 - Travel expenses will be covered according to WAHA business travel policies and procedures
- Appendices
 - Provide references, samples of previous work that are relevant to the project
 - Corporate/Business overview **(Please refer to Appendix C)**

OTHER REQUIREMENTS:

All desired deliverables within this RFP need to be completed **no later** than **March 31, 2019**. Note, there is a possibility for negotiations to extend to this contract but it will be dependent upon funding availability for WAHA.

Consultant must be willing to travel when requested. Travel arrangements will be made through WAHA when needed. All travel reimbursement will be based on WAHA business travel guidelines. Note, it is not expected that there will be extensive travel with this contract.

EVALUATION OF RFP AND SELECTION OF VENDOR

Evaluation Process & Criteria

Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to operational, technical (timing), cost, and management requirements. Evaluation of offers will be based upon the Vendor's responsiveness to the RFP and the total price quoted for all items covered by the RFP.

The following elements will be the considerations in evaluating all submitted proposals and in the selection of a Vendor:

Mandatory Requirements:

1. Completion of all required information requests outlined in the RFP.
2. The extent to which Vendor's proposed methodology fulfills WAHA's stated requirements as set out in this RFP.
3. Ability to meet overall designated time frames and deliverables identified in the RFP.

Pricing:

4. Overall cost of the proposal.
 - a. Identification of hourly wage breakdown
 - b. Include all required expenses in the budget (plus HST breakdown)
 - c. Travel and accommodation expenses (will be booked centrally through WAHA)
 - i. Taxi fees will be reimbursed based on the submission of receipts and the filling out of a WAHA business expense form

References:

5. Ability to provide at least two relevant work references. Please provide names and contact information for follow-up.

General Requirements:

- 6. The Vendor’s stability, experiences, and record of past performance in delivering such services.
 - a. Previous Privacy and confidentiality experience (particularly in First Nation communities)
 - b. Experience working with First Nations communities (particularly Northern Ontario FN)
 - c. Familiarity and Understanding of Ownership, Control, Access and Possession Principles (OCAP) as it applies to First Nation communities
 - d. Ability to work within tight deadlines in order to meet required deliverables in a timely fashion when needed
 - e. Report writing skills
 - f. Positive communication and customer relations skills to work with WAHA staff and regional communities
 - g. Ability to work with multiple stakeholders (First Nation communities, government, WAHA partner agencies)
 - h. Previous experience working within an isolated area is an asset

<u>Stage</u>	<u>Description</u>	<u>Points</u>
I	Mandatory Requirements	30
II	General Requirements	40
III	Pricing	30
IV	Reference Verification	<u>(Pass/Fail)</u>
	Total	100

WAHA may, at their discretion and without explanation to the prospective Vendors, at any time choose to discontinue this RFP without obligation to such prospective Vendors.

AWARD

WAHA reserves the right in its sole discretion to negotiate modifications to any proposal received without becoming obligated to offer to negotiate with any other Vendor(s). WAHA reserves the right to reject all proposals received.

Schedule – A
Receipt Confirmation

To Weeneebayko Area Health Authority
Attention:
P.O. Box 664, 19 Hospital Drive
Moose Factory, Ontario
POL 1W0
Email : caroline.lidstone-jones@waha.ca and Robert.gagnon@waha.ca

Re: RFP No.

WAHA RFP# 2017-08-14

Vendors are requested to acknowledge receipt of ***WAHA RFP # 2017-08-14*** and their intent to submit a Proposal by sending this Schedule – A

Receipt Confirmation by email to the attention of the RFP Coordinators as identified up above (August 21, 2017).

I hereby acknowledge receipt of the above-noted RFP.

[Please check your answer]

I / We DO DO NOT Intend to submit a Proposal to this RFP.

Representative's contact information:

Business Name

Address

City, Province, Postal Code

Phone

Email

Representative's Signature

Name (Please Print)

Title

Date

Schedule – B

Unfair Advantage and Conflict of Interest Statement

Prior to completing this Schedule, the Vendor is advised to review the definitions of Unfair Advantage and Conflict of Interest set out in the RFP (Terms and Conditions of RFP). In the event that the boxes below are left blank, the Vendor shall be deemed to declare that:

- (a) It has had no Unfair Advantage in preparing its Proposal; and
- (b) There is no foreseeable actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If either or both of the statements below apply, check the appropriate box:

- The Vendor declares that there is an actual or potential Unfair Advantage relating to the preparation of its Proposal.
- The Vendor declares that there is an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

In the event the Vendor declares an actual or potential Unfair Advantage and/or an actual or potential Conflict of Interest (by marking either of the boxes above), the Vendor shall provide all relevant detailed information below.

The Vendor agrees to provide any additional information which may be requested by the RFP Coordinator, in the form prescribed by the RFP Coordinator.

Where, in its sole discretion, the WAHA concludes that an Unfair Advantage and/or Conflict of Interest arises, it may, in addition to any other remedy available to it at law or in equity, disqualify the Vendor's Proposal, or terminate any Agreement awarded to the Vendor under the RFP.

Signature of Witness

Signature of Vendor representative

Name of Witness

Name and Title

Date:

Date:

I have authority to bind the Vendor

Schedule C – Corporate Overview

Please list any assumptions made when answering the questions below.

Vendor Name:

Item	Vendor Response
Indicate whether incorporated, partnership, sole proprietorship or other	
Private company/public company	
Canadian head office location and registered office	
Corporate head office location (if different than above)	
Brief overview of the company background	
Organizational chart, if applicable	
Canadian sales revenue, if applicable for the RFP	
Worldwide sales revenue, if applicable for the RFP	
Number of years in business	
Number of years in Canada	
Has your company or division been involved in a merger or acquisition in the past five years?	

Financial Information

RFP Section Ref #	Requirement Item	Vendor Response
Proposal content	detailed budget	<p>[Vendor to list all attached items]</p> <ul style="list-style-type: none"> • Detailed budget breakdown <ul style="list-style-type: none"> ○ Hourly rate per consultant listed in the proposal