



# REQUEST FOR PROPOSAL

## Contract Health Information Analyst

# Request for Proposal (RFP): Contract Health Information Analyst

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**Issued by:** Edmonton O-day'min Primary Care Network  
**RFP Issue Date:** May 06, 2024  
**Proposal Due Date:** May 15, 2024  
**Contact Information:** [jointheteam@eopcn.ca](mailto:jointheteam@eopcn.ca) (Attn: Al-Bakir)

The Edmonton O-day'min Primary Care Network (EOPCN) is seeking proposals from qualified vendors for the services of a Contract Health Information Analyst. The selected vendor will work with the Evaluation and Data Lead and will be responsible for database management, cloud automation, and business intelligence (BI) reporting support for operational reporting within EOPCN. Utilizing a variety of tools, the contractor will oversee the database management and ensure processes are sustainable and scalable to meet evolving data needs.

## PROJECT OBJECTIVES

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### Goal

To enhance the efficiency, security, and scalability of data management processes in a clinical setting by transitioning from Excel to a more robust SQL Server database system. Additionally, the project aims to lay a solid foundation for further integration and scaling in the next phase.

- Transition the current data management processes from Excel to SQL Server to enhance data handling and security in a clinical setting.
- Implement Microsoft Forms to populate SQL Server databases automatically using Power Automate, ensuring seamless data entry and integration.
- Develop a Business Intelligence (BI) dashboard to enable the leadership team to view, filter, and search data efficiently.
- Provide comprehensive training, create training materials, and conduct follow-up meetings to ensure effective use of the new system.
- Lay the groundwork for the next phase, which will focus on integrating additional applications and scaling the SQL Server database.

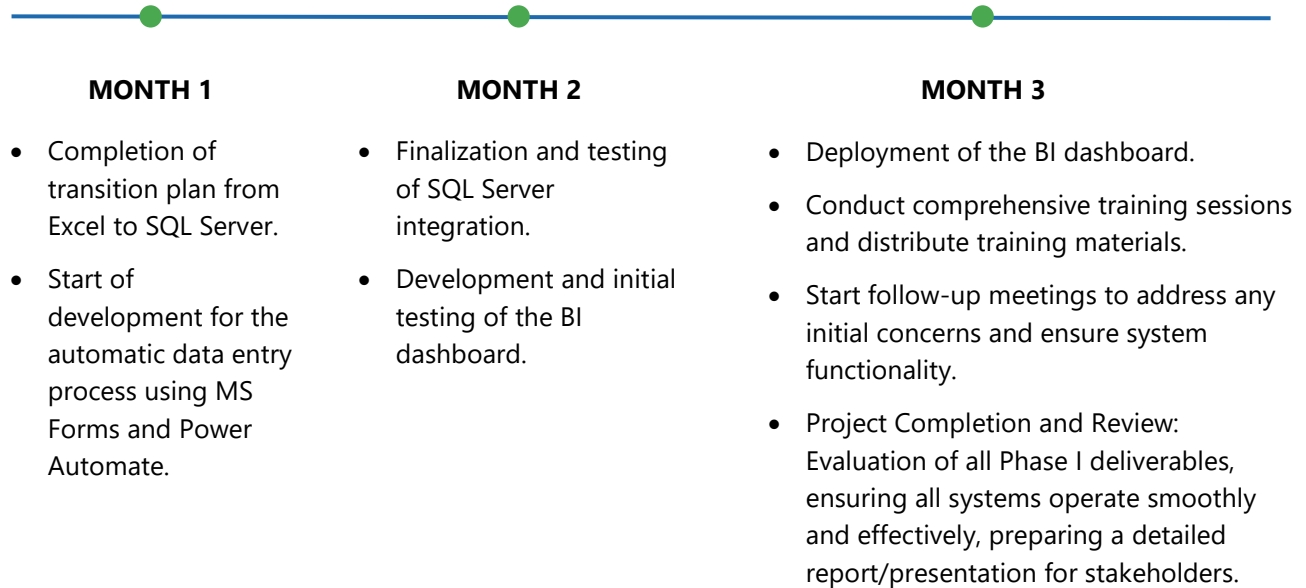
## DELIVERABLES

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### The vendor shall deliver:

- SQL Server Implementation: Successful transition from Excel to SQL Server for all current data management processes.
- Automation with Microsoft Forms and Power Automate: Set up to allow automatic population of SQL Server databases from MS Forms.
- Business Intelligence Dashboard: Development and deployment of a BI dashboard to enable leadership to effectively view, filter, and search database information.
- Training and Support: Provision of comprehensive training sessions, creation of detailed training materials, and execution of follow-up meetings to ensure smooth transition and usability of the new system.

### Estimated timeline for key milestones:



## PROPOSAL GUIDELINES AND REQUIREMENTS

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### Proposal Submission:

- Proposals must be submitted electronically by **May 20, 2024**, to [jointheteam@eopcn.ca](mailto:jointheteam@eopcn.ca) (Attn: Al-Bakir).
- Proposals should be in PDF or MS Word format, clearly labeled with the project title and the name of the submitting organization or individual.



### Proposal Content:

- **Executive Summary:** Brief overview of the proposal, including the vendor's understanding of the project goals and how they intend to meet them.
- **Technical Approach:** Detailed description of the proposed methodology, technologies to be used, and a plan to achieve the deliverables listed in the RFP.
- **Team Qualifications:** Profiles of the project team members, including their roles, relevant experience, and qualifications. Include information about any subcontractors if applicable.
- **Budget and Pricing:** Detailed breakdown of all costs associated with the project. Include pricing models and payment terms (e.g., fixed-price, time and materials, milestone-based payments, etc.)

## EVALUATION CRITERIA

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Proposals will be evaluated based on the following criteria:

- Vendor's demonstrated ability in managing and analyzing health data.
- An interview with the primary candidate proposed to lead the project.
- Experience and qualifications of the team.
- Cost-effectiveness of the proposal.
- Vendor's references and performance on similar projects.

## TERMS AND CONDITIONS

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### Terms

**Working Arrangement:** The Contract Health Information Analyst is expected to work primarily remotely. However, to facilitate effective collaboration and alignment with the project team, the contractor will be required to be present on-site at our Edmonton O-day/min Primary Care Network location for collaboration sessions 1-2 days per week. Specific days and times for on-site collaboration will be coordinated with the Evaluation and Data Lead to ensure project alignment and effective use of time.

**Contract Length:** The initial contract will cover Phase I of the project, estimated to last for a duration of 3 months from the date of contract signing.

**Renewal Options:** Upon successful completion of Phase I, and subject to a review of performance and mutual agreement, the contract may be renewed for Phase II, which will focus on further integration and scaling of the SQL Server database. Specific terms for renewal will be negotiated at the end of Phase I.

### Confidentiality

**Confidentiality Agreement:** All information disclosed during the RFP process and throughout the project duration must be treated as confidential by the contractor. This includes, but is not limited to, patient data, project data, and any proprietary information shared during the course of the project.

### Data Security & Compliance

**Data Security Measures:** The contractor must implement robust security measures to protect data. This includes encryption of data at rest and in transit, conducting regular security audits, and following best practices in database management and cybersecurity. Security measures should be designed to prevent unauthorized access, alteration, or destruction of data.

**Compliance with Healthcare Regulations:** The contractor must ensure all systems and processes comply with the Health Information Act (HIA) of Alberta and the Personal Information Protection and

**Termination Clauses:** Either party may terminate the contract with written notice 30 days in advance. Specific conditions for termination due to non-performance or breach of contract will be detailed in the final agreement.

**Payment Structure:** Payment terms will be structured either as milestone-based or on an hourly rate, depending on the agreement reached with the selected vendor.

- **Milestone-Based Payments:** If milestone-based, specific percentages of the total contract price will be disbursed upon completion of agreed-upon stages of the project. Each milestone will be clearly defined in the contract.
- **Hourly Rate Payments:** If an hourly rate is agreed upon, payments will be made based on the number of hours documented and approved in accordance with the rates specified in the contract. Regular timesheets must be submitted by the vendor for payment processing.

**Use of Information:** Information provided by the organization shall only be used for the purpose of carrying out the project and not for any other purpose without explicit written consent from the organization.

Electronic Documents Act (PIPEDA), which govern the handling of personal health information and privacy in Canada. This includes ensuring patient data privacy and secure management of health information.

**Breach Notification:** In the event of a data breach, the contractor is required to notify the clinic and the Office of the Information and Privacy Commissioner of Alberta within 72 hours of discovering the breach. The notification must include details of the breach, the type of information affected, and measures taken or proposed to be taken to address the breach.

**Regular Compliance Audits:** The contractor will be subject to periodic audits by the organization or a designated third party to ensure ongoing compliance with the aforementioned regulations and data security requirements. Audits will assess both compliance with legal obligations and the effectiveness of implemented security measures.

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## SUBMISSION DETAILS

Proposals must be submitted by May 20, 2024, to [jointheteam@eopcn.ca](mailto:jointheteam@eopcn.ca) (Attn: Al-Bakir). Proposals should be comprehensive, yet concise, clearly addressing all requirements stated in this RFP. Late submissions will not be considered.

We thank all applicants in advance for their applications, however, only those being selected for an interview will be contacted.

