



**REQUEST FOR PROPOSAL /
DEMANDE DE PROPOSITION**

**RETURN BIDS TO /
RETOURNER LES SOUMISSIONS À:**

National Defence
NDHQ Carling Campus
60 Moodie Drive
Ottawa ON
K1A 0K2

Alex Cochran, DES Proc 2-6-3
desproc2-4-dose2-4@forces.gc.ca

Proposal To: National Defence Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods and services listed herein and on any attached sheets at the price(s) set out therefore.

Proposition à : Défense nationale Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens et services énumérés ici et sur toute feuille ci-annexée, au(x) prix indique(s).

**Solicitation Closes /
L'invitation prend fin:**

At / à : 1400 Eastern Standard Time

On / le : 24 May 2024



Title / Titre: User Experience (UX), User Interface (UI) and Accessibility Testing Services		Solicitation No / No de l'invitation: W8474-248487	
Date of Solicitation / Date de l'invitation: 17 April 2024			
Address Enquiries to – Adresser toutes questions à: Alex Cochran NDHQ Carling DES Proc 2-6-3 60 Moodie Drive, Ottawa ON K1A 0K2 desproc2-4-dose2-4@forces.gc.ca			
Telephone No. / N° de téléphone: 343-548-7265		FAX No / No de fax: n/a	
Destination: EHRP Project NDHQ Carling 60 Moodie Dr, Ottawa ON K1A 0K2			

Instructions:

Municipal taxes are not applicable. Unless otherwise specified herein all prices quoted must include all applicable Canadian customs duties, GST/HST, excise taxes and are to be delivered Delivery Duty Paid including all delivery charges to destination(s) as indicated. The amount of the Goods and Services Tax/Harmonized Sales Tax is to be shown as a separate item.

Instructions:

Les taxes municipales ne s'appliquent pas. Sauf indication contraire, les prix indiqués doivent comprendre les droits de douane canadiens, la TPS/TVH et la taxe d'accise. Les biens doivent être livrés «rendu droits acquittés», tous frais de livraison compris, à la ou aux destinations indiquées. Le montant de la taxe sur les produits et services/taxe de vente

Delivery required / Livraison exigée:		Delivery offered / Livraison proposée:	
Vendor Name and Address / Raison sociale et adresse du fournisseur:			
Name and title of person authorized to sign on behalf of vendor (type or print) / Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'imprimerie):			
Name / Nom: _____		Title / Titre: _____	
Signature: _____		Date: _____	

TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION	4
1.1 INTRODUCTION.....	4
1.2 SUMMARY	4
1.3 DEBRIEFINGS	4
PART 2 - BIDDER INSTRUCTIONS	5
2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS	5
2.2 SUBMISSION OF BIDS.....	5
2.3 FORMER PUBLIC SERVANT.....	5
2.4 ENQUIRIES - BID SOLICITATION.....	6
2.5 APPLICABLE LAWS	6
2.6 IMPROVEMENT OF REQUIREMENT DURING SOLICITATION PERIOD	7
2.7 BID CHALLENGE AND RECOURSE MECHANISMS.....	7
PART 3 - BID PREPARATION INSTRUCTIONS.....	8
3.1 BID PREPARATION INSTRUCTIONS	8
3.2 SECTION I: TECHNICAL BID	8
3.3 SECTION II: FINANCIAL BID.....	9
3.4 SECTION III: CERTIFICATIONS	9
3.5 SECTION IV: ADDITIONAL INFORMATION	9
PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION	10
4.1 EVALUATION PROCEDURES.....	10
4.2 TECHNICAL EVALUATION	11
4.3 FINANCIAL EVALUATION.....	11
4.4 BASIS OF SELECTION.....	11
4.5 RIGHT OF PIVOT.....	12
PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION	18
5.1 CERTIFICATIONS REQUIRED WITH THE BID	18
5.2 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION	18
PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS	20
6.1 SECURITY REQUIREMENTS.....	20
PART 7 - RESULTING CONTRACT CLAUSES.....	21
7.1 STATEMENT OF WORK.....	21
7.2 STANDARD CLAUSES AND CONDITIONS	21
7.3 SECURITY REQUIREMENTS.....	21
7.4 TERM OF CONTRACT	21
7.5 RIGHT OF PIVOT.....	21
7.6 AUTHORITIES	21
7.7 PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS	22
7.8 PAYMENT	23
7.9 INVOICING INSTRUCTIONS	23
7.10 CERTIFICATIONS AND ADDITIONAL INFORMATION.....	23
7.11 APPLICABLE LAWS	23
7.12 PRIORITY OF DOCUMENTS	24
7.13 DEFENCE CONTRACT	24
7.14 DISPUTE RESOLUTION.....	24
7.15 INSURANCE	24
7.16 NON-DISCLOSURE AGREEMENT	24

ANNEX A **25**
STATEMENT OF WORK.....25
ANNEX B **42**
BASIS OF PAYMENT – SCHEDULE OF MILESTONES.....42
ANNEX C **43**
NON-DISCLOSURE AGREEMENT43

PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

Part 1 General Information: provides a general description of the requirement;

Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;

Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;

Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;

Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;

Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and

Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, and any other annexes.

1.2 Summary

1.2.1 The Department of National Defence (DND) has a requirement to have the data being held in its current Electronic Health Record (EHR) production environment assessed and then, based on this assessment, create a detailed plan for archiving the data, disposing of the data, or migrating the data to a new EHR when a future EHR is procured.

1.2.2 Work under this contract will be used for future solicitation(s) related to the Electronic Health Records Program (EHRP) Project. The winner of this contract will be subject to **Conflict of interest—unfair advantage** terms in any Standard Acquisition Clauses and Conditions (i.e. - SACC 2003, section 18) included in those future solicitation(s).

1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within fifteen (15) working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- a. All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.
- b. Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- c. The 2003 (2023-06-08) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2.2 Submission of Bids

- a. Unless specified otherwise in the RFP, bids must be received by the Contract Authority at the location identified by the date, time and place indicated on page 1 of the solicitation.
- b. If your bid is transmitted by electronic mail, Canada will not be responsible for late bids received at destination after the closing date and time, even if it was submitted before.
- c. **E-Mail Submissions: Individual e-mails that may include certain scripts, formats, embedded macros and/or links, or those that exceed ten (10) megabytes may be rejected by Canada's e-mail system and/or firewall(s) without notice to the Bidder or Contracting Authority.** Larger bids may be submitted through more than one e-mail. Canada will confirm receipt of documents. It is the Bidder's responsibility to ensure that its entire submission has been received. Bidders should not assume that all documents have been received unless Canada confirms receipt of each document. In order to minimize the potential for technical issues to affect bid receipt, bidders are requested to include in the body of their e-mail(s) a list of all documents attached to the e-mail(s), and allow sufficient time before the closing date and time to confirm receipt. Canada will not accept any bids submitted after the closing date and time.

2.3 Former Public Servant

- a. Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.
- b. **Definitions**

For the purposes of this clause, "*former public servant*" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- i. an individual;
- ii. an individual who has incorporated;
- iii. a partnership made of former public servants; or
- iv. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

c. Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes () No ()**

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

- i. name of former public servant;
- ii. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2019-01](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

d. Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes () No ()**

If so, the Bidder must provide the following information:

- i. name of former public servant;
- ii. conditions of the lump sum payment incentive;
- iii. date of termination of employment;
- iv. amount of lump sum payment;
- v. rate of pay on which lump sum payment is based;
- vi. period of lump sum payment including start date, end date and number of weeks;
- vii. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

2.4 Enquiries - Bid Solicitation

- a. All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) calendar days before the bid closing date. Enquiries received after that time may not be answered.
- b. Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.5 Applicable Laws

- a. Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

- b. Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

2.6 Improvement of Requirement During Solicitation Period

- a. Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least fifteen (15) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.7 Bid Challenge and Recourse Mechanisms

- a. Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.

- b. Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
 - Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)

- c. Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

- a. Canada requests that the Bidder submits its bid electronically in accordance with section 8 of the 2003 standard instructions and as amended in Part 2 - Bidder Instructions, Article 2.1 Standard Instructions, Clauses and Conditions. Bidders are required to provide their bid in a single transmission. The total size of the email, including all attachments, must not exceed 10 megabytes (MB). It is solely the Bidder's responsibility to ensure that the total size of the email does not exceed this limit.

The bid must be gathered per section and separated as follows:

Section I: Technical Bid
Section II: Financial Bid
Section III: Certifications
Section IV: Additional Information

- b. Due to the nature of the bid solicitation, bids transmitted by facsimile will not be accepted.
- c. Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

3.1.1 Format of the Bid

- a. Unless specified otherwise in the RFP, bids must be received by the Contract Authority at the location identified by the date, time and place indicated on page 1 of the solicitation.
- b. If your bid is transmitted by ~~electronic~~ mail, Canada will not be responsible for late bids received at destination after the closing date and time, even if it was submitted before.
- c. In order to assist Canada in meeting the objectives of the Policy on Green Procurement, when feasible bidders should prepare and submit their bid as follows:
 - 1) Include all environmental certification(s) relevant to your organization (such as ISO 14001, Leadership in Energy and Environmental Design (LEED), Carbon Disclosure Project, etc.)
 - 2) Include all third party environmental certification(s) or Environmental Product Declaration(s) (EPD) specific to your product/service (such as Canadian Standards Association (CSA Group), Underwriters Laboratories (ULSolutions); Forest Stewardship Council (FSC), ENERGYSTAR, etc.)
 - 3) Unless otherwise noted, bidders are encouraged to submit bids electronically. If hard copies are required, bidders should:
 - a. use 8.5 x 11 inch (216 mm x 279 mm) paper containing fiber certified as originating from a sustainably managed forest and containing minimum 30% recycled content; and
 - b. use an environmentally preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of Cerlox, duo tangs, spiral binding or binders, and must not contain any single-use plastics.

3.2 Section I: Technical Bid

1. In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

2. The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient.
3. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.
4. Bidders must be aware that simply stating "Compliant or Responsive", "Fully Compliant or Fully Responsive" or just repeating the statement contained in the bid solicitation requirement is not sufficient and will not constitute meeting a mandatory requirement.

The Technical Bid consists of providing the following:

- (i) **Attachment 1 to Part 4 – Technical Evaluation Criteria:** The technical response must substantiate the compliance with the specific articles of Attachment 1 to Part 4, Technical Evaluation Criteria which is the required format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s) but must explain and demonstrate how the Bidder meets the requirements, unless otherwise specifically stated in the criteria. Simply stating that the Bidder or its proposed solution or resources comply is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be considered non-responsive and disqualified for Mandatory Criteria. The substantiation may refer to additional documentation submitted with the response.

3.3 Section II: Financial Bid

1. Bidders must submit their financial bid in accordance with the Basis of Payment in Annex B.
2. All Prices to be Included: The Financial Bid must include all-inclusive prices for the requirement described in the bid solicitation for the entire period of the Contract, including any option periods.
3. The identification of all necessary components to support the delivery of the Service required to meet the requirements of the bid solicitation and the associated prices of these items is the sole responsibility of the Bidder. Blank Prices: Bidder is requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables of the Financial Bid Workbook. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

3.4 Section III: Certifications

Bidders must submit the certifications and additional information required under Part 5.

3.5 Section IV: Additional Information

In Section IV of their bid, bidders should provide:

1. their legal name;
2. their Procurement Business Number (PBN);
3. the name of the contact person (provide also this person's mailing address, phone and facsimile numbers and email address) authorized by the Bidder to enter into communications with Canada with regards to their bid, and any contract that may result from their bid;
4. for Part 2, article 2.3, Former Public Servant, of the bid solicitation: the required answer to each question; and, if the answer is yes, the required information;

PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

4.1.1 Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

4.1.2 An evaluation team composed of representatives of Canada will evaluate the bids.

- (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its Bid, the Bidder will have two (2) working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the Bid being declared non-responsive.
- (ii) **Requests for Further Information:** If Canada requires additional information in order to do any of the following pursuant to the Section 14 entitled “Conduct of Evaluation” in 2003 (2023-06-08), CanadaBuys Standard Instructions – Goods and Services – Competitive Requirements; then the Bidder must provide the information requested by Canada within 2 working days of a request or the time period specified in writing in the request to the Contracting Authority.
- (iii) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension at their sole discretion.

4.1.3 Canada will use the Phased Bid Compliance Process (PBCP) described below.

4.1.3.1 General

- (i) Canada will conduct the Phased Bid Compliance Process (PBCP) described below for this requirement ONLY if Canada receives four (4) or fewer bids in response to the requirement by the bid solicitation closing date.
- (ii) Notwithstanding any review by Canada at Phase I or II of the PBCP, Bidders are and will remain solely responsible for the accuracy, consistency and completeness of their Bids and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Bids or in responses by a Bidder to any communication from Canada.

THE BIDDER ACKNOWLEDGES THAT THE REVIEWS IN PHASE I AND II OF THIS PBCP ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III THAT THE BID IS NON-RESPONSIVE, EVEN FOR MANDATORY REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I OR II AND NOTWITHSTANDING THAT THE BID HAD BEEN FOUND RESPONSIVE IN SUCH EARLIER PHASE. CANADA MAY DEEM A BID TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE. THE BIDDER ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR A COMPLIANCE ASSESSMENT REPORT (CAR) (EACH DEFINED BELOW) IN PHASE I OR II MAY NOT BE SUCCESSFUL IN RENDERING ITS BID RESPONSIVE TO THE MANDATORY REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS BID NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.

- (iii) Canada may, in its discretion, request and accept at any time from a Bidder and consider as part of the Bid, any information to correct errors or deficiencies in the Bid that are clerical or administrative, such as, without limitation, failure to sign the Bid or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Bidder has specified as the price or of any component thereof that is subject to evaluation. This shall not limit Canada’s right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly

provides for this right. The Bidder will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Bid being declared non-responsive.

- (iv) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2023-06-08) - CanadaBuys Standard Instructions - Goods or Services - Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in the circumstances described in subsection (iii).
- (v) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

4.2 Technical Evaluation

4.2.1 Mandatory Technical Criteria

Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.

4.2.2 Point-Rated Technical Criteria

Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly.

4.3 Financial Evaluation

4.3.1 Mandatory Financial Criteria

Bidders must submit their financial bid in accordance with the Pricing Schedule detailed in the Basis of Payment in Annex "B".

SACC *Manual* Clause [A0220T](#) (2014-06-26), Evaluation of Price-Bid

4.4 Basis of Selection

4.4.1 Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation;
 - b. meet all mandatory technical evaluation criteria; and

- c. obtain the required minimum of 35 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 60 points.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.

4.4.2 Reference Checks

If a reference check is performed, Canada will conduct the reference check in writing by e-mail. Canada will send all e-mail reference check requests to contacts supplied by all the Bidders on the same day using the e-mail address provided in the bid. Canada will not award any points and/or a Bidder will not meet the mandatory experience requirement (as applicable) unless the response is received within 5 working days of the date that Canada's e-mail was sent.

- i. If Canada does not receive a response from the contact person within the five (5) working days, Canada will not contact the Bidder and will not permit the substitution of an alternate contact person.
- ii. Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.
- iii. Points will not be allocated and/or a Bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.
- iv. Whether or not to conduct reference checks is discretionary. However, if Canada chooses to conduct reference checks for any given mandatory requirement, it will check the references for that requirement for all Bidders who have not, at that point, been found non-responsive.

4.5 Right of Pivot

Canada reserves the right to pivot the resulting contract(s) in accordance with resulting contract clause 7.5 Right of Pivot of Part 7 – Resulting Contract Clauses of the RFP.

ATTACHMENT 1 TO PART 4 EVALUATION CRITERIA

1. Mandatory Criteria

1.1 Bids will be evaluated in accordance with all the mandatory evaluation criteria detailed below. Bids failing to demonstrate compliance with all mandatory requirements will be considered non-responsive and the bid will receive no further consideration.

#	Mandatory Criteria	Bid Preparation Instructions	Bidder Response (include location in bid)	Met or Not Met?
M1	<p>The Bidder must demonstrate a minimum of two (2) years' experience, within the last five (5) years, in conducting UX/UI verification activities listed below:</p> <ul style="list-style-type: none"> • Cognitive Walkthrough; • Usage Scenario Creation; • Usability Testing, moderated or un-moderated; and • Content and Accessibility Verification. <p>Definitions and tasks associated with each of the UX services listed above are described in the Statement of Work Appendix 3: User Experience (UX) Verification Activity Catalogue.</p>	<p>The Bidder must submit project experience to demonstrate compliance.</p> <p>Each project must be completed by solicitation posting date and follow the instructions in Section 3, Instructions for Project Summaries and Customer Validation including the following information:</p> <ol style="list-style-type: none"> a) Customer organization name; b) Contact name and email address; c) Project title; d) Description of the project; e) Start and end date of the project(s) (month and year); and f) Validation of work completed, approved by the customer. 		
M2	<p>The Bidder's proposal must include a comprehensive summary for a minimum of three (3) completed projects undertaken in the last five (5) years, as of the solicitation posting date, which in combination or individually demonstrate experience providing all of the UX activities listed in M1.</p>	<p>The Bidder must submit at least three (3) summaries of completed projects in order to demonstrate that they have provided each UX verification activity.</p> <p>The comprehensive summary must include the following information for each project and follow the instructions for</p>		

#	Mandatory Criteria	Bid Preparation Instructions	Bidder Response (include location in bid)	Met or Not Met?
		preparing summaries in Section 3. Instructions for Project Summaries and Customer Validation: <ul style="list-style-type: none"> a) Date of the project; b) Scope; c) Name of Customer and contact information d) Methodology; e) Languages tested; f) Name of the UX service provided; g) User, business, and technical requirements of the project; h) Number of participants; and i) Validation of work completed, approved by the customer. 		
M3	The Bidder must have experience in developing a minimum of two (2) bid evaluation plans and associated evaluation criteria for Canada within the last five (5) years.	The bidder must submit the following information for each evaluation plan and criteria and follow the instructions for preparing summaries in Section 3. Instructions for Project Summaries and Customer Validation: <ul style="list-style-type: none"> a) Date of the project; b) Scope; c) Name of Customer and contact information; d) Contracts and any associated task authorizations that demonstrate development of bid evaluation plans and criteria meeting the requirement; and e) Validation of work completed, approved by the customer. 		

2. Rated Criteria

- 2.1 Technical bids which meet all the mandatory technical criteria identified in **1. Mandatory Criteria** will be evaluated and scored as specified in the table below. Bidders must clearly demonstrate in the summaries provided, and following the instructions in Section 3, how they meet the point-rated criteria.
- 2.2 A minimum total point-rated criteria score of thirty-five (35) out of the possible sixty (60) points is required. Bids failing to demonstrate compliance point-rated requirements achieving at least thirty-five (35) points will be considered non-responsive and the bid will receive no further consideration.
- 2.3 Point-rated criteria not addressed in the bid will result in a score of zero being assigned against that particular criterion.

#	Point-rated criteria	Max Points	Point Rating	Cross Reference to Proposal
R1	Projects submitted for review to meet mandatory criterion M2 undertaken in both official languages.	20	Projects conducted in both official languages. 0 points - 0 projects 10 points - 1 project 20 points - 2-3 projects	
R2	Projects submitted for review to meet mandatory criterion M2 required the application of at least one of the following Treasury Board Secretariat (TBS) guidelines for usability, accessibility, or interoperability. Guideline on Making Information Technology Usable by All- Canada.ca (https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=32620) ETSI EN 301 549 - V3.2.1 - Accessibility requirements for ICT products and services (https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf) Web Content Accessibility Guidelines (WCAG) 2.1 (w3.org) (https://www.w3.org/TR/WCAG21/)	30	0 points - 0 projects applying TBS guidelines 10 points – 1 project applying TBS guidelines 20 points – 2 project applying TBS guidelines 30 points – 3 or more projects applying TBS guidelines	
R3	Projects submitted for review to meet mandatory criterion M2, involved using mobile form factors such as tablets and/or smart phones.	10	0 points - 0 projects using mobile form factors	

#	Point-rated criteria	Max Points	Point Rating	Cross Reference to Proposal
			5 points – 1 project using mobile form factors 10 points – 2-3 projects using mobile form factors	
Total		60		

3. Instructions for Project Summaries and Customer Validation

- 3.1 The instructions for preparing and validating descriptions, summaries and examples of experience are listed below. In this context, “validator” refers to the customer’s authorized signatory who can validate the experience being described such as the technical authority or contract authority. If the technical authority or contract authority is no longer available, an alternative representative of the company may act as validator provided that this is clearly identified.
- 3.2 The Bidder should prepare an experience statement that describes their experience completing project(s) meeting the requirements listed in Section 1 Mandatory Criteria and Section 2 Point-rated Criteria. If experiences for more than one customer are needed to adequately describe the Bidder’s descriptions and examples of experience, one statement should be prepared for each relevant customer. The experience statements are required to be in either English or French.
- 3.3 A customer reference will not be considered valid if:
- a. the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder or a subcontractor to the Bidder instead of being a customer of the Bidder itself); or
 - b. the customer is itself an affiliate or other entity that does not deal at arm’s length with the Bidder (including, for greater clarity, another entity forming part of the Bidder).
- 3.4 Each experience statement should be placed on a form that provides a means for the validator to confirm that the experience statement is accurate. The form should meet the following requirements:
- a. For the last page:
 - i. Identify the page number;
 - ii. Provide the validator’s contact information;
 - iii. Provide a statement that the validator as authorized representative of the customer confirms that they were the customer for the experience described and that the description accurately depicts the participation of the Bidder and their results;
 - iv. Provide a space for the validator to sign and date the form; and
 - v. Provide a space for the validator to optionally include additional remarks.

3.5 The Bidder must fill in the validator's contact information, and obtain the validator's signature on all pages of the experience statement, and their remarks if desired.

3.6 The Bidder must include the signed form(s) with the Bid, as follows:

Scanned copies are to be provided in PDF format with the electronic copies of the Proposal.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, if **applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.3 Federal Contractors Program for Employment Equity - Bid Certification

1. By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](#) website.
2. Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid list at the time of contract award.
3. Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

4. The Bidder must provide the Contracting Authority with a completed annex titled Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS
6.1 Security Requirements

This solicitation contains no security requirements.

PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work in Annex 'A'.

7.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

7.2.1 General Conditions

2035 (2022-12-01), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

7.2.2 Supplemental General Conditions

4006 (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground Information

7.3 Security Requirements

7.3.1 There is no security requirement applicable to the Contract.

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from date of Contract Award to June 30, 2025 inclusive.

7.5 Right of Pivot

During the Term of Contract (defined at 7.4), if

- a) Canada determines, at its sole discretion, that the Contractor:
 - i. at any time does not meet the requirement of the contract, or
- b) if the Contractor and Canada agree;

then Canada may terminate the Contract and award a new Contract to the next highest ranked responsive Bidder. The next highest ranked responsive Bidder refers to the next Bidder with the next highest total Overall Bid Score calculated in accordance with Part 4 - Evaluation Procedures and Basis Of Selection in solicitation number W8474-248487.

7.6 Authorities

7.6.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: _____

Title: _____

Directorate: _____
Organization: _____
Address: _____
Telephone: _____
Email: _____

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

7.6.2 Technical Authority

The Technical Authority for the Contract is:

Name: _____
Title: _____
Directorate: _____
Organization: _____
Address: _____
Telephone: _____
Email: _____

The Technical Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

7.6.3 Contractor's Representative

Name: _____
Title: _____
Organization: _____
Address: _____
Telephone: _____
Email: _____

7.7 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2019-01 of the Treasury Board Secretariat of Canada.

7.8 Payment

7.8.1 Basis of Payment: Milestone Payments - Not subject to holdback

Canada will make milestone payments in accordance with the Schedule of Milestones detailed in the Contract and the payment provisions of the Contract if:

- a. an accurate and complete claim for payment using [PWGSC-TPSGC 1111](#), Claim for Progress Payment, and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all the certificates appearing on form [PWGSC-TPSGC 1111](#) have been signed by the respective authorized representatives;
- c. all work associated with the milestone and as applicable any deliverable required has been completed and accepted by Canada.

7.8.2 Method of Payment

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.

7.9 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- i. a copy of time sheets to support the time claimed;
- ii. a copy of the release document and any other documents as specified in the Contract;
- iii. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
- iv. a copy of the monthly progress report.

Invoices must be distributed as follows:

The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

7.10 Certifications and Additional Information

7.10.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

7.11 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

7.12 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the supplemental general conditions as per 7.2.2
- (c) the general conditions 2035 (2022-12-01)
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) the Contractor's bid dated _____.

7.13 Defence Contract

SACC Manual clause [A9006C](#) 2012-07-16 Defence Contract

7.14 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".

7.15 Insurance

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

7.16 Non-disclosure Agreement

The Contractor must obtain from its employee(s) or subcontractor(s) the completed and signed non-disclosure agreement, attached at Annex D, and provide it to the Technical Authority before they are given access to information by or on behalf of Canada in connection with the Work.

ANNEX A

STATEMENT OF WORK

Title: User Experience (UX)/User Interface (UI), and Content and Accessibility testing services.

1 Background:

The Canadian Forces Health Services (CFHS) operates an integrated and complex health jurisdiction and is responsible for providing comprehensive, and evidence-based clinical, occupational, environmental, and operational medical and dental services to the Canadian Armed Forces (CAF) globally, in both permissive and hostile environments. The Surgeon General's obligation to CAF personnel is to provide the services necessary to promote and maintain good health and mental well-being; prevent disease and injury; diagnose and treat injury, illness, and disability; and facilitate a rapid return to operational fitness or the best possible degree of health.

The Electronic Health Record Platform (EHRP) project will replace the current electronic health record (EHR) system, Canadian Forces Health Information System (CFHIS), with a commercial-off-the-shelf (COTS) product to provide the DND/CAF with an EHR platform that will provide modern clinical decision-support tools, advanced data-driven decision-making support (e.g., population health and cost and quality of care analytics), and a patient experience commensurate with DND's provincial and defence partners.

2 Objective:

This requirement will support the EHRP project in the Request for Proposal (RFP) bid evaluation process of a future EHR system and assist DND in developing the point-rated criteria and weighting rationale for useability (UX and UI) and conformity to Government of Canada accessibility and Official Languages standards. By working with DND subject matter experts and EHR representative application users, the Contractor will evaluate the top two (2) ranked bids and determine the score results to be used to rate the technical merit of each proposal.

3 Scope:

DND requires the services of a Contractor to assist in developing the point-rated evaluation criteria description and weighting rationale for user experience (UX) and user interface (UI) analysis, and content and accessibility compliance to be included as part of the Bid Evaluation Criteria for the contracting of a future EHR system for the CAF. In addition, the Contractor must conduct user experience (UX) and user interface (UI) testing and confirm vendor claims of accessibility, functionality and compliance with Government of Canada [Guideline on Making Information Technology Usable by All-Canada.ca](https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=32620) (<https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=32620>) and Official Languages Act (<https://laws-lois.justice.gc.ca/eng/acts/o-3.01/>) of the two (2) top ranked bids and provide scoring results based on the point-rated criteria.

4 Tasks and Deliverables:

The Contractor must perform the work defined in this SOW in two phases which are detailed in Sections 4.1 and 4.2.

Phase 1: Evaluation Planning and Evaluation Criteria Development: Develop evaluation plans, and point-rated evaluation criteria description and weighting rationale.

Once Canada identifies the top two (2) bids of the EHRP RFP, Phase 2 must commence.

Phase 2: Evaluation, Assessment and Scoring: Complete the UX/UI evaluation with EHR representative users, complete the accessibility evaluation and verify bilingual (English and French) functionality and compile and present the evaluation results and final scoring.

4.1. Phase 1: Evaluation Planning and Evaluation Criteria Development

4.1.1. Moderated Cognitive Walkthrough Testing

The Contractor must collaborate with DND's EHR representative application users (e.g. Physicians, Primary Care Nurses, Physiotherapists, Clerks, Lab Technicians, Dentists, CFHS Chain of Command, CAF members, etc.) and the EHRP project team to review EHR personas (Ref. Appendix 4: Electronic Health Record Personas) and identify the key tasks for participants to perform during Step 2 of the evaluation process (Ref. 3.1 Proposed Procurement Technical Bid Evaluation Process). The use scenarios developed will be used in Phase 2: Evaluation, Assessment and Scoring to observe, document and score the participants' attempts to complete the pre-determined EHR-related tasks.

4.1.1.1. Tasks

- Collaborate with the EHRP project team and develop a work plan and schedule to complete the tasks in this Statement of Work.
- Develop a UX/UI Evaluation Plan.
- Conduct workshops with DND subject matter experts and EHR representative application users to identify key tasks and develop the use scenarios and observation criteria to be used in Phase 2: Evaluation, Assessment and Scoring.
- Develop point-rated evaluation criteria description and weighting rationale for useability (UX/UI) scoring that will be used in Phase 2: Evaluation, Assessment and Scoring.

4.1.1.2. Deliverables

- Work Plan and Schedule (**Ref. DID-PM-01**).
- UX/UI Evaluation Plan (including test scenarios and observation criteria) (**Ref. DID-SE-01**).
- Point-rated criteria description and score weighting for UX/UI to be included in the EHRP RFP Evaluation Criteria (**Ref. DID-SE-02**).

4.1.2. Content and Accessibility Verification Testing

The Contractor must develop a plan to assess system accessibility and conformance to the accessibility standards and guidelines defined in the Web Content Accessibility Guidelines (WCAG) 2.1 (Level AA) (<https://www.w3.org/TR/WCAG21/>) and verify bilingual (English and French) functionality.

4.1.2.1. Tasks

- Collaborate with the EHRP project team to determine the scope of testing for bilingual functionality (e.g. user interface display, field names, drop down menus, reports, help and support materials, etc.).
- Identify the testing tools and methodologies to be used to perform the accessibility testing (e.g. automated testing, manual testing).
- Develop a Content and Accessibility Evaluation Plan.
- Develop point-rated evaluation criteria description and weighting rationale for accessibility and bilingual functionality scoring that will be used in Phase 2: Evaluation, Assessment and Scoring.

4.1.2.2. Deliverables

- Content and Accessibility Evaluation Plan (Ref. **DID-SE-03**).
- Point-rated criteria description and score weighting for Content and Accessibility to be included in the EHRP RFP Evaluation Criteria (Ref. **DID-SE-04**).

4.2. Phase 2: Evaluation, Assessment and Scoring

4.2.1. Moderated Cognitive Walkthrough Testing

Using the UX/UI Evaluation Plan and the use scenarios developed in Phase 1: Evaluation Planning and Evaluation Criteria Development, the Contractor must organize, schedule and conduct UX/UI testing of the top two (2) bids of the EHRP RFP (once identified by Canada).

4.2.1.1. Tasks

- Provide a physical location (test facility) in the National Capital Region (NCR) capable of conducting the UX/UI testing that accommodates a minimum of ten (10) participants. See Section 7.1 Test Facility for test facility requirements.
- Set up and simulate the tests in the vendor supplied evaluation (sandbox) environment. Note: Direct collaboration with the top two (2) vendors for access to, and details of their test environment may be required.
- Conduct UX/UI evaluations in English and/or French, observe and record results.
- Analyze, compile, and present the evaluation results and final scoring using the point-rated evaluation criteria developed during Phase 1: Evaluation Planning and Evaluation Criteria Development to the Bid Evaluation team.

4.2.1.2. Deliverables

- UX/UI Evaluation Report (Ref. **DID-SE-05**).
- Presentation of the UX/UI evaluation results (UX/UI Evaluation Report (Ref. **DID-SE-06**)).
- Bid Scoring Report for UX/UI (Ref. **DID-SE-07**).

4.2.2. Content and Accessibility Verification Testing

Using the Content and Accessibility Evaluation Plan developed in Phase 1: Evaluation Planning and Evaluation Criteria Development, the Contractor must conduct accessibility assessments and test conformance to the accessibility standards and guidelines defined in the Web Content Accessibility Guidelines (WCAG) 2.1 (Level AA) (<https://www.w3.org/TR/WCAG21/>) and verify bilingual (English and French) functionality of the top two (2) bids of the EHRP RFP (once identified by Canada).

4.2.2.1. Tasks

- Conduct accessibility assessments.
- Assess bilingual functionality and confirm content accuracy.
- Analyze, compile, and present the evaluation results and final scoring using the point-rated evaluation criteria developed during Phase 1: Evaluation Planning and Evaluation Criteria Development to the Bid Evaluation team.

4.2.2.2. Deliverables

- Content and Accessibility Evaluation Report (Ref. **DID-SE-08**).
- Presentation of the Content and Accessibility Evaluation Report (Ref. **DID-SE-09**).
- Bid Scoring Report for Content and Accessibility (Ref. **DID-SE-10**).

5 Language Requirements:

The Contractor must conduct the UX/UI evaluations with DND's EHR representative application users in English and French. The Contractor must provide resources who individually or combined are fluent in both languages. Fluent means that the individuals must be able to communicate orally and in writing without any assistance and with minimal errors.

6 Progress Reporting:

The Contractor must hold progress review meetings and provide progress reports every week. Other progress review meetings may be scheduled on an as required basis for major milestone completion. Meeting scheduling details will be determined between the Contractor and the DND Technical Authority.

7 Location of Work:

Work will be performed by the Contractor remotely with the exception of tasks identified in Section 4.2.1. Moderated Cognitive Walkthrough Testing which must take place in a physical location (test facility) in the National Capital Region (NCR) provided by the Contractor as described in Section 7.1 Test Facility.

7.1 Test Facility

The Contractor must provide a physical location (test facility) in the National Capital Region (NCR) capable of conducting the UX/UI testing and accommodates a minimum of ten (10) participants furnished with workstations/desks and chairs and complies with the City of Ottawa Accessibility Design Standards (https://documents.ottawa.ca/sites/documents/files/documents/accessibility_design_standards_en.pdf).

The Contractor must work with the DND Technical Authority and the top two (2) vendors to determine the requirements of the test facility to support the UX/UI assessment activity, including but not limited to:

- Type of devices (laptops, tablets, mobile devices);
- Peripherals (keyboards, mice, monitors/screens);
- Computing power;
- Operating system(s);
- Internet browsers; and
- Network and internet access requirements.

8 Travel

Travel to and within the NCR will not be reimbursed.

Appendix 1: Contract Data Requirements List (CDRL)

The CDRL is a table identifying the submission details associated with each Data Item Deliverable (DID). Each DID describes the content required for all deliverables identified in the Statement of Work.

1. Identification Number (ID No.)

The Identification Number is an alphanumeric designation to uniquely identify each individual DID. Note that the DIDs are categorized using the following designation:

- a. Project Management pre-fixed with 'PM';
- b. System Engineering Management pre-fixed with 'SE';

2. Title of Data Item/Deliverable

Identifies the title of the DID referred to in the CDRL.

3. Contract Reference

Identifies the specific paragraph number the DID is identified in the Statement of Work.

4. Language

Indicates the language of the delivered data item/deliverable.

5. Format

Indicates the format in which the DID must be provided. PDFs must be provided in a searchable format, e.g. Adobe Acrobat XI or equivalent.

Appendix 2: Data Item Descriptions (DIDs)

Project Management

Title: Work Plan and Schedule	Identification number: DID-PM-01
Description: The workplan and schedule defines the tasks and the timeline the Contractor will follow to successfully deliver the requirements of this Contract. Once accepted by EHRP project team, the Contractor will be responsible for tracking progress and updating the schedule accordingly.	
Content: At a minimum, the following information must be included: <ol style="list-style-type: none">a. Contract milestones;b. All tasks required to complete the work and develop the documentation deliverables described in this Contract; andc. Tasks and sub-tasks with start date and end date.	

System Engineering Management

Title: UX/UI Evaluation Plan (including test scenarios and observation criteria)	Identification number: DID-SE-01
Description: The UX/UI Evaluation Plan defines all testing activities and the method to analyze and evaluate the usability of the system/application and capture users' experience. Test/use scenarios that will be used by application users for evaluation are to be included.	
Content: The UX/UI Evaluation Plan must include: <ol style="list-style-type: none">Stakeholder Engagement strategy for workshops and evaluation sessions;Methodologies and tools used for the evaluation;Schedule for evaluation sessions and session details (duration, number of participants per session, number of observers per session);Equipment required for evaluation (laptop, mobile devices, etc.);Participant details (application type user, name, title, role);Scenario details (tasks included, expected duration);Qualitative and subjective metrics measured (successful task completion rate, non-critical errors, time on task, user satisfaction, and ease of use and likes/dislikes); andEvaluation Questionnaire for subjective metrics.	

Title: Point-rated criteria description and score weighting for UX/UI	Identification number: DID-SE-02
Description: The point-rated criteria will be used to assess and measure the technical merit of the top two (2) bids of the EHRP RFP and identify the best value to the Crown. Rated criteria for usability represents system effectiveness, <i>efficiency, and overall user satisfaction</i> .	
Content: The point-rated criteria must consist of: <ol style="list-style-type: none">Criteria description; andScore rating and weighting values.	

Title: Content and Accessibility Evaluation Plan	Identification number: DID-SE-03
Description: The Content and Accessibility Evaluation Plan describes the processes, techniques and tools used to validate that the application conforms to guidelines and standards as per the Web Content Accessibility Guidelines (WCAG) 2.1 (Level AA) (https://www.w3.org/TR/WCAG21/) and verifies bilingual (English and French) functionality.	
Content: The Content and Accessibility Evaluation Plan must include:	

- a. Scope;
- b. Methodology to be used (automated, manual);
- c. Testing team;
- d. Scenario details (based on disability);
- e. Equipment;
- f. Evaluation tools;
- g. Automated process details; and
- h. Manual testing details (user types (keyboard only user, voice activated user, screen reader user, etc.)).

Title: Point-rated criteria description and score weighting for Content and Accessibility	Identification number: DID-SE-04
Description:	
<p>The point-rated criteria will be used to assess and measure the technical merit of the top two (2) bids of the EHRP RFP and identify the best value to the Crown.</p> <p>Rated criteria for content and accessibility represents system/application conformance with the Government of Canada Guideline on Making Information Technology Usable by All- Canada.ca and Official Languages Act, Web Content Accessibility Guidelines (WCAG) 2.1 (Level AA) (https://www.w3.org/TR/WCAG21/) and the Official Languages Act (https://laws-lois.justice.gc.ca/eng/acts/o-3.01/).</p>	
Content:	
<p>The point-rated criteria must consist of:</p> <ul style="list-style-type: none"> a. Criteria description; and b. Score rating and weighting values. 	

Title: UX/UI Evaluation Report	Identification number: DID-SE-05
Description:	
<p>The UX/UI Evaluation Report describes the results and summary of findings of the usability testing activities.</p>	
Content:	
<p>The UX/UI Evaluation Report must include:</p> <ul style="list-style-type: none"> a. Introduction; b. Methodology; c. Assumptions; d. User Groups/Personas and Scenarios identified and tested; e. Evaluation Questionnaire overview and summary; f. Results and summary of findings of qualitative and subjective metrics measured as per DID-SE-01; g. Other findings (general user comments, issues, errors, graphic user interface, etc.); and h. Conclusion. 	

Title: UX/UI Evaluation Presentation	Identification number: DID-SE-06
Description:	
<p>The UX/UI Evaluation Presentation is a summary of the information, details and results contained in the UX/UI Evaluation Report.</p>	

It will be presented by the Contractor to the Bid Evaluation team, EHRP project team and stakeholders.

Content:

The UX/UI Evaluation Presentation must include a summary of the UX/UI Evaluation Report as per DID-SE-05.

Title: Bid Scoring Report for UX/UI

Identification number: DID-SE-07

Description:

The Bid Scoring Report for UX/UI describes in detail the review of the bids using the point-rated criteria description and score weighting for usability developed as per DID-SE-04 and explanation of how the bidders were ranked.

The Bid Scoring Report for UX/UI will be used during the bid evaluation process of the EHRP RFP and included in the EHRP RFP Evaluation Report.

Content:

The Bid Scoring Report must include:

- a. Evaluation criteria;
- b. Rationale of point-rating for each criterion and scoring guide;
- c. Points assigned to each criterion for each bid;
- d. Total score of each bid evaluated; and
- e. Names and contact information of evaluators.

Title: Content and Accessibility Evaluation Report

Identification number: DID-SE-08

Description:

The Content and Accessibility Evaluation Report describes the results and summary of findings of content and accessibility testing activities.

Content:

The Content and Accessibility Evaluation Report must include:

- a. Introduction;
- b. Methodology and tools used;
- c. Results and summary of findings based on user type;
- d. Results and summary of bilingual (English and French) functionality; and
- e. Conclusion.

Title: Content and Accessibility Evaluation Presentation

Identification number: DID-SE-09

Description:

The Content and Accessibility Evaluation Presentation is a summary of the information, details and results contained in the Content and Accessibility Evaluation Report.

It will be presented by the Contractor to the Bid Evaluation team, EHRP project team and stakeholders.

Content:

The Content and Accessibility Evaluation Presentation must include a summary of the Content and Accessibility of the Evaluation Report as per DID-SE-08.

Title: Bid Scoring Report for Content and Accessibility

Identification number: DID-SE-10

Description:

The Bid Scoring Report for Content and Accessibility describes in detail the review of the bids using the point-rated criteria description and score weighting for accessibility and bilingual functionality developed as per DID-SE-08 and how the bidders were ranked.

The Bid Scoring Report will be used during the bid evaluation process of the EHRP RFP and included in the EHRP RFP Evaluation Report.

Content:

The Bid Scoring Report must include:

- a. Evaluation criteria;
- b. Rationale of point-rating for each criterion and scoring guide;
- c. Points assigned to each criterion for each bid;
- d. Total score of each bid evaluated; and
- e. Names and contact information of evaluators.

Appendix 3: User Experience (UX) Verification Activity Catalogue

Name of UX Service	Description
Cognitive Walkthrough	<ul style="list-style-type: none"> • A trained UX specialist leads users through a concept or prototype. • Typical workflow: <ul style="list-style-type: none"> ○ Define the personas involved and define their goals ○ Define the user tasks ○ Walk-through the tasks step-by-step through the lens of the user (what terms they use, the things they'd look for and likely paths they'd take). ○ Identify and prioritize task-based usability issues
Usage Scenario or Journey Map Creation	<ul style="list-style-type: none"> • Usage scenarios or journey maps are natural extensions of user persona research and creation. • Usage scenarios or journey maps are researched through observation, contextual inquiries, interviews and workshops with end users. • The UX specialist would create usage scenarios or Journey Maps that documents specific trigger points, actions or tasks that individuals will perform as they interact with your software user interface. • They capture what the user is doing, thinking, feeling along every step in the task or process and will detail opportunities and recommendations for improvement.
Usability testing; moderated or un-moderated	<ul style="list-style-type: none"> • Moderated, un-moderated, in person or remote, or a combination of the testing methods. • Representative users are asked to complete typical tasks while observers watch, listen and takes notes. • A short survey can be administered to participants in order to gather relevant demographic data. • The report and material submitted should include (but is not limited to) success/failure and time on task data, video and audio clips of key pain points, and prioritized recommendations for improvement.
Content and Accessibility Verification	<ul style="list-style-type: none"> • Verification and testing of the application and content to ensure accessibility for people with disabilities, including accommodations for blindness and low vision, deafness and hearing loss, limited movement, speech disabilities, photosensitivity, physical, cognitive, learning, and neurological disabilities.

Appendix 4: Electronic Health Record Platform Personas

The EHRP Personas are representative clinical and system user types that will be accessing the EHRP Solution for the purpose of planning the workflows, standardized queries, standardized reports, standardized forms, training and documentation.

EHR Role Position / Persona	Role (Overview)	EHR Use Description (How)	Role (Summary)
<p>Primary Care Provider (PCP) (Physician, Nurse Practitioner, Physician Assistant)</p>	<p>PCPs are (Who): - CAF members, contractors, and public servants</p> <p>They provide (What): - Primary care healthcare services</p> <p>Location (Where): - CAF Health Services Centre/Care Delivery Units (clinics) (Canada) - CAF Health Services Centre/Care Delivery Units (clinics) (Europe and United States) - Ships - Deployed locations</p>	<ul style="list-style-type: none"> • Gather information and accurately document patient encounters. • Review patient medical history. • Look up, document, and communicate relevant treatment options to patients. • Order labs and/or other investigations for patients. • Access patients' previous lab and other investigation results. • Print patient instructions. • Prescribe medications. • Be able to share information efficiently and easily about patients with other providers. • Have access to data analytics and data driven decision support tools 	<p>PCPs using the EHR are primarily CAF members or contracted staff. They may also consist of specialists who operate outside of the CAF environment and need to access or provide patient information or updates. PCPs provide primary healthcare services to Canadian Armed Forces (CAF) members, whether at a Canadian Forces Health Services Clinic; or overseas in support of peacekeeping, combat, or humanitarian missions.</p>

<p>Patient</p>	<p>Patients are: - CAF members (Regular Force and Reserve Force) - CAF family members (in some cases) - Allied force military members</p> <p>They provide: - Not applicable</p> <p>Location: - Canada - Europe and United States - Ships - Deployed locations</p>	<ul style="list-style-type: none"> • Access personal health information (past visits, clinical notes, medication histories, lab results, etc.) through a patient portal with authenticated personal devices. • Input to EHR for patient-provided data such as blood pressure. • Upload information from medical or bio-information devices for clinicians to review. • Book and change appointments. • Be able to easily ask their primary care providers questions regarding health. 	<p>Patients are CAF members. They may also (in some cases) be family of CAF members or be allied force military members receiving healthcare in DND facilities (in Canada or abroad).</p>
<p>Dentist</p>	<p>Dentists/Dental Officers are: - CAF members, contractors, and public servants</p> <p>They provide: - Dental services to CAF members and their families</p> <p>Location: - Canadian Forces Dental Services (CFDS)/Dental Detachments (Canada) - CAF Health Services Centre/Dental Detachments (Europe and United States) - Ships - Deployed locations</p>	<ul style="list-style-type: none"> • Perform dental examinations and accurately document dental patient encounters. • Make referrals to dental specialists and share patient information including dental images. • Execute and import panoramic X-rays (or other imaging) results. • Review patient dental history. • Look up, document, and communicate relevant treatment options to patients. • Print patient instructions. • Prescribe medication. • Review medical and dental history. • Update dental information. • Eliminate need for double charting by the dentist in a separate EHR system. 	<p>Dentists using the EHR are primarily CAF members or contracted staff providing care in a CAF dental clinic. They may also consist of specialists who operate outside of the CAF environment and need to access or provide patient information or updates on patients.</p> <p>Dental Officers provide care to military patients across Canada, and on deployments. They serve members of all occupations and work in clinical settings, on naval warships or in mobile dental clinics.</p>

<p>Primary Care Nurse, Nurse Case Manager (PCN, NuCM)</p>	<p>PCNs and NuCMs are: - CAF members, contractors, and public servants</p> <p>They provide: - Primary and tertiary patient care to the ill and injured</p> <p>Location: - CAF Health Services Centre/Care Delivery Units (clinics) (Canada) - CAF Health Services Centre/Care Delivery Units (clinics) (Europe and United States)</p>	<ul style="list-style-type: none"> • Review patient medical history. • Gather information and accurately document patient encounters. • Access previous patient lab and test results. • Look up and print patient instructions. • Be able to easily see and communicate each patient's plan of care. 	<p>PCNs and NuCMs using the EHR are primarily CAF members or contracted staff providing care to CAF members in an ambulatory clinic setting.</p>
<p>Critical Care Nurse</p>	<p>Critical Care Nurses are: - Exclusively CAF members</p> <p>They provide: - Critical care to the ill and injured in an in-patient hospital critical care setting such as in an intensive care unit (ICU)</p> <p>Location: -Deployed operations</p>	<ul style="list-style-type: none"> • Review patient medical history. • Order labs and/or tests for patients under the direction of a physician. • Gather information and accurately document patient encounters. • Access patient lab and other test results. • Be able to easily see and communicate each patient's plan of care. • Provide direct care to patients under their care, including ensuring that all patients receive their medications and other treatments on time. 	<p>Critical Care Nurses provide critical care to the ill and injured in an in-patient hospital critical care setting such as in an intensive care unit (ICU).</p>
<p>Physiotherapist</p>	<p>Physiotherapists/Physiotherapy Officers are: - CAF members, contractors, and public servants</p> <p>They provide: - Assessment, education related-to and treatment of musculoskeletal injuries and</p>	<ul style="list-style-type: none"> • Document and assess clients' physical abilities and establish a physiotherapy diagnosis. • Document and implement physiotherapy plans. • Evaluate effectiveness of treatment plans and modify accordingly. 	<p>Physiotherapists using the EHR are primarily CAF members or contracted staff providing care to CAF members in an ambulatory clinic setting.</p> <p>Physiotherapists assess, educate and treat CAF members for musculoskeletal injuries and</p>

	<p>conditions</p> <p>Location: - CAF Health Services Centre/Care Delivery Units (clinics) (Canada) - CAF Health Services Centre/Care Delivery Units (clinics) (Europe and United States) - Deployed locations</p>	<ul style="list-style-type: none"> • Print patient instructions. 	<p>conditions. They establish treatment plans for a variety of orthopaedic, cardio-respiratory, neuro-musculoskeletal and sports physiotherapy issues.</p>
<p>Psychosocial Services, Mental Health (PSS/MH) (Psychiatrist, Psychologist, Social Worker, Addictions Counsellor)</p>	<p>PSS/MH providers are: - CAF members, contractors, and public servants</p> <p>They provide: - Mental health, social work, addiction treatment and related services to patients (also called "clients", depending on the clinical discipline of the provider).</p> <p>Location: - CAF Health Services Centre/Care Delivery Units (clinics) (Canada) - CAF Health Services Centre/Care Delivery Units (clinics) (Europe and United States) - Remote (personal offices) - Deployed locations</p>	<ul style="list-style-type: none"> • Interview and document patients/clients individually, in families, or in groups, to assess their situation and determine the types of services required. • Document and examine behaviour, diagnose behavioural, emotional, and cognitive disorders, counsel clients and provide therapy. 	<p>Internal or external providers such as psychologists, psychiatrists, social workers and addictions counsellors provide mental health services to patients/clients.</p> <p>They assess patients/clients to identify mental health treatment needs. They do this by administering psychometric tests, conducting clinical interviews and, if warranted and dependent on their specific clinical discipline, making mental health diagnoses and treatment recommendations.</p>
<p>Pharmacist</p>	<p>Pharmacists/Pharmacy Officers are: - CAF members, contractors, and public servants</p> <p>They provide: - Pharmaceutical care and drug therapy management</p> <p>Location: - CAF Health Services Centre Pharmacies - Deployed locations</p>	<ul style="list-style-type: none"> • Document patient allergies, notes on medication therapy (reasons for discontinuation, etc.), clinical progress notes. • Compare and contrast possible medication lists. • Link medications to patient problems. • Evaluate effectiveness and adverse drug events. 	<p>Pharmacists provide pharmaceutical care to patients. They offer expert advice on drug therapy for emergency medicine, intensive care therapy, pain management, infectious diseases, and medical countermeasures for nuclear, biological, and chemical warfare.</p> <p>They manage medication orders and dispensing and perform medication reconciliation. They also provide drug information and consultations</p>

<p>Medical Technician</p>	<p>Medical Technicians are: - Exclusively CAF members</p> <p>They provide: - Primary care, emergency battlefield and shipboard care, and medical administrative support services</p> <p>Location: - CAF Health Services Centre/Care Delivery Units (clinics) (Canada) - CAF Health Services Centre/Care Delivery Units (clinics) (Europe and United States) - Ships - Deployed locations</p>	<ul style="list-style-type: none"> • Access information to provide emergency care to CAF members at the point of wounding. • Ability to share patient information with other care providers both within the CAF and external care providers. • Chart medical information in low/ no bandwidth information for synchronization to primary EHR when communication link is established. 	<p>Provide primary care, pre-hospital care and transportation of the ill and injured, conduct preliminary medical examinations, provide medical administrative support services, and conduct limited user maintenance on medical equipment.</p>
<p>Diagnostic Imaging Technologist</p>	<p>Diagnostic Imaging Technologists are: - CAF members, contractors, and public servants</p> <p>They provide: - Diagnostic imaging services to diagnose and treat medical and surgical conditions</p> <p>Location: - CAF Health Services Centre/Care Delivery Units (clinics) (Canada) - CAF Health Services Centre/Care Delivery Units (clinics) (Europe and United States) - Deployed locations</p>	<ul style="list-style-type: none"> • Review patient's charts and the ordering clinician's notes before the examination. • Set-up and perform diagnostic imaging investigations for the patient, as specified by the ordering clinician. • Summarize results and report findings under the supervision of a radiologist. 	<p>Diagnostic Imaging Technologists provide diagnostic imaging services for health care professionals, which are used to diagnose and treat medical and surgical conditions.</p>

<p>Medical Laboratory Technologist</p>	<p>Medical Laboratory Technologists are: - CAF members, contractors, and public servants</p> <p>They provide: - Diagnostic specimen testing and reporting.</p> <p>Location: - CAF Health Services Centre/Care Delivery Units (clinics) (Canada) - CAF Health Services Centre/Care Delivery Units (clinics) (Europe and United States) - Deployed locations</p>	<ul style="list-style-type: none"> • Receive biological samples and patient information for testing. • Determine and document whether sample parameters fall within normal ranges and identify abnormalities. • Summarize results and report findings. 	<p>Medical Laboratory Technologists provide medical laboratory data used in the treatment and diagnosis of surgical and medical conditions in healthcare detachments and clinics, as well as in combat and operational units.</p>
<p>Health Care Clerk</p>	<p>Health Care Clerks are: - DND public service employees and civilian contractors.</p> <p>They provide: - Administrative services in the management of patient files and health information in the primary care, PSS/MH, physiotherapy, and other sections of CAF Health Services Centres</p> <p>Location: - CAF Health Services Centre/Care Delivery Units (clinics) (Canada) - CAF Health Services Centre/Care Delivery Units (clinics) (Europe and United States)</p>	<ul style="list-style-type: none"> • Initiate, assemble, and maintain charts for all patients, consistent with clinicians' orders. • Schedule patient appointments. • Manage referrals to internal and external healthcare providers. • Track sick leave, return to work plans, etc. for all CAF members 	<p>Health Care Clerks manage the initiation and management of patient files and information for the delivery of health care to CAF patients as well as manage processes related to scheduling and referring CAF patients.</p>

<p>Epidemiologist</p>	<p>Epidemiologists are: - public service employees</p> <p>They provide: - Data and information to investigate health issues and also research health related trends</p> <p>Location: - Canadian Forces Health Services Headquarters, Ottawa Ontario Canada</p>	<ul style="list-style-type: none"> • Collect and analyse data such as disease onset, severity and progression through EHR entries. • Identify cases through EHR data. 	<p>Epidemiologists monitor and report on diseases and other public health issues, design and evaluate surveillance systems to track diseases, conduct epidemiological analyses, and communicate population health findings.</p> <p>They respond to the needs for statistics and data on the part of the decision-makers within CF health services and the larger Canadian Armed Forces.</p>
<p>Health Services Management Officer</p>	<p>Health Services Management Officers are: - Exclusively CAF members</p> <p>They provide: - Leadership and management of health care services and delivery in CAF Health Services Centres (Canada)</p> <p>Location: - CAF Health Services Centre - CAF Health Services Centre Units (clinics) (Europe and United States)</p>	<ul style="list-style-type: none"> • Collect and analyse data such as workload measurements in clinics and other services utilization rates. 	<p>Health Services Management Officers provide the leadership and management of health care services and delivery in CAF Health Services Centres. They also plan and prepare Canadian Forces Health Services support requirements for deployed operations.</p>
<p>Chain of Command Supervisors</p>	<p>Chain of Command Supervisors are: - Primarily CAF members (Officers and Senior Non-Commissioned officers) - Public servants</p> <p>They provide: - Not applicable</p> <p>Location: - Canada - Europe and United States - Ships - Deployed locations</p>	<ul style="list-style-type: none"> • Access to information regarding their subordinate members' medical and dental-related occupational limitations but not private healthcare information. • Access to their subordinates' location information in the case of medical evacuations. 	<p>The Chain of Command at various levels, from the unit level up to the highest level of the CAF, is responsible for supervising their assigned subordinate CAF personnel, including monitoring their performance and well-being both in a domestic peace-time context and in deployed locations including in battle.</p>

ANNEX B

BASIS OF PAYMENT – SCHEDULE OF MILESTONES

Milestone	Description	Delivery Date	Cost
Phase 1	Evaluation Planning and Evaluation Criteria Development		
DID-PM-01	Work Plan and Schedule	No later than 12 weeks from contract award	\$
DID-SE-01	UX/UI Evaluation Plan (including use test scenarios and observation criteria)		
DID-SE-02	Point-rated criteria description and score weighting for UX/UI		
DID-SE-03	Content and Accessibility Evaluation Plan		
DID-SE-04	Point-rated criteria description and score weighting for Content and Accessibility		
Phase 2	Evaluation, Assessment and Scoring		
DID-SE-05	UX/UI Evaluation Report	No later than 4 weeks from the identification of the top two bids for EHRP RFP	\$
DID-SE-06	UX/UI Evaluation Presentation		
DID-SE-07	Bid Scoring Report for UX/UI		
DID-SE-08	Content and Accessibility Evaluation Report		
DID-SE-09	Content and Accessibility Evaluation Presentation		
DID-SE-10	Bid Scoring Report for Content and Accessibility		
		Sub-total	\$
		Tax	\$
		TOTAL	\$

ANNEX C

NON-DISCLOSURE AGREEMENT

I, _____, recognize that in the course of my work as an employee or subcontractor of _____, I may be given access to information by or on behalf of Canada in connection with the Work, pursuant to Contract Number W8474-248487 between His Majesty the King in right of Canada, represented by the Minister of Public Works and Government Services and _____, including any information that is confidential or proprietary to third parties, and information conceived, developed or produced by the Contractor as part of the Work.

For the purposes of this agreement, information includes but not limited to: any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form, recorded electronically, or otherwise and whether or not labeled as proprietary or sensitive, that is disclosed to a person or that a person becomes aware of during the performance of the Contract.

I agree that I will not reproduce, copy, use, divulge, release or disclose, in whole or in part, in whatever way or form any information described above to any person other than a person employed by Canada on a need-to-know basis. I undertake to safeguard the same and take all necessary and appropriate measures, including those set out in any written or oral instructions issued by Canada, to prevent the disclosure of or access to such information in contravention of this agreement.

I also acknowledge that any information provided to the Contractor by or on behalf of Canada must be used solely for the purpose of the Contract and must remain the property of Canada or a third party, as the case may be.

I agree that the obligation of this agreement will survive the completion of Contract number: W8474-248487

Signature

Date