

# Statement of Work

**REQUEST FOR PROPOSAL DETAILS**

ENGAGEMENT # (YYYY/MM/DD + INITIALS EG: 20110801RST): N/A  
 SOW ISSUE DATE: AUGUST 9, 2013  
 RESPONSE DUE DATE: AUGUST 30, 2013@12:00PM

CONSULTING CATEGORY OR CATEGORIES (HA LEADERS PLEASE SEE PROCESS DOCUMENT)	SENIORITY LEVEL (**SEE BELOW)
Project Management and Implementation (Project Evaluation)	Senior

**Conditions applying to response:**

1. No responses will be accepted after **12:00pm** on the Closing Date specified above.
2. All consultants proposed **MUST** meet the requirements for the Seniority Level of this engagement (see next page).
3. Submit your response by completing a Statement of Work for EACH consultant or team proposed.
4. Submit a one page cover letter with your response.
5. Submit a resume for each proposed candidate, and submit each resume as a separate attachment.
6. You must sign the Statement of Work when submitting a response.
7. Put the engagement number and requirement in the subject of your reply email.  
E.g. "123456 Senior Business Analyst".
8. Send your response to:  
**Name: Mary Lou Matthews (604-877-6412) Email: [mmatthews@cw.bc.ca](mailto:mmatthews@cw.bc.ca)**
9. You may contact the above individual and/or Dale Hunt, Returning Home Project Coordinator in Vancouver Island Health Authority at 250-755-7691 ext. 52728 and email: [dale.hunt@viha.ca](mailto:dale.hunt@viha.ca) if you have questions regarding completion of this request for proposal details.
10. You and/or your firm will be contacted if your candidate is selected for an interview.
11. Responses will be evaluated in the following areas:
  - Approach
  - Qualifications and Education
  - Value Adds
  - Price
12. ***The maximum number of individual consultants or teams of consultants each supplier may put forward for this engagement is one.***

**Failure to comply with any of the above requirements may result in rejection of your proposal at the sole discretion of HSSBC.**

**\*\*Please note: You may receive this Statement of Work more than once if you are pre-qualified in multiple categories.**

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## Seniority Level Descriptions

### ➤ Intermediate

- A Degree in Consulting Category related disciplines and a minimum of two (2) years of related Consulting Category experience; or
- A Diploma in Consulting Category related disciplines and a minimum of three (3) years of related Consulting Category experience; or
- A Certificate in Consulting Category related disciplines and a minimum of four (4) years of related Consulting Category experience; or
- An absolute minimum of six (6) years of directly related Consulting Category experience.

### ➤ Senior

- A Degree in Consulting Category related disciplines and a minimum of four (4) years of related Consulting Category experience; or
- A Diploma in Consulting Category related disciplines and a minimum of five (5) years of related Consulting Category experience; or
- A Certificate in Consulting Category related disciplines and a minimum of six (6) years of related Consulting Category experience; or
- An absolute minimum of eight (8) years of directly related Consulting Category experience.

### ➤ Expert

- A Degree in Consulting Category related disciplines and a minimum of six (6) years of related Consulting Category experience; or
- A Diploma in Consulting Category related disciplines and a minimum of seven (7) years of related Consulting Category experience; or
- A Certificate in Consulting Category related disciplines and a minimum of eight (8) years of related Consulting Category experience; or
- An absolute minimum of ten (10) years of directly related Consulting Category experience.

### ➤ Specialist

- Multiple Degrees (or other qualifications) relevant to Consulting Category disciplines and a minimum of ten (10) years of related Consulting Category experience; or



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- An absolute minimum of fifteen (15) years directly related Consulting Category experience.

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Engagement Definition (completed by Health Authority representative)
<p><b>1. Customer:</b></p> <p>Health Shared Services BC (“HSSBC”) of 700-1380 Burrard Street, Vancouver, British Columbia, V6Z 2H3, a division of PHSA, is the contracting authority on behalf of:</p> <p>(double click the checkbox you want to use and choose “checked”)</p> <p><input type="checkbox"/> Fraser Health Authority (“FHA”)  <input type="checkbox"/> Interior Health Authority (“IHA”)  <input type="checkbox"/> Northern Health Authority (“NHA”)  <input checked="" type="checkbox"/> Provincial Health Services Authority (“PHSA”)  <input type="checkbox"/> Vancouver Coastal Health Authority (“VCHA”) or <input type="checkbox"/> Providence Health Care (“PHC”)  <input type="checkbox"/> Vancouver Island Health Authority (“VIHA”)</p> <p>(the “Customer”)</p>
<p><b>2. Department: Child Health BC on behalf of the three project partners</b></p> <p><u>2.1 VIHA SITUATION/OVERVIEW</u></p> <p>The Vancouver Island Health Authority (VIHA) is one of six health authorities in British Columbia, Canada. Through a network of hospitals, clinics, centres, health units, and residential facilities, VIHA provides health care to more than 752,000 people on Vancouver Island, on the islands of the Georgia Strait, and in mainland communities north of Powell River, and South of Rivers Inlet. Our health care services include hospital, community and home care. VIHA also provides environmental and public health services, including education and prevention.</p> <p>VIHA is governed by a board of directors, appointed by the provincial government. An executive team leads the delivery of health service within the health authority.</p> <p>VIHA is publicly funded, and accountable to the provincial government and the public for resources used in delivering health care and services.</p> <p><u>2.2 FIRST NATIONS HEALTH AUTHORITY SITUATION/OVERVIEW</u></p> <p>Vancouver Island Health Authority has a vision of healthy, self-determining and vibrant BC First Nations children, families and communities. Its mandate is to promote and advance health and health service issues on behalf of First Nations in British Columbia, and to implement the commitments in the Transformative Change Accord: First Nations Health Plan (2006), The First Nations Health Plan MOU 9 2006), Tripartite First Nations Health Plan (2007), and British Columbia Tripartite Framework Agreement on First Nations Health Governance (2011).</p>

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The First Nations Health Authority is in a tripartite relationship and the health partnership with Canada (FNIH-BC Region) and BC (British Columbia Ministry of Health). Through this tripartite process, there will be coordination of federally and provincially-funded health programs, improved services and increased participation of First Nations in governance, management and delivery of services. A collective goal of the Tripartite Partners is to ensure that First Nations are involved as equal partners in the planning and management of health services for First Nations people.

As per direction of BC First Nations, the FNHA's primary activities include supporting First Nations health and wellness, including planning, designing, managing, funding and delivering health programs to better meet First Nations health needs in BC; building relationships with the province and regional health authorities; leveraging additional resources; undertaking research, collecting data and developing policy and standards; and supporting First Nations regional collaboration and dialogue.

### 2.3 CHILD HEALTH BC SITUATION/OVERVIEW

Child Health BC (CHBC) is one of 3 partners in this project. CHBC is an initiative of the BC Children's Hospital, an agency of the Provincial Health Services Authority, is a collaborative network of health authorities and health care providers dedicated to excellence in the care of infants, children and youth living in British Columbia. CHBC brings together the administrative and medical pediatric leaders from the regional health authorities, and representatives of the Provincial Health Services Authority, the Ministry of Health, the Ministry of Education, the Ministry of Children and Family Development, the BC Pediatric Society and the First Nations Health Authority and Tripartite Maternal Child Health Strategic Planning Committee, and others, with the purpose of planning and executing strategies to improve the health services for the children of BC.

Consistent with the mandate of Children's, Child Health BC is working through an initiative called Tiers of Service to create a province-wide platform to facilitate and support the development of integrated systems of care of children and youth in the province. CHBC will focus on improving the coordination of services among all the different levels of health care in four different "tiers" – from basic primary care provided by the general practitioners, to pediatricians, nurse practitioners, and physiotherapists, to regional hospital with multidisciplinary teams, and final to provincial, truly "one-of-a-kind" services provided at BC Children's Hospital. As a major strategic initiative, Child Health BC will focus on strengthening all four levels of health care and enhancing coordination among service providers in each level to provide a province-wide blueprint for a true network of care for children.

*Please indicate which department/division/agency of the Health Authority requires the consulting resource (fields will expand as required).*

### **3. Project Description:**

The Returning Home Demonstration Project is searching for a project evaluator who can lead the development of an evaluation framework for proof of concept and the performance review for the demonstration project. The project is funded by Health Canada's Health Services Integration Fund and strategically guided by the Tripartite Maternal Child Health strategy area within the First Nations Health Authority. The project is in partnership with Child Health BC, Vancouver Island Health Authority and the First Nations Health Authority. The purpose of the project was initiated to improve the discharge planning process for Aboriginal children with complex health care needs as they return home from health care facilities to their home communities on the central and north Vancouver Island. Specifically, we will be working with families that are returning home to **central or north Vancouver Island** communities from:

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- BC Children’s Hospital:
  - Sunny Hill Health Centre for Children
  - 3F pediatric subspecialty medicine: Renal, metabolic, endocrine, gastrointestinal and includes respiratory
  - 3M pediatric subspecialty medicine: Cardiology and respiratory  
3R surgery-neurosciences
- Victoria General Hospital: Pediatric in-patient, pediatric ICU and ambulatory clinics
- Nanaimo Regional General Hospital – in-patient and ambulatory clinics

*Please provide a brief summary of the overall project scope, objectives, timelines and milestones.*

**4. Reporting to:** Mary Lou Matthews, Provincial Lead, Network Operations on behalf of the Project Steering Committee, and working in collaboration with Dale Hunt, Project Coordinator.

*Please identify the position/title to whom this consultant will report.*

**5. Services Required:**

Phase one: Evaluation Planning

- Literature review of evidence upon Aboriginal project and/or discharge planning evaluation practices – October 1, 2013
- Develop a draft project Logic Model and Evaluation Framework based on the logic model (must align with Health Canada’s HSIF logic model and/or project evaluation framework) – Sept, Oct, Nov 2013
  - Develop project logic model
  - Identify target audiences (For example, project partners and funders, health care providers, including physicians, families and communities)
  - Identify methodology and approach to gathering data (quantitative and qualitative)
  - Identify baseline metrics and tool development for measurement (if required)
- Prepare and present the framework package to the steering committee – Nov 15, 2013
- Final framework - December 2013

These components must be reviewed by the Maternal Child Health (MCH) Tripartite Strategic Committee and approved by the Project’s Steering Committee, which is made up of members from VIHA and Child Health BC. Regular updates with Steering Committee throughout project.

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Phase two: Performance review

- Regular updates with Steering Committee throughout project.
- Implement Evaluation Plan – Jan – Dec 2014 including communication plan for the implementation of the approved evaluation methodology
- Preparation of report to Planning Committee for finalization- January-February 2015
- Final report and presentation: proof of concept-March 31, 2015

*Please provide a detailed description of the consulting services required including:*

- Scope of work to be assigned to consulting company*
- Deliverables expected **AND** dates on which deliverables are due*
- Resourcing anticipated includes resource types, numbers, and specialized skills.*
- Timeline of engagement*

**6. Pricing Options Preferred:** Please indicate number of days of work proposed per phase and each component and per diem.

*Please indicate whether you would like the supplier to quote an hourly rate, daily rate, flat rate, or phased rate tied to deliverables.*

**7. Constraints and Special Considerations: N/A**

*Please identify special circumstances that may influence the selection of or preclude a vendor from responding (e. g. are there conflict of interest constraints) or if by accepting this assignment they may be excluded from related projects.*

**8. Specific Qualifications or Experience Required:**

- Knowledge and experience working with Aboriginal communities
- Applicants of Aboriginal ancestry are encouraged to apply
- Experience with Pediatric and/or Aboriginal evaluation projects
- Knowledge of Vancouver Island communities and health care system is an asset

*Please indicate any qualifications required that are specific to this engagement. As an example, you may require previous Health Care experience, certain certifications, or membership in a professional organization.*

**9. Start Date of This Engagement: September 15, 2013**

*Please indicate the start date of the engagement.*

**10. End Date of This Engagement: March 2015**

*Please indicate the end date of the engagement.*

**11. Possible Future Extensions to This Engagement:**

**May be possible depending if project time frame is extended.**

*Please indicate the number and duration of any extensions that may be required. For example, you may*



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*reserve the right to offer a one year extension to this engagement, at your discretion, but it must be declared here.*

**12. Terms and Conditions:**

**HSSBC's Contract Terms and Conditions for General Health Care Consulting Services and IMIT Consulting Services previously accepted in the pre-qualification application process will apply to any and all engagements. (If not pre-qualified, this may be organized as required.)**

**The Indemnity, Liability and Insurance clause applicable for this engagement is:**

**(please check one)**

- General Health Care Consulting Services (Section 12 of the Terms and Conditions applies)
- IMIT Consulting Services (Section 13 of the Terms and Conditions applies)

**13. Incumbent: N/A**

*Please indicate whether or not there is an incumbent currently providing the services.*





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Engagement Supplier/Contractor Response (completed by the Supplier or CONTRACTOR)
<b>1. Supplier information:</b>  (The "Supplier") <i>Supplier to provide their legal name and address (fields will expand as required).</i>
<b>2. Supplier Primary Contact:</b>  <i>Supplier to provide their primary contact name, email address and phone number.</i>
<b>3. Supplier HST or GST number:</b>  <i>Supplier to provide registered HST/GST number.</i>
<b>4. Consultant Proposed:</b>  <i>Supplier to provide name(s) of consultant(s) proposed for this engagement</i>
<b>5. Relationship:</b>  <i>Supplier to disclose relationship of proposed consultant(s) to the Supplier:</i> <input type="checkbox"/> Principal <input type="checkbox"/> Employee <input type="checkbox"/> Subcontractor (refer to definitions in Contract Terms and Conditions)
<b>6. Summary response:</b>  <i>Supplier to summarize their understanding of Customer requirement and response.</i>
<b>7. Proposed Approach:</b>  <i>Supplier to provide details on how they intend to meet the Customer's requirements.</i>
<b>8. Qualifications and Education of proposed consultant resource:</b>  <i>Supplier to provide details of the resource proposed for the assignment including related experience, skills</i>
<b>9. Expected Effort:</b>  <i>Supplier to estimate the number of effort hours or days by resource. (NOTE** number of effort hour or days and duration of work effort is NOT predicated by the start and end date of the engagement.</i>
<b>10. Availability of Proposed Resource:</b>  <i>Supplier to indicate the ability of the proposed resource to commence work.</i>
<b>11. Proposed Pricing:</b>  <i>Supplier to provide detailed pricing for this assignment which aligns to the pricing option preferred by the Customer as described in Section 6 of the Engagement Definition.</i>



**Health Shared Services BC**  
A division of the Provincial Health Services Authority

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**12. Value Added:**

*Supplier to identify value added services offered for this specific assignment including tools to be applied, access to specialized no fee expertise etc*

**13. Special Considerations Response:**

*Supplier to describe how you will mitigate any constraints or special considerations identified by the Customer in Section 7 of the Engagement Definition.*



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TO BE COMPLETED ONCE PROPOSAL/CONTRACT HAS BEEN APPROVED.

**SIGNED AND DELIVERED** on behalf of the  
Customer:

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*(Please Print Name)*

DATE:

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**SIGNED AND DELIVERED** by or on behalf of  
the Supplier (or by an authorized signatory of  
the Supplier if a corporation)

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*(Please Print Name)*

DATE:

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**Parties agree that the requirements and the response provided above are mutually acceptable. No contract is formed until such time as HSSBC Supply Chain issues a valid purchase order for this Statement of Work.**