



NUNATSIAVUT

kavamanga Government

Request for Proposals

Data Management System Review for the Nunatsiavut Government's Department of Health & Social Development

Issue Date: August 1 2025

Closing date and time: August 29, 2025 4:30 PM ADT

Background & Context

The Nunatsiavut Government (NG) was established in 2005 following the finalization of the Labrador Inuit Land Claims Agreement (“LILCA”). The LILCA includes self-government provisions rendering the NG a regional Inuit government within the province of Newfoundland and Labrador. The NG has authority over many areas of governance including health, education, housing, culture and language, justice, and community matters.

The NG is organized into seven departments:

- Nunatsiavut Secretariat;
- Nunatsiavut Affairs;
- Health & Social Development;
- Education and Economic Development;
- Lands and Natural Resources;
- Language, Culture and Tourism; and
- Finance, Human Resources and Information Technology.

Information about the role of each department can be found on NG’s website:

www.nunatsiavut.com

The NG, Department of Health & Social Development (DHSD) requires the professional services of an external consultant to assist in the facilitation of a Data Management System review and recommendation(s).

Project Overview, Objectives and Scope

Overview:

The NG’s DHSD is seeking the development and implementation, of a robust and user-friendly Data Management System (DMS). This DMS will be used to streamline case management, improve data accuracy, facilitate reporting, and enhance service delivery for our clients. We are seeking a detailed report to outline a desired system, inviting qualified vendors to submit proposals detailing their plan to meet our needs. The nature of the data contained within the DMS will primarily relate to health related information, client details and comprehensive case management notes, appointment scheduling, amongst others. The purpose of this RFP is to receive submissions detailing the a recommended DMS to best suit the DHSD’s needs.

Objectives:

The objectives of the project should include identifying a Data Management System that can:

- Centralize client information across multiple teams within the DHSD
- Automate data collection, entry, and reporting processes
- Improve case management efficiency through streamlined workflows
- Ensure data security and privacy compliance that aligns with our regulatory licensing bodies, and our data governance structure

The purpose of this RFP is to identify the core components needed in a recommended Data Management System (DMS) so that it may be developed and implemented to meet the DHSD's needs, including: **Client Information Management**

- Comprehensive client demographic data
- Detailed case history tracking with chronological notes
- Ability to link family members and relevant contacts
- Secure storage of sensitive documents and records, with consideration of our licensing requirements as accredited professionals, such as social workers, psychologists, clinical counsellors, etc. and legislative requirements pertaining to secure data storage.

Case Management

- Customizable case intake process with intake forms
- Ability to customize assignment of cases to appropriate staff
- Tracking of case milestones, goals, interventions, and progress
- Ability to generate case plans and treatments plans

Reporting and Analytics

- Customizable report generation for client demographics, case outcomes, and programs
- Data visualization features to identify trends and patterns

Workflow Management:

- Automated task reminders and notifications
- Escalation procedures for critical cases
- Collaborations features for communication between divisions and teams within DHSD, and case updates
- Ability to import and export data from external sources
- Ability to integrate financial request review, approval/denial process
- Ability to export invoices from the system into the Financial system for payment

Technical Requirements:

- Access across multiple devices (desktop, mobile)
- Robust security measures including user authentication, data encryption, access controls
- Ability to accommodate future growth in user volume and data storage needs

Privacy Requirements

- Compliance with applicable privacy legislation and professional standards, inclusive of the consideration that some data stored may constitute Personal Health Information, as defined in the *Personal Health Information Act* (NL)
- Role-based access controls to limit data access to authorized users only
- Audit logs to track data access and changes
- Encryption of data both at rest and in transit

Scope:

In person engagement sessions will be a requirement of this project, as divisions within the DHSD include but are not limited to: Mental Wellness & Healing, Family Services, Information & Technology and Finance. The final deliverable for this project will be a final report outlining recommendations for a Data Management System for the DHSD.

Deliverable:

☐ A detailed final written report containing:

- Analysis of current DHSD data management needs
- Recommended DMS solution(s), including rationale and comparison of options
- Privacy impact considerations and compliance strategy
- Implementation roadmap and resource estimates
- Virtual presentation of findings to DHSD

Evaluation Criteria for Proposals

The NG will evaluate each proposal received in response to the RFP using the following criteria, which is not intended to be exhaustive and is not ranked in order of preference or priority:

- a. Completeness, thoroughness and relevance of the proposal submitted in response to the RFP;
- b. Relevant experience of the Proponent;
- c. Relevant experience and knowledge of key personnel;
- d. References, including the contact information of former clients;
- e. Schedule of rates and fees;
- f. Inuit Content as outlined in the Nunatsiavut Government's *Procurement Act*; and
- g. Other criteria as may be applicable.

The Nunatsiavut Government reserves the right to discuss any and/or all proposals and to request additional information from the proponents.

The NG may not accept the lowest-cost, or any proposal, and reserves the right to cancel this RFP at any time. Any proposal that is accepted may be accepted in whole or in part.

The *Procurement Act* will be used to determine the Inuit Content Factor of the submissions and the weighting of the points assigned in this category. It is the responsibility of proponents to show, in their proposal, a calculation of the Inuit Content Factor as identified in section 17 of the *Procurement Act* and attached hereto as Appendix A. The proponent must include an Inuit Content Scoresheet with their proposal even if the proponent believes that the Inuit Content Factor of their proposal to be '0'. Failure to do so will result in an Inuit Content Factor of '0' being applied to the proposal.

Details of Proposed DMS

A comprehensive and detailed description of the proposed DMS must be included. Specific reference shall be made to why the proposed DMS is advantageous to DHSD given the type, method and purpose of the data collected

Required Proposal Content

1) Table of Contents

Proposals should include a table of contents properly indicating the section and page numbers of the information included.

2) Executive Summary

Responses shall include an abstract of no more than one (1) page on the information presented in the proposal and the Consultant's unique qualifications and services.

3) Background, Experience & Capabilities

a) Background Information

Provide general information on the Consultant, including a brief history of the firm and the number of years in business. The proposal should include resumes, relevant project experience, availability, current workload and office location of all key personnel.

b) Project Experience

Project experience should include a comprehensive list of relevant past project experience.

4) Organizational Chart

The chart should indicate the names of the individuals to be involved in the major tasks of the project and the lines of responsibility. The organizational chart should also include the specific responsibilities of the key personnel and their role on the project team.

5) Project Management timeline

The consultant should provide a breakdown of the proposed timeline of task completion for the project, organized into smaller tasks and milestones, with a projected deadline of each assigned task.

6) References

The Consultant should include references related to relevant work experience.

7) Schedule of Rates and Fees

In addition to items noted in the Project Overview, Objectives and Scope, the Cost of Services should include a set fee for any duties added to the scope. The Consultant shall describe how professional fees will be calculated, based on level of effort, for each of the tasks.

All prices quoted in the proposal are to be in Canadian funds and are to show applicable taxes.

8) Other Benefits

The Consultant should describe any other services or benefits the NG may realize through these services.

Instructions to Proponents

Inquires

All inquiries regarding this RFP must be submitted in writing via email to:

Danielle Webb

Director of Family Services

danielle.webb@nunatsiavut.com

Inquiries should be sent by August 18, 2025 so that questions and answers can be sent to all proponents as an addendum. Information given by word of mouth will not be accepted.

Addenda

If deemed necessary by the NG, responses to any questions and/or any additional information will be issued by the NG in the form of an addendum, which shall form part of this RFP. Any addenda issued to this RFP will be posted on the NG website at www.nunatsiavut.com

It is the responsibility of the proponent to ensure that it has received any addenda issued prior to the proposal submission date. Upon submitting a proposal, a proponent will be deemed to have received notice of all addenda that has been issued.

Address for Submissions

To be considered, electronic copies of proposals should be sent to Danielle Webb, via email at danielle.webb@nunatsiavut.com with the subject line: PROPOSAL SUBMISSION – NG DATA MANAGEMENT SYSTEM. Facsimile submissions will not be accepted

Submission Deadline

Proposals must be received on or before 4:30 pm Atlantic Daylight Time (ADT) on August 29, 2025 (the "Closing Date"). Proposals submitted after the closing date will not be considered. Proposals will be open for acceptance for at least ninety (90) days following the Closing Date.

General Conditions

Specific requirements outlined below do not constitute the final terms of the agreement or the engagement. A separate agreement between the two parties will determine the ultimate terms.

Governing Law

The laws of Nunatsiavut and in particular the *Procurement Act* govern this RFP and any subsequent contract arising from this RFP.

Cost of Proposal

Preparation and submission of a proposal in response to this RFP is voluntary and any costs associated with proposal preparation, submission, meetings, negotiations or discussions with the NG must be borne by the proponent submitting the proposal.

No Claim

The NG will not be liable to any proponent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the proponent in preparing and submitting a proposal, or participating in negotiations for a Contract, or other activity related to or arising out of this RFP. Except as expressly and specifically permitted in this RFP, no proponent shall have any claim for any compensation of any kind whatsoever as a result of participating in this RFP and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim.

Proponent's Qualifications

In submitting a proposal, the proponent acknowledges and agrees that it has read, understood and agrees to all terms and conditions described in the RFP and that it has the necessary experience, skills and ability to effectively provide the services.

Acceptance of Proposal

The NG reserves the right to accept or reject any or all proposals received in response to this RFP. The NG reserves the right to conduct personal interviews with selected proponents and contact the references provided.

Withdrawal

Proponents may withdraw their proposal at any time prior to acceptance.

No Binding Contract

The NG may, after reviewing the proposals received, enter into discussions with one or more of the proponents, without such discussion in any way creating a binding contract between the NG and any proponent. There will be no binding agreement with the NG until a formal contract with negotiated terms has been signed by both the NG and a proponent.

Solicitation of NG Staff and Assembly Members

Prior to the Closing Date, proponents should not establish contact with anyone inside the NG regarding this RFP (including the Nunatsiavut Assembly), other than the representative(s) identified, without that representative's permission.

Failure to abide by this requirement could be grounds for rejection of the proposal.

Confidentiality

Any information acquired about the NG by a proponent during this process must not be disclosed unless authorized by the NG, and this obligation will survive the termination of the RFP process.

No Conflict of Interest

By submitting a proposal, the proponent declares that it has no pecuniary interest in the business of any third party that would cause a conflict of interest or be seen to cause a conflict of interest in carrying out the services.

Release of Information

While RFP is open:

The names of individuals or companies who have picked up the proposal will not be released.

At the Proposal Opening:

Only the names of the proponent(s) will be released.

After Proposal Opening:

No further information will be released until after the contract is awarded.

Appendix A- Inuit Content Scoresheet (section 17 Nunatsiavut Procurement Act)

a) A maximum of 20 points related to the percentage of Inuit ownership of the supplier calculated as 0.5 points per 1% of Inuit participation in excess of 50% of the ownership and control of the supplier with 0 points being awarded to a supplier that is not at least 50% owned and controlled by Inuit or Inuit Businesses.	/20
b) A maximum of 10 points related to the physical location of the head office and operating offices of the supplier where 10 points is awarded to a supplier having both its head office and principal operating office in an Inuit Community and 6 points is awarded to a company having an operating or a head office in an Inuit Community and 4 points is awarded for a head office or operating office elsewhere in Labrador.	/10
c) A maximum of 10 points related to training for Inuit calculated as 0.1 point per 1% of all training money spent by the supplier on the training of Inuit.	/10
d) A maximum of 20 points related to the percentage of the supplier's employees who are Inuit calculated as 0.2 points per 1% of employees who are Inuit.	/20
e) A maximum of 10 points related to the proportion of wages paid to Inuit by the supplier calculated as 0.1 point per 1% of payroll paid to Inuit.	/10
f) a maximum of 10 points related to the percentage of goods and services purchased by the supplier from Inuit Businesses in relation to the procurement calculated as 0.1 point per 1% of the value of all purchases obtained from Inuit.	/10
g) A maximum of 10 points related to the commitment by the supplier to utilize Inuit Businesses as sub-contractors calculated as 0.1 point per 1% of the value of all sub-contracts awarded to Inuit Businesses.	/10
Total (out of possible 90)	/90

