



*Healthy People Healthy Communities – for Generations*

*Request for Proposal*

**NSHA 2015-0605**

*Provision of Steam Sterilizer*

*For the Nova Scotia Health Authority – Zone 4(Central)*

JULY 15, 2015

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## INTRODUCTION

### NOVA SCOTIA HEALTH AUTHORITY

We are the Nova Scotia Health Authority. We are rural and urban. We are in hospitals, health centers and community. We serve individuals and communities from Yarmouth to Cape Breton, from Amherst to Halifax, and everything in between. We are researchers and learners, looking for new ways to prevent and treat disease and maintain health. We are partners – with community groups, schools, government, foundations and auxiliaries, community health boards and, most importantly, with you. Most of all, we are a community of caring, compassionate people who care deeply about health, healing and learning. Together with you, we will create a healthier Nova Scotia.

### SCENTED PRODUCTS

Nova Scotia Health Authority is committed to creating a healthy and safe environment in which to work and to provide services. Scented personal products may affect patients, employees and visitors who are sensitive, have asthma or have allergies to chemicals in scented products. Employees, medical staff, volunteers, patients, visitors and students are to refrain from wearing scented personal products, such as perfume, aftershave lotions, hair spray, shampoo, lotions, deodorant, fabric softener while within Nova Scotia Health facilities.

### ENVIRONMENTAL IMPACT PROCUREMENT

Nova Scotia Health Authority is committed to improvement of the environment through the integration of environmental performance considerations into the procurement process including planning, acquisition, use and disposal. Nova Scotia Health Authority recognizes that value for money includes the consideration of many factors such as cost, performance, availability, quality and environmental performance. Through the economies of scale in the acquisition of environmentally responsible products and services Nova Scotia Health Authority supports “greener “ markets and industries and expects that the application of this initiative will result in the reduction of lifecycle costs. The benefits of environmentally responsible procurement are:

- Reduction in harmful or hazardous gas and waste emissions and air contaminants;
- Support of reuse and recycle initiatives,
- Improved utilization of natural resources,
- Support of a healthier working environment for employees through the purchase of environmentally preferable goods and services.

### ELECTRONIC TENDERING WEBSITE

Nova Scotia Health Authority posts its tenders to its website: [www.cdha.nshealth.ca](http://www.cdha.nshealth.ca). Vendors should click on the link **Tenders** to select the required documents. **Please note that all addendums to the RFP are also posted on this website during the tender period. It is Proponents’ responsibility to monitor the site and download all pertinent information. Proponents’ submitting a proposal must acknowledge in their cover letter that their proposal takes into account the original RFP and all addendums that have been published i.e. by referencing each addendum published. Failure to do so may, in the NSHA’s sole discretion, render the proposal noncompliant and thus it is possible that the proposal will receive no further consideration.**

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## 1.0 REQUEST FOR PROPOSAL

The Nova Scotia Health Authority (“NSHA”) requires a Steam Sterilizer for the Sterile Processing Department at the Dartmouth General Hospital. The Nova Scotia Health Authority will consider entering into a contract for the implementation of the most acceptable proposal in accordance with evaluation factors set out in this RFP.

## 2.0 BID RECEIVING

Bids must be submitted to the following address:

### **Purchasing**

Nova Scotia Health Authority  
Room 836 Bethune Building  
1276 South Park St.  
Halifax, NS B3H 2Y9

### **Attention: John Chisholm**

### **Contracting Authority**

Tel: (902) 473-2075

Fax: (902) 473-4440

E-mail: john.chisholm@nshealth.ca

Proposals must not be sent via e-mail. Proposals and their envelopes should be clearly marked with the name and address of the proponent, the Request for Proposal number, and the project or program title.

**Late submissions will not be accepted, will be considered a “Non-Response” and will not be evaluated.**

**Date and Time for proposal submissions: Proposals must be received on or before July 15, 2015 14:30p.m. ADST.**

## 2.1 MANDATORY SITE TOUR

A mandatory site tour will be held at the **Dartmouth General Hospital – 1<sup>st</sup> Floor, Room #1706 - 325 Pleasant Street Dartmouth, Nova Scotia on June 30, 2015. The tour will begin at 10:00a.m.** Proponents’ who do not attend will not be eligible to submit a proposal for further consideration.

Proponents’ are requested to communicate with the Contracting Authority prior to the proponents’ site tour to confirm attendance. Proponents’ are to provide the Contracting Authority, in writing, the names of its representatives who will be attending and a list of issues that it wishes to table no later than one working day prior to the scheduled proponents’ site tour.

Proponents’ or a representative of the proponent are requested to attend this site tour during which the requirements outlined in this bid solicitation document will be reviewed, and any questions will be answered. In order to fully understand the scope of the requirement, it is recommended that proponents’ who intend submitting a bid send a representative.

Proponents’ are advised that any clarifications or changes resulting from the proponents’ site tour shall be included as an amendment to the bid solicitation document.

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### 3.0 INQUIRIES – SOLICITATION STAGE

All inquiries and other communications with NSHA throughout the solicitation period are to be directed in writing **ONLY** to the Contracting Authority named above. Non-compliance with this condition during the proposal solicitation period can (for that reason alone) result in disqualification of your proposal. Inquiries must be received no less than **five** business days before the proposal closing date to allow sufficient time to provide a response. Inquiries received after that time will not be answered prior to the proposal closing date.

**The proponent is responsible for obtaining any needed clarification of the RFP requirements, while the RFP is open.** Questions should be directed in writing to the contracting authority identified above. **Email is the preferred method of contact.**

Responses to questions that are deemed by the Nova Scotia Health Authority, in its sole discretion to be material to all prospective proponents **will** be made available as an addendum while the RFP is open, for download from our website at: <http://www.nshealth.ca>

### 4.0 FORMAT AND CONTENT OF PROPOSALS AND RELATIVE WEIGHTS

Respondents are required to submit three (3) hard copies of their Technical Proposal and Management Proposal, one (1) copy of their Cost Proposal, and one (1) electronic copy on CD of the entire proposal. **It is critical for respondents to note the following requirements for each of these submission sections:**

- (a) **Request for Proposal (RFP) document and all addendums issued**  
Duly completed and signed.
- (b) **Technical Proposal/Management Proposal (50 points)**  
Your Technical Proposal addressing each of the criteria specified in this RFP.
- (c) **Cost Proposal (50 points)**  
Your Cost Proposal addressing each of the cost elements specified in this RFP.

**TOTAL:** (maximum 100 points).

The price of bids will be evaluated in Canadian dollars, the Harmonized Sales Tax (HST) excluded.

**It is requested that the Cost Proposal be submitted unbound and sealed in a separate envelope that is clearly marked with the words: "Cost Proposal RFP NSHA 2015-0605".**

**Costs shall not appear in any other area of the proposal except in the financial proposal section. Failure to do so WILL render proposal non-responsive.**

### 5.0 ADDITIONAL PHASES OF WORK

If additional phases of work are required, the NSHA reserves the right to amend the contract that was awarded under this RFP to complete additional phases of the project. Alternatively, the NSHA reserves the right to issue a subsequent RFP to address any such additional phases. The decision whether to amend an existing contract and/or to issue a subsequent RFP is at the sole discretion of the NSHA.

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## 6.0 EVALUATION OF PROPOSALS

### 6.1 TECHNICAL PROPOSAL

Proposals will be examined to determine their compliance with the mandatory requirements as detailed in the Request for Proposals. Proponents' are instructed to address each requirement in sufficient depth. Bids not meeting all of the mandatory requirements will be given no further consideration.

6.1.1 In order to demonstrate that the firm possesses the required qualifications, proponents' **should** provide, in addition to a profile of the principals of the company, a list of relevant projects completed, including a brief description of each project, and clients for whom the work was performed. Proponents' **should** demonstrate the understanding of the requirements.

6.1.2 Any proponents' may be required to give an oral presentation to NSHA to describe its capabilities to successfully completing the Work in accordance with this solicitation.

6.1.3 The NSHA reserves the right to inspect the proposed Steam Sterilizer, prior to completing any agreement.

#### 6.1.4 MANDATORY CRITERIA

- The proponent **must** meet complete the Compliance Matrix outlined in **Appendix "A" and "B"** – Technical Specifications and General Requirements
- The proponents' **must** complete a comprehensive set of shop drawings
- The proponents' **must** complete Section 6.3 Cost Proposal. All proposals must be submitted in Canadian Dollars (CDN) exclusive of all taxes.
- The proponents' product **must** meet CSA Standards
- The proponents' **must** include a complete set of installation manuals as part of the RFP response.
- The proponents' **must** complete **Appendix "C"** – **ITCS Requirements**
- The proponents' **must** complete **Appendix "E"** - **PIIDPA**
- The proponents' **must** complete Section 15.0 General Terms and Conditions.
- The proponents' **must** complete Section 16.0 References.
- The proponents' **must** complete Section 17.0 Vendor Contact
- The proponents' **must** complete Section 18.0 Signature of Authorized Officers

### 6.2 MANAGEMENT PROPOSAL

This section **must** outline the comprehensive approach to be followed in completing all aspects of the RFP. A detailed plan, outlining the methodology, specific activities planned, the timing and associated level of effort by labour category or individual, **must** be provided for each task specified in this RFP. Sufficient detail is to be provided to allow a complete understanding of how the work is to be carried out. The team organization and the responsibilities of each team member **must** also be described.

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### 6.3 COST PROPOSAL

The Price Proposal must address each of the cost elements specified in this RFP. The total amount of Goods and Services Tax (GST) or Harmonized Sales Tax (HST) is to be shown separately, if applicable. **It is requested that the Price Proposal be submitted unbound and sealed in a separate envelope that is clearly marked with the words: "Price Proposal RFP NSHA 2015-0605". Costs shall not appear in any other area of the proposal except in the financial proposal section. Failure to do so WILL render proposals non-responsive.**

Pricing included in the Price Table must be held for three (3) years following the date of the award of the RFP, to account for further need across the region, including the purchase, in the discretion of the NSHA, of another Steam Sterilizer and as funding permits.

Where required, the vendor **must** provide a completed copy of their insurance form for the protection of the vendor and their employees and any authorized subcontractors against claims for the property damage and personal injury including accidental death, in the following amounts:

Public Liability- \$5,000,000.00 each occurrence – one or more persons;

Property Damage - \$5,000,000.00 each occurrence

Prices quoted shall include freight, duty and any other charges which are applicable at the time of delivery, F.O.B Destination – 325 Pleasant Street, Dartmouth, Nova Scotia B2Y 4G8.

### 7.0 BASIS OF SELECTION

1. To be considered responsive, a bid must:
  - (a) Meet all the mandatory requirements of this solicitation;
  - and
  - (b) A minimum of 50 percent is required for **6.0** for the proposal to be given further consideration. The rating is performed on a scale of **100** points.
2. Bids not meeting (a) or (b) above will be given no further consideration.
3. The responsive bid that scores the highest number of rated points will be recommended for award of a contract.

### 8.0 EVALUATION CRITERIA

NSHA shall have the sole and absolute discretion to:

**8.1** To assess any proposal on the basis of any or more of the selection criteria set forth in this RFP, which criteria are not intended to be exhaustive, and/or any other criterion or factor considered appropriate by NSHA.

**8.2** Undertake a comparative evaluation of any proposals received and evaluate such proposals based on considerations which, in the sole opinion of NSHA, would yield the best value.

**8.3** Select any proposal considered by NSHA to be in its best interests or the most satisfactory, including without limitation the lowest or any price proposal.

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## **9.0 STANDARDS**

**9.1** The equipment must be CSA approved as meeting all the requirements set forth by Health Canada. Proponents' shall provide a statement of proof that its equipment meets these standards. Equipment purchased by NSHA shall have a valid Health Canada Medical Device License. A copy of the license shall be provided with the equipment at time of delivery.

## **10.0 NEWS RELEASES/PUBLIC ANNOUNCEMENTS**

Proponents' shall not make news releases or public announcements concerning this RFP or the awarding of the contract without the written consent of NSHA and then, only in coordination with NSHA.

## **11.0 NEGOTIATIONS WITH PROPONENTS**

Negotiations with the Preferred Proponent will occur in the following manner: NSHA reserves the right in its sole discretion to negotiate the final terms and conditions of this RFP with the Preferred Proponent prior to award of the RFP. If the NSHA is unable to reach an agreement satisfactory to NSHA, NSHA reserves the right to end negotiations with the Preferred Proponent and to proceed with negotiations with the next probable proponent for award prior to award of the RFP. NSHA shall have no liability to any other proponent as a result of such negotiations or modifications.

## **12.0 INDEMNIFICATION**

The proponent in responding to this RFP hereby agrees indemnify and hold the NSHA harmless from and against all costs, actions, suits, claims, losses, expenses (including legal costs), liabilities, or damages arising from any action or omission of the proponent, or by its servants, agents, employees, or students in relation to all matters arising out of this RFP process and any resultant contract, including proceedings of any kind or nature for the alleged infringement of intellectual property rights, save and except where caused by the negligence or willful misconduct of the NSHA, its servants, agents, or employees.

## **13.0 TERM**

The term of any resultant agreement in relation to the partnership/collaboration aspect of this RFP will be for a minimum of three (3) years. The successful proponent will maintain the quoted prices for the duration of the contract.

## **14.0 DELIVERY, INSTALLATION AND ACCEPTANCE**

**14.1** If a newer, more advanced unit becomes available after the purchase order has been issued, but before installation, the vendor will be responsible for installing the newer equipment at no cost to NSHA.

**14.2** The vendor/successful proponent shall provide a complete set of user's and maintenance manuals at the time of system delivery.



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**14.3** The equipment will be accepted by the NSHA following vendor/user review of the specifications and equipment and site commissioning by NSHA. Should examination reveal the unit to be below the tolerance established by equipment and site specifications, the vendor must bring the unit to the acceptance level at the vendor's expense within 10 working days.

**14.4** The systems must have a minimum of 1-year warranty period that covers all parts and labor. The warranty period will commence on commissioning and acceptance of the equipment by NSHA. Commissioning will, unless there are circumstances where this is not possible without additional intervention by the Vendor, be completed by NSHA within 1 week of the vendor informing NSHA that installation is complete.

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**15.0 GENERAL TERMS AND CONDITIONS**

Please indicate acceptance or rejection of each of the following terms and conditions. Any references to an “agreement” pertain to a purchase agreement arising from the award of this tender. This agreement shall contain these terms and conditions where applicable.

	Accept
1. NSHA acknowledges that any information submitted in confidence by a vendor, if disclosed to third parties, could reasonably be expected to cause financial harm or harm the competitive position of the vendor. Any information contained in a proposal that is considered confidential by the vendor must therefore be clearly identified as confidential. The NSHA and its representatives shall, to the extent permitted by law, respect the confidential nature of any information so identified.	
2. Invitations may be cancelled in whole or in part without penalty, when A) the price Bid exceed the funds allocated for the purchase; B) there has been a substantial change in the requirements after the invitation has been issued; C) information has been received by the NSHA after the invitation has been issued that the NSHA feels has substantially altered the procurement; or D) there was insufficient competition in order to provide the level of service, quality of goods or pricing required.	
3. The NSHA will not pay for the information solicited by this RFP. All costs incurred by a vendor in the preparation of a proposal are the responsibility of the vendor. The NSHA makes no representation or assurance regarding the outcome of proposals, and specifically reserves the right to terminate the tendering process without consequence or liability.	
4. References identified in the proposal may be contacted by the NSHA or its representatives to substantiate the proposed solution’s capabilities and reliability, vendor performance, and overall service. Vendors are expected to cooperate fully in helping the NSHA and its representatives to verify vendor claims.	
5. All bid materials will become the property of the NSHA, unless otherwise specified by the vendor.	
6. The vendor represents and warrants that none of the bid materials infringe any intellectual property rights of third parties.	
7. The NSHA reserves the right to seek clarification on existing requirements contained in the RFP. Should additional requirements be identified, they will be submitted to all vendors in writing as an addendum to this document.	
8. All proposed equipment/goods/furniture (if any) must comply with and be approved for all applicable laws, codes and standards.	
9. The successful vendor and any subcontractors listed in the proposal must be registered in the Province of Nova Scotia under the Corporations Registration Act or the Partnerships and Business Names Registration Act before a contract is awarded by the NSHA.	
10. All prices / costs are to be quoted in Canadian dollars and exclusive of any taxes.	
11. All prices are to be FOB Destination (freight included) on delivery to the NSHA.	
12. The NSHA qualifies for government and educational discounts from various vendors. All applicable discounts are to be identified in the cost section.	
13. The NSHA requires monthly-consolidated invoice where applicable.	
14. The vendor is responsible for ordering, installation and payment of any special equipment/services required for successful completion of the project	
15. NSHA reserves the right to terminate any contractual agreement that might arise from an RFP giving 60-day notice.	
16. The vendors shall identify any component of their solution that includes hazardous materials requiring the NSHA to take the environmental or personnel precautions.	
17. All vendors must provide full-disclosure of any and all funding of “in-kind” programs that have been provided to NSHA. Furthermore all vendors must disclose the name(s) of and person(s) employed at NSHA who is under contract, or represents the vendor in any capacity which may be viewed as a conflict of interest	

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	Accept
18. It is a condition precedent to the NSHA'S acceptance of any tender that the Vendor confirm that they have no outstanding or pending litigation, action, claim, demand or cause of action against NSHA which in any way relates to the the subject matter of the RFP or which relates to the supply of goods and services to the NSHA.	
19. A vendor's certification and assurances form must be signed by an authorized signing officer of or authorized person for the vendor certifying that all information contained in the proposal is accurate and agreeing to comply with all of the terms, conditions and provisions of the RFP	
20. Vendors submitting bids hereby certify that the vendor's business is fully compliant with the <i>Personal Information Protection and Electronic Documents Act</i> (Canada), the Freedom of Information and Protection of Privacy Act and the Personal Information International Disclosure Act. Vendors submitting bids hereby certify that all information necessary to allow the NSHA to determine compliance with the Personal Information International Disclosure Act. Has been provided to the NSHA.	
21. NSHA reserves the right to reject any bid, which does not comply with this solicitation. Any deviation is to be clearly identified and supported with full details.	

ACKNOWLEDGED AND AGREED:

\_\_\_\_\_

(Vendor Name)

Per: \_\_\_\_\_

(Authorized Signing Authority for Vendor)

\_\_\_\_\_

(Date)

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**16.0 REFERENCES**

Vendors are requested to provide a minimum of **three references**. Reference should be similar in focus, size and complexity to the NSHA environment. Please fill out the table below as completely as possible. Identify customers who may be contacted for a review of their implementation experiences.

Reference	Vendor Response
Institution Name	
Address	
Contact Name	
Contact Phone	
Contract Value	
Length of Agreement	

**17.0 VENDOR CONTACT**

Please provide the name, title, address and telephone number of a person who we can contact, if necessary, to provide clarification of your response.


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**18.0 SIGNATURE OF AUTHORIZED OFFICERS**

**VENDORS CERTIFICATION AND ASSURANCES**

This form must be attached to and form part of the Vendor's proposal for:

1. I/We make the following certification and assurances as a required element of the RFP that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions that apply to this RFP or the Agreement entered into pursuant to this RFP:
2. I/We certify that this bid is made without any connection, knowledge, comparison of figures or arrangement with any other company, firm or person making a bid for the same work and is in all respects fair and without collusion for fraud.
3. I/We agree to comply with all of the terms, conditions, and provisions as outlined herein, understanding that such conditions and provisions apply to this RFP of the Agreement entered into pursuant to this RFP.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Print/Type Name

\_\_\_\_\_  
Position

\_\_\_\_\_  
Date

**Mailing Address of Vendor/Vendor:**

Street \_\_\_\_\_ City \_\_\_\_\_

Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Telephone Number \_\_\_\_\_

Fax Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

Web Site \_\_\_\_\_

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**APPENDIX “A”**

**TECHNICAL SPECIFICATIONS**

NSHA is seeking a vendor to supply; install; & commission 1 recessed wall Steam Sterilizer (unit) & decommission an existing Steam Sterilizer in the Sterile Processing Department at the Dartmouth General Hospital. The proffered unit will be used in the sterilization process of medical devices. The proffered unit must fit within the allotted space without renovations. All prospective suppliers proponents' must attend the scheduled site visit, to ensure, their proffered unit meets all existing physical & facility service requirements. **Please note: this is not a turn-key installation as all required facility services will be supplied / managed by NSHA resources.**

The following components **must** be included with the Bid submission, otherwise, the Bid submission will be **immediately** rejected:

- 1 recessed wall Steam Sterilizer ( unit ) complying with the technical specifications stated here in
- 2 Transfer Carts, each, with a minimum of 3 shelves
- All adaptors / couplings / fittings to manage NSHA service feeds & drainage & venting
- All filters ( **if applicable** )
- Site visit results' report
- Installation & commissioning services of proffered unit
- Decommissioning & removal services of an existing unit
- In-service training for applicable NSHA Staff
- Technical Service training for 1 NSHA Staff
- 1 Operator's Manual
- 1 Service Manual
- Complete unabridged set of shop drawings
- Completed EXCEL Vendor Product Detail Worksheet which includes Appendices A – Technical Specifications (A) & B – General Requirements
- CSA Approvals
- Health Canada Medical Device License ( **if applicable** )
- 1-year Parts & Labor Warranty ( **minimum term** )

**Mandatory Requirements:**

- Include recessed wall unit
- Provide for a minimum internal chamber capacity of: 24”W x 36”H x 60”D
- Include single door access
- Provide for air removal from the unit's chamber, i.e. via gravity, vacuum, gravity-vacuum combination ( G-V ), steam flush pressure pulse ( SFPP )
- Provide for steam removal via partial vacuum
- Provide for G-V sterilization to accommodate processing of sterile fluids
- Include internal steam generation & external steam feed capabilities / features, equipped for external, i.e. Facility generated, steam supply
- Include User-friendly / intuitive controls
- Provide for hardcopy of cycle documentation
- Provide for multiple User-programmable cycles

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- Include means for steam-feed analysis & if, applicable, then include steam pre-filtration components
- Include Alarms: audible & visual indicators for:
  - Chamber pressure
  - Water in chamber
  - Door unsealed
  - Temperature above or below set-point
  - Probe or transducer failure
  - Cycle disruption or failure
- Include back-up power for cycle memory

Vendor Mandatory Input:

- State air removal method for proffered unit
- State temperature range & cycle time for gravity cycle, deg C
- State temperature range & cycle time for vacuum cycle, deg C
- State temperature range & cycle time for SFPP cycle, deg C
- State if cycle times are User adjustable or pre-programmed
- If, applicable, then state minimum pre-programmed cycle times
- State method used to dry sterile items, i.e. radiant heat; vacuum evaporation
- State if access door is opened manually or if it is powered
- State if Flash sterilization capability is provided
- List all data that is recorded on a strip recorder
- Include sample of strip containing layout of data fields
- Specify interval of recorded data, i.e. every 5 minutes, etc.
- List all data that is recorded on a digital recorder
- Include screen-shot of unit's display showing data displayed during a typical cycle
- State # of User-programmable cycles
- Include statements / documentation of energy-use costs
- Provide any supporting documentation for claims made re: energy efficiency / management with bid submission
- Include any applicable preloading preparation requirements
- Include description of data management capabilities
- Include unabridged copy of shop drawings with bid submission
- Specify user interface to operate the system, i.e. touch screen display; integrated keypad; interfaced PC; IR remote control, etc.

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**APPENDIX “A” and “B” – EXCEL FORMAT**

**TECHNICAL SPECIFICATIONS and GENERAL REQUIREMENTS**



APPENDIX A & B -  
TECHNICAL & GENERA



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**APPENDIX “C”****ITS REQUIREMENTS**

The following tables and notes outline the Nova Scotia Health Authority technical standards for vendors who are supplying software and/or hardware as part of their proposal. Please indicate your compliance in the appropriate column of the tables and written responses to the associated notes in the space provided. Attach additional supporting technical specifications and documentation to your response.

**1.0 Communications**

Protocol	Version	Notes	Mandatory/Preferred	Comply
TCP/IP	Version 4		Mandatory	
	Version 6		Supported	

**2.0 Interoperability Standards & Protocols**

Protocol	Version	Notes	Mandatory/Preferred	Comply
HL7	2.4 (minimum)		Mandatory	
HL7	3.0		Supported	
CCOW	1.5		Preferred	
XML	1.0 3 <sup>rd</sup> edition		Preferred	

**3.0 Operating Systems & Hardware**

Platform	Operating System	Make	Notes	Mandatory/Preferred	Comply
UNIX	AIX 6.1 or higher	IBM	(LDAP compliant with Active Directory Integration)	Mandatory (AIX 7.1 preferred)	
UNIX	Red Hat Enterprise Linux 5 or higher	Red Hat Enterprise Linux 5 or higher	Used for platforms requiring commercial support	preferred	
UNIX	Debian GNU/Linux 6 or higher	Debian	Used for platforms not requiring commercial support	preferred	
Intel Server (physical – rack mount)	Windows 2008 or higher	HP Proliant Or Cisco UCS (blade preferred)	Please see notes 1 & 2	Mandatory	
Intel Server (virtual)	Windows 2008 Virtual Guest	VMWARE ESXi 5.1	Indicate if application is certified to run in a VMWARE environment	Mandatory (ESXi 5.5, planned this year)	

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(physical/virtual)	Active Directory Integration		Authentication services leveraging Microsoft Active Directory and appropriate Global security Group Membership	Mandatory	
Storage	SAN/NAS	EMC	Application must be certified to have all storage be on a SAN/NAS	Mandatory	
Desktop (1 <sup>st</sup> Gen i5 and 2 GB of ram min)	Windows 7 Enterprise 32/64 Bit	HP	Please see notes 1,2&6	Mandatory	
Laptop (1 <sup>st</sup> Gen i5 and 2 GB of ram min)	Windows 7 Enterprise 32/64 Bit - disk encryption	HP	Please see Notes 1,2,6&7	Mandatory	

#### 4.0 Application Database

Platform	Database	Notes	Mandatory/Preferred	Comply
UNIX	Oracle 11 or later		Preferred	
Intel	SQL 2008 or later	Please see note 3	Mandatory	

#### 5.0 Application Client Software

Client	Versions	Notes	Mandatory/Preferred	Comply
Web enabled		Please see note 4	Preferred	
Thin Client	Citrix, MS Terminal Services	XenApp 4.5	Preferred	
Fat Client			Supported	
Audit Capability		Please see note 8		

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**6.0 Network Infrastructure**

<b>Router/Switch</b>	<b>Vendor</b>	<b>Model</b>	<b>Mandatory/Preferred</b>	<b>Comply</b>
Wired Connectivity (non-PoE)	Cisco	WS-C2960S-48TS-L	Mandatory	Specific models may need to be reviewed based on request.
Wired Connectivity (PoE)	Cisco	WS-C2960S-48FPS-L	Mandatory	
Wireless Access	Cisco	AIR-CAP3502I-A-K9 -controller-based deployment only -supports a/b/g/n radios	Mandatory	Security Type: Wi-Fi Protected Access2(WPA2) mandatory

Note 1 (Mandatory):

All devices that are attached to our network must/mandatory run managed Anti Virus software. Nova Scotia Health Authority Standard – Symantec End-point Protection.

Note 2:

Currently Nova Scotia Health Authority is delivering Microsoft updates via an internal update server (Microsoft WSUS). Vendors must outline the process for applying Microsoft patches and critical updates to the hardware they provide. Also include a list of all certified patches and critical updates that your application is currently certified for. Any limitations on Nova Scotia Health Authority IT Services applying Microsoft patches and critical updates to any relevant client PCs must also be outlined. Absence of this information may disqualify your response from further consideration.

Note 3:

Nova Scotia Health Authority does not allow network deployment of applications using Microsoft Access as the database for any application.

Note 4:

Web enabled client software must include all components and processes to fully deliver the content of the application to the user without manual intervention or development by Nova Scotia Health Authority resources.

Note 5:

Nova Scotia Health Authority is interested in the vendor's ability to deliver e-learning on purchased equipment or services. E-Learning may comprise, but is not limited to Web based seminars, Computer Based Training Sessions, On-line Documentation.

Note 6:

Nova Scotia Health Authority will support 64 Bit operating systems with the clients understanding, not all our applications are supported within the 64 bit environment. So long as the application\desktop required will not affect any clinical applications required to run on within their 32 bit environment. We will consider using Windows 7 Enterprise 64 Bit OS.

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Note 7:

All laptops currently require Encryption to be installed. Whether the laptop is to be used as a portable device or not, the fact that the laptop is considered portable requires our Standard Encryption product to be installed. Nova Scotia Health Authority Standard - Symantec Endpoint Encryption.

Note 8:

All application software will have the capability of recording when user accounts are set up, modified or deleted. They will also have the ability to see the last logged in date.

**Written Reponses:**

**Response to Note 1**


**Response to Note 2**


**Other Comments**


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**APPENDIX “D”**  
**INFORMATION TECHNOLOGY**  
**WIRELSSS SERVICES’ REQUIREMENTS**

NSHA’s wireless services are based upon an enterprise model following current industry best practices. For wireless services to be provisioned at a new site, access to the wireless management VLAN is required and is as simple as adding that VLAN to the site. Additional access points will be required and potentially a Wireless LAN Controller depending on current utilization. The SSID is enterprise wide, once a device is configured to connect it can be used anywhere wireless services are delivered within NSHA.

The implementation of Cisco’s Wireless Control System server allows a single point of management to all wireless devices and related infrastructure and will scale with new services. 802.1n is supported in our existing infrastructure provided that the LWAPP (Lightweight Access Point Protocol) antennas support it. All new access points ordered have 802.1n capable radio antennas.

NSHA has implemented WPA2 with Protected EAP-Microsoft Challenge Handshake Authentication Protocol version 2 (PEAP-MS-CHAP v2). PEAP is a one-way authentication scheme using TLS to create an encrypted channel over which the wireless client sends its user and/or computer/device credentials using MS-CHAP v2.

The delivery of wireless services leverages NSHA’s active directory security model in that user and computer/device accounts must be members of wireless service global security groups. This was implemented to prevent unauthorized devices connecting to the wireless network with authorized user credentials. Machine and user authentication is performed via Cisco Secure Access and Control Server via database group mappings to NSHA Active Directory security groups.

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**APPENDIX “E”**

**PIIDPA - PERSONAL INFORMATION INTERNATIONAL DISCLOSURE ACT**

NSHA has a legal duty to maintain confidentiality of the records and particulars of any person or patient in one of its hospitals, or a person or patient formerly in one of its hospitals. This duty is pursuant to Nova Scotia’s legislation on privacy and protection of personal information, including:

- *Hospitals Act*
- *Freedom of Information And Protection of Privacy Act, and*
- *Protection of Personal Information from Access Outside Canada Act*

Accordingly, NSHA requires the signature of an authorized representative of your organization to confirm acknowledgment and acceptance that any information obtained, accessed, and/or used in the course of the provision of services to NSHA will be maintained in the same confidential manner as NSHA is required to maintain such information. “Services” provided to NSHA may include but are not limited to: equipment repair; maintenance; rental; leasing; evaluation; and/or loaner services.

Your signature below confirms that your organization, its officers, directors, employees, and agents agree to NSHA’s terms, as set forth in Schedule “A” attached hereto.

**Acceptance of the terms of this letter and the terms of Schedule “A” is hereby acknowledged:**

Name: \_\_\_\_\_ *(of authorized signature)*

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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**SCHEDULE “A”: PERSONAL INFORMATION (“P/I”) PROTECTION SCHEDULE**

1. **DEFINITIONS:** In this Schedule,
  - a. **“P/I”** shall have the same meaning as the term ‘personal information’ contained in FOIPOP except that, for the purposes of this Schedule, personal information shall be limited to personal information obtained, accessed or created by Supplier as a result of and in relation to this Agreement;
  - b. **“FOIPOP”** means *Freedom of Information and Protection of Privacy Act* (Nova Scotia), as amended from time to time;
  - c. **“PIIDPA”** means the *Personal Information International Disclosure Protection Act* (Nova Scotia) as amended from time to time;
  - d. **“SUPPLIER”** means ·(Company Name)·
2. **PURPOSE:** The purpose of this Schedule is to provide contractual privacy protections for P/I for which NSHA is responsible and to enable NSHA to comply with its statutory obligations under FOIPOP and PIIDPA.
3. **COLLECTION OF P/I:** Unless NSHA otherwise provides, Supplier may only collect or create P/I that is necessary for the performance of Supplier’s obligations and Supplier shall only collect P/I either from NSHA or directly from the individual.
4. **PROTECTION OF P/I:** Supplier shall protect P/I by taking reasonable security arrangements against privacy risks including tampering, theft, sabotage, unauthorized access and disposal. What constitutes reasonable security arrangements will be proportionate to the sensitivity and nature of the P/I. Medical and financial information are presumptively highly sensitive.
5. **RETENTION OF P/I:** Unless otherwise provided by NSHA, Supplier shall retain P/I only as long as is needed to perform its obligations. When no longer needed, the Supplier shall return all P/I to NSHA or shall dispose of P/I in a secure manner protecting against privacy risks including theft, reconstruction, recovery or reconstitution in any manner. Simply deleting P/I data from magnetic storage using standard operating system commands is not sufficient. The supplier shall use a secure form of P/I data deletion that incorporates a shredding or wiping technique that overwrites the P/I data with a sequence of 1’s or 0’s.
6. **USE & DISCLOSURE OF P/I:** Supplier may only access and/or use P/I for the purposes of performing its obligations under this Schedule. Supplier may only disclose P/I if the disclosure is necessary for the performance of Supplier’s obligations and is authorized by NSHA.
7. **INSPECTION OF P/I:** NSHA or an agent acting on its behalf may, at any reasonable time and on reasonable notice to Supplier, audit and inspect Supplier’s handling, management, access and/or use of P/I and assess privacy risks associated with Supplier.
8. **NOTICE:** Supplier shall promptly notify NSHA of any actual or attempted tampering, theft, sabotage of P/I, or unauthorized access, collection, use, disclosure or disposal of P/I.

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9. **RIGHTS IN P/I:** Supplier acknowledges and agrees that any P/I it obtains or becomes aware of during the performance of its obligations under the Agreement does not nor shall become in any way the property of the Supplier, nor does Supplier obtain any rights to use or own the P/I except as provided for in the Agreement including this Schedule. Supplier solely has a license and permission to use and deal with such P/I only to the extent explicitly set out in or necessarily implied by the terms of its service to NSHA. The license to use and deal with such P/I shall terminate immediately upon the receipt of a request, demand or order issued or used by a foreign authority or foreign court which is being made for or will result in the disclosure of P/I held or accessible to Supplier; and any P/I it obtains or becomes aware of during the performance of its obligations shall be deemed to be in the custody and in the control of NSHA.
10. **STORAGE DEVICES & RECORDABLE MEDIA:** Original storage devices, including but not limited to Hard Drives, Flash Drives, and integrated circuit memory, removed or replaced during repairs performed by the Supplier shall be returned with the equipment for disposal by NSHA. Any recordable media, including but not limited to CDs, DVDs, USB drives, and digital tapes, containing any P/I shall be returned for disposal by NSHA. In the event of Storage devices associated with rental, leased, evaluation, and loaned equipment, the supplier shall provide a secure means of removing P/I. (Note: Standard methods of deleting files in most operating systems are not secure and are unacceptable). If the company is unable to provide a secure method of P/I removal, NSHA will securely delete and sanitize the storage device using an industry standard method. In this event, NSHA will not be responsible for the cost associated with restoring the operating system and software.
11. **SURVIVAL OF TERMS:** The obligations of Supplier in this Schedule survive the termination or conclusion of its provision of services to NSHA.



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**APPENDIX “F”****NSHA TRAINING REQUIREMENTS****Mandatory Requirements:**

Operator training must be provided for all applicable NSHA Staff. Training shall be provided on-site. Training should be comparable to the regular operator training provided to the manufacturer’s own clinical/operator specialist support staff and must cover all components comprising the proffered system; an overview of all features; detailed operation of the system features used most frequently; front-line trouble-shooting; daily maintenance activities; and cleaning/sterilization instructions. The vendor is responsible for coordinating all training schedules & activities. **All costs incurred are the responsibility of the awarded vendor.**

Technical service training must be provided for 1 NSHA staff members. Training shall be provided either at one of the manufacturer’s designated factory training locations or on-site during installation / commissioning. Training should be comparable to the regular technical training provided to the manufacturer’s own technical support staff and must cover all components comprising the proffered systems. It should offer comprehensive, hands-on education concerning advanced trouble-shooting and repair with the appropriate tools and technology

Technical service training allowances **must** include **ALL** items included in the *CDHA Travel Policy & Procedure: CH 20-035* - follow link provided below for details.

[http://policy.nshealth.ca/Site\\_Published/DHA9/document\\_render.aspx?documentRender.IdType=6&documentRender.GenericField=&documentRender.Id=14933](http://policy.nshealth.ca/Site_Published/DHA9/document_render.aspx?documentRender.IdType=6&documentRender.GenericField=&documentRender.Id=14933)

Vendors must state deadline ARO, to complete, technical training courses

Vendors must provide at least 1 representative present on the “Go-Live” date, capable of managing additional in-service training required, and resolving unexpected operational/functional problems. All incurred expenses must be assumed by Vendors.

**Table 1:**

<b>Components</b>	<b>Cost</b>
Tuition	
Materials	
Flight/Travel	
Accommodations	
All meals	
Ground transportation (home to airport)	

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Ground transportation  
(airport to  
accommodations)  
Ground transportation (to  
& from course location)  
Ground transportation  
(accommodations to  
airport)  
Ground transportation  
(airport to home)  
All travel taxes (including  
luggage taxes)  
All costs incurred should  
flights be delayed or  
cancelled including:  
  
-ground transportation  
  
-accommodations  
  
-meals  
  
-charges to re-schedule  
flights  
  
-travel taxes

**Total cost for 1 Staff**