**Statement of Work**

Department of Health

Senior Business Systems Analyst (SBSA3)

ePCR (electronic Patient Care Record)

**Date: October 8, 2025**

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# Background

The Innovation and eHealth Branch (IEH) of the New Brunswick Department of Health (DOH) is responsible for overall alignment and integration of innovation and technology within the overall health strategy to achieve optimal health system performance and quality care for all citizens of New Brunswick as well as to ensure the appropriate delivery of information technology services by Service New Brunswick to DOH and system users.

**Ambulance New Brunswick - electronic Patient Care Record (ePCR)**

Medavie Health Services New Brunswick (MHSNB), through its partnership with the New Brunswick Department of Health, is responsible for providing 911 emergency and non-emergency medical services in New Brunswick. Calls for 911 emergency and non-emergency services are received at the MHSNB Medical Communications Management Center (MCMC) which determines whether Air or Land ambulances will be dispatched. Call details are managed within two Computer-Aided Dispatch (CAD) systems, CAD/Visinet (TRITECH) for all 911 calls and CAD LOGIS for non-emergency transfer calls. MHSNB is currently moving to the LOGIS CAD system as its primary dispatch system for emergency and non-emergency calls. Once a call is dispatched to an Ambulance, details regarding the patient’s assessment, treatment or transportation is captured on a Patient Care Record (PCR) form and sent to a data-entry team for transcription into an electronic PCR (ePCR). The current ePCR system is outdated and is being modernized within the Department of Health CommunityCareNB platform which is built on the Salesforce Health Cloud Platform. The ePCR initiative combines concepts of agile development, anytime/anywhere, secure information sharing, empowering both citizens and providers fast and secure access to relevant health information and services.

# Services Sought

IEH is seeking the services of a Senior Business Systems Analyst (SBSA3) to support the Department’s ePCR initiative. The SBSA will report to the Director of MyHealthNB and Community eHealth.

Activities include, but are not limited to the following:

* facilitation of stakeholder engagement sessions, including the creation of supporting materials such as presentations, agendas, meeting minutes, etc.
* documentation of workflows, new business processes, standard operating procedures.
* documentation of high-level business requirements, functional design, gap analysis, user stories, activity diagrams.
* document recommendations to support a high-level Solution Architecture.
* documentation related to support training activities including reference guides and tools.
* training delivery.
* documentation to support operational governance structure, encompassing various deliverables required to support ‘project’ to ‘operations’ transition.

The Senior Business Systems Analyst will also be required to work closely with Subject Matter Experts from various lines of business, as well as both clinical and non-clinical stakeholders from partner organizations, to ensure alignment of the consolidated solution. Business analysis skills and expertise may also be required to support other initiatives deemed a priority by the Department. The resource may be re-assigned to support other initiatives at the discretion of the Department.

# Qualifications/Experience

IEH is seeking a resource with the following qualifications/experience:

**Mandatory Requirements and Experience**

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|  |  | **Required Experience** |
| M1 | A Bachelor’s level University degree in Computer Science, Business Administration or a similar discipline. An equivalent combination of education and experience may be considered. |  |
| M2 | Demonstrated, experience in a lead Senior Business Systems Analyst role responsible for business requirements elicitation and workshop facilitation activities. | Minimum of 10 years |
| M3 | Demonstrated experience as a lead Senior Business Systems Analyst responsible for clinical and non-clinical requirements gathering to support systems development in the digital health / eHealth space in a Canadian jurisdiction | Minimum of 5 years |
| M4 | IM/IT experience | Minimum of 10 years |
| M5 | Demonstrated experience as Senior Business Systems Analyst on projects delivering solutioning on the SalesForce platform. | Minimum of 5 years |
| M6 | Must agree with work location as described in section 8 of this SOW. Please clearly state your agreement with this requirement. |  |
| M7 | Limit vendor submissions to 2. |  |

**Desirable Skills and Attributes**

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|  |  | **Required Experience** |
| D1 | Demonstrated experience as a lead Senior Business Systems Analyst in the eHealth / Digital Health space in a Canadian jurisdiction. Please provide examples of the work.  | Minimum of 5 years |
| D2 | Demonstrated experience in leading and facilitating sessions with diversified groups of clinical and non-clinical Subject Matter Experts and stakeholders, resulting in clear and concise business requirements.  | Minimum of 5 years |
| D3 | Demonstrated experience as a lead Senior Business Systems Analyst responsible for documenting workflows for both clinical (physicians, specialists, etc.) and non-clinical (clinical support staff, patients, etc.) to support business requirements, standardization, and workflow efficiencies. | Minimum of 3 years |
| D4 | Demonstrated experience in documenting business processes, gap analysis, standard operating procedures | Minimum of 7 years |
| D5 | Demonstrated experience in documenting training guides and tools, as well as experience in supporting the delivery of training and associated content to end-users | Minimum of 5 years |
| D6 | Demonstrated experience as Senior Business Systems Analyst on projects implementing solutions on SalesForce Health Cloud | Minimum of 3 years |
| D7 | Familiarity with security relating to data confidentiality and client privacy as it relates to NB’s Personal Health Information Protection Act (PHIPA) |  |

# Cost

Proponents MUST provide a per diem rate based on 7.5-hour workday to complete the services outlined in this Service Request and subsequent service agreement.

Cost will be evaluated using the following formula to determine the score for Section 12.

Low price proposal / price on proposal under evaluation x total marks available for price = SCORE.

# References

Please provide 2 project references that demonstrates that the resource has the qualifications required to perform the duties stated in this Statement of Work. Reference must include name, title and telephone number of the client contact, a description of the project and the role and degree of involvement of the resource.

In the event a poor reference is received, or in the event references provide information that is different than the information provided in the Vendor’s response, we reserve the right to disqualify the Vendor’s response from further consideration or negatively impact the scoring for Section 3.

If Department of Health is unable to reach the reference(s) provided, Department of Health reserves the right to disqualify the Vendor’s response from further consideration.

Department of Health reserves the right to contact references other than those provided, who are familiar with the work of the Vendor.

# Reporting Structure

The successful candidate will report to the Director of MyHealthNB and Community eHealth who will provide leadership and supervision regarding overall priorities, duties, and work assignments.

# Duration/Effort

The duration of the engagement will be full time, beginning November 25, 2025, for 1 year.

DOH reserves the right to truncate the engagement, as needed.

There will be two (2) optional 1-year extensions available at the approval of the Department of Health, Strategic Procurement, and the Vendor.

# Work Location and Travel

The resource must be available to work on-site, full time in Fredericton. At the discretion of DOH, a blend of on-site and off-site may be considered after the resource has been adequately integrated to the work. Office space with current technology and access to necessary information will be provided in RBC Place, Fredericton, NB for the duration of the engagement.

If the proposed resource is based outside of Fredericton, it is the candidate’s responsibility to pay for the travel time and costs to and from their place of business (or home) to Fredericton.

If travel within the province is required, the Department will pay for travel outside of our area of business (Fredericton) as part of this assignment. Travel, meals, and lodging expenses will be reimbursed at the Province of New Brunswick employee travel rates.

# Vendor-Supplied Devices

SNB will provide technology devices as required to complete the services requested in this Service Request.

Additionally, should the successful candidate require a telephone, it is the candidate’s responsibility to have this device and pay for any recurring service charges.

# Deliverables

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| Tasks and deliverables include but are not limited to the following: Key deliverables include, but are not limited to:* Document results of business and information technology requirement gathering sessions through Business Requirements, functional design specifications, user stories, as it relates to new or changing program needs
* Document recommendations to support a high-level Solution Architecture
* Document workflow processes, activity diagrams and standard operating procedures
* Document operational framework to support operational program delivery
* Design and develop materials required to support stakeholder engagement sessions (clinical and non-clinical stakeholders) to gather business requirements, confirm business processes, support / facilitate the delivery of solution training, where needed
* Design and develop materials required to support end-user / business testing (UAT)

The individual will be required to sign a non-disclosure agreement and complete the Department’s Privacy Training prior to commencing the assignment |
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# Criteria for Immediate Disqualification

Candidates will be immediately disqualified from the competition if:

* they are unavailable during the timeframe indicated in Section 7;
* They do not score at least 70% on the Scored Requirements defined in Section 3.
* the proposal does not **clearly** illustrate how they meet one or more of the mandatory requirements contained in Section 3; or,
* references are absent or inadequate, references cannot be reached, or unfavourable feedback is received from a reference.

# Selection Process

Final selection is at the sole discretion of the DOH evaluation committee and includes the following criteria:

1. **Qualifications and Experience** of the candidate as defined in Section 3. (70 Points)
2. **Cost** as measured by the candidates’ associated per diems. (20 Points)
3. **Interview – Only candidates who score 70% and over for the Qualifications and Experience will qualify for an interview.** (10 points). Interview may be waived at the discretion of DOH.

The following *may* be required prior to final selection or award:

* References may be requested following the interview process;
* Demonstration of documentation produced (as identified in Sections 3 and 10);
* Administration of a test to the candidates to gauge practical application of their skills, knowledge, and language capability;
* a confidentiality agreement with the vendor and the vendor’s proposed candidates; and,
* assignment of all intellectual property rights, including copyright, for all deliverables, consultation, and services to GNB.

# Vendor Submission

Vendors are required to submit the following:

* Résumé of the proposed resource (expected 3 to 5 pages);
* Candidate references – minimum of 2 (see section 5);
* Candidate Submission Matrix as detailed in sections 3;
* Proposed per diem rate (see Section 4);
* Conflict of Interest (see Section 14).
* Each vendor is limited to submitting only TWO resources/candidates for this statement of work. Each resource/candidate being proposed MUST be submitted in separate submissions. In the event more than two resources/candidates are submitted by the same vendor, only the first two received will be considered for evaluation.

# Conflict of Interest

Candidates are requested to complete and return the attached Conflict of Interest form (see Appendix A) with their submission.

The Province may disqualify a proponent for any conduct, situation, or circumstance, determined by the Province, in its sole and absolute discretion, to constitute a Conflict of Interest.

For the purposes of this Service Request, the term “Conflict of Interest” includes, but is not limited to, any situation or circumstance where:

(a) in relation to the Tender process, the proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of the Province in the preparation of its proposal that is not available to other proponents, (ii) communicating with any person with a view to influencing preferred treatment in the Tender process (including but not limited to the lobbying of decision makers involved in the Tender process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive Tender process or render that process non-competitive or unfair; or

(b) in relation to the performance of its contractual obligations under an agreement for the Deliverables, the proponent’s other commitments, relationships or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

Proponents should disclose the names and all pertinent details of all individuals (employees, advisers, or individuals acting in any other capacity) who participated in the preparation of the proposal; **AND** were employees of the Province within twelve (12) months prior to the Submission Deadline.

**A**ppendix A: Conflict of Interest Declaration

The proponent must select one of the following:

[ ]  The proponent declares that there is no actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees no actual or potential Conflict of Interest in performing the contractual obligations contemplated in the Service Request.

Or

[ ]  The proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the Service Request.

If the proponent declares an actual or potential Conflict of Interest, the proponent must set out below details of the actual or potential Conflict of Interest:

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