



Request for Proposals

Electronic Medical Record (EMR) - Digital Health
Information Services & Support Consultants

Issue Date: December 5, 2025

Background and Purpose

MCA's Department of Health delivers comprehensive and culturally safe health services across multiple locations in Akwesasne. These services include primary care, community health, mental health, home and community care, long-term care, emergency health services, and public health initiatives. Given the community's unique geography and cross-jurisdictional environment, the Department of Health also manages complex partnerships with provincial, federal, and external agencies to support continuity of care and equitable access to services.

The Department of Health, through the **Clinical Care Department (Sector 4)**, is seeking proposals from qualified vendors to provide comprehensive Electronic Medical Record (EMR) and Digital Health support services. The successful proponent will support MCA through virtual training, decision support, workflow optimization, EMR administration, and systems oversight consistent with community needs, privacy standards, and digital health best practices.

The MCA Department of Health operates multiple health programs that rely on TELUS PS Suite and other digital health systems to support service delivery. High-quality EMR support, training, and system optimization are critical to advancing MCA's goals related to quality care, integrated digital health, privacy, and continuous improvement.

This RFP outlines the requirements and expectations for a vendor to deliver high-quality, culturally respectful, secure, and reliable EMR support services.

Scope of Work

The successful vendor ("Service Provider") shall provide the following services during the Term:

- Virtual EMR Training**
All training must be provided virtually using secured technology (VPN or equivalent environment) ensuring compliance with privacy and confidentiality requirements.
- Digital Health Specialist Support**
Ongoing virtual support from a qualified Digital Health Specialist for PS Suite and other EMR/EHR platforms.
- Decision Support Services**
Virtual support from a Quality Improvement and Decision Support Specialist, including analysis, reporting, and data-driven insights.
- Orientation for New Employees**
Provide EMR orientation and onboarding for new MCA staff as directed by MCA.
- Quarterly Refresher Training**
Deliver quarterly EMR refresher training sessions to ensure competency and system optimization.
- Data Model & Evaluation Framework Expertise**
Maintain a thorough understanding of the data model, program evaluation frameworks, data relationships, and business rules used to measure outcomes.

7. **Collaboration on Information Management Policies**
Assist MCA in developing, implementing, and maintaining EMR-related information management policies and procedures.
8. **Disaster Recovery Planning**
Support MCA in developing, implementing, and maintaining EMR disaster recovery plans.
9. **User Security Management**
Provide user and system password management for EMR systems.
10. **User Onboarding & Offboarding**
Manage EMR user account creation, role assignment, training and deactivation.
11. **Coordination with IPHCO and TELUS Health**
Facilitate communication with the Alliance for Healthier Communities, TELUS Health, and EMR/Digital Health vendors regarding PS Suite updates, patches, and enhancements.
12. **Helpdesk Support**
 - **Regular Hours:** Monday–Friday, 8:30 AM–4:30 PM (excluding statutory holidays)
 - **After-Hours Critical Support:** Monday–Friday, 4:30 PM–8:00 PM (excluding statutory holidays)
13. **Additional Agreed-Upon Services**
Provide additional services as mutually agreed in writing, subject to additional cost at the discretion of the Service Provider.
14. **Monthly Check-In**
Conduct monthly check-in meetings with MCA representatives.

PROPOSAL SUBMISSION REQUIREMENTS

Proposals must include:

- **Company Profile & Experience**
Background, years of operation, experience providing EMR and digital health support, relevant certifications.
- **Team Qualifications**
Bios and qualifications for the Digital Health Specialist, Decision Support Specialist, and any other roles assigned.
- **Approach & Methodology**
Description of the proposed approach
- **Work Plan & Timelines**
Demonstrated ability to meet the required hours, training schedule, onboarding timelines, and monthly meetings.
- **Security, Privacy & Confidentiality Measures**
Description of systems, processes, and safeguards to protect PHI and comply with MCA policies.
- **Cost Proposal**
Detailed pricing, including hourly rates, package options, and any additional costs.
- **Three References**
Preferably Indigenous or health-sector clients.

EVALUATION CRITERIA

MCA will evaluate proposals based on:

Evaluation Category	Weight
Vendor Experience & Qualifications	25%
Quality of Proposed Services & Methodology	30%
Understanding of Indigenous Context & Cultural Safety	15%
Cost Proposal	20%
References	10%

GENERAL TERMS & CONDITIONS

- MCA is not obligated to accept the lowest or any proposal.
- MCA reserves the right to negotiate elements of any proposal.
- All costs incurred in preparing a proposal are the responsibility of the proponent.
- The successful proponent must adhere to MCA privacy, confidentiality, and digital security standards.

Inquiries and Proposal Submissions

Inquiries and proposals must be submitted electronically by email to: proposals@akwesasne.ca (Attention: Cindy Francis-Mitchell, Assistant Director of Health) Proposals will be accepted until **December 15, 2025 only**. Proposals submitted after the deadline will NOT be reviewed.