



Position: Senior / Intermediate Technical Writer
Reference #: 9261
Department: Health Canada
Security Clearance: Reliability
Location: National Capital Region
Pay rate is negotiable
Contract Length: 3 years
Language: Bilingual

Statement Of Work

1. TITLE

Technical Writer Professional Services in Support of the Dental Task Force Team

2. SCOPE

2.1. Introduction

The purpose of these services is to augment capacity in the planning and execution of departmental program and strategic initiatives managed by the branch on an as and when required basis. The specific work involves providing key support, technical writing capacity/expertise on an as and when required basis. The professional services may include but not be limited to, support for such initiatives as the proposed Canadian Dental Care Plan outlined in by the Prime Minister in *Delivering for Canadians Now: A Supply and Confidence Agreement*.

2.2. Objectives of the Requirement

The Dental Task Force team of the Strategic Policy Branch (SPB) at Health Canada (HC) requires technical writer professional resource services. These professional services must provide technical writer support for Government of Canada business processes, strategic planning requirements, change management initiatives and benefits management documents, processes and other required documents/process mapping/strategic information/technical schematics and other data to be integrated into the branch's business and strategic planning requirements.

2.3. Background and Specific Scope of the Requirement

At Health Canada, our role is to help Canadians maintain and improve their health. While the provinces and territories are responsible for delivering health care to the majority of Canadians, the federal government also has a number of key roles and responsibilities in areas that affect health and health care. In addition to working closely with provincial and territorial governments, we also work with partners

in the Health Portfolio (Public Health Agency of Canada, Canada Food Inspection Agency, and Canadian Institutes of Health Research), other federal departments and agencies, non-governmental organizations, other countries, Indigenous partners and the private sector.

Health Canada is committed to upholding the *Canada Health Act* and protecting Canada's publicly funded health care system, which supports Canadians accessing quality, universal health care based strictly on their medical needs, not their ability and willingness to pay.

As laid out in Budget 2022, Health Canada is mandated to provide support to Canadians who financially cannot afford dental care receive the necessary support. Seeing a dentist is important for the health and wellness of all Canadians and can be expensive. A third of Canadians do not have dental insurance, and in 2018, more than one in five Canadians reported avoiding dental care because of the cost.

Budget 2022, Chapter 6, "proposes to provide funding of \$5.3 billion over five years, starting in 2022-23, and \$1.7 billion ongoing, to Health Canada to provide dental care for Canadians. This will start with under 12-year-olds in 2022, and then expand to under 18-year-olds, seniors, and persons living with a disability in 2023, with full implementation by 2025. The program would be restricted to families with an income of less than \$90,000 annually, with no co-pays for those under \$70,000 annually in income."

The Dental Task force of the Strategic Policy Branch provides delivery of various health and dental programs and initiatives to meet business needs while investing in modern change management and organizational re-engineering business processes to maintain, build on and innovate current and future health care requirements. This requires Technical Writer capacity to achieve milestones being set out for the program. The Dental Task Force is seeking Technical Writer professional services on an as and when required basis to provide critical key support for these initiatives.

The Contractor must provide Senior and Intermediate Technical Writing professional services on an as and when required basis in the National Capital Region (NCR) as initiated through Task Authorizations.

The following resources are required for this contract.

Stream 3 – Program Management Services Stream

3.10 – Technical Writer - Senior

3.10 – Technical Writer - Intermediate

3. REQUIREMENTS

3.1. Tasks, Activities, Deliverables and/or Milestones

The Contractor must provide support for business consulting, change management and program executive professional services on an as and when required basis as initiated through Task Authorizations (TAs).

Tasks will include, but not be limited to the following:

3.10 – Technical Writer (both Senior and Intermediate)

The required services may include, but are not limited to the following:

- Analyzing material, such as specifications (technical Statement of Work/Requirement), notes, drawings, writing manuals, user guides and other documents to explain the requirement clearly and concisely
- Modifying, validating and compiling documents such as technical publications in general, specifications, equipment and system data lists, drawings etc
- Gathering information, analyzing the subject and the audience, and producing clear documentation
- Studying existing material and interviewing Stakeholders
- Creating accurate, complete and concise documentation to communicate the needs of the requirement
- Assimilating and conveying technical material in a concise, effective manner
- Following governmental publishing guidelines - [Publishing requirements - Canada.ca](#)
- Reviewing documents, drawings and associated data for conformance to established standards
- Planning, researching and writing manuals, specifications and other non-journalistic articles
- Design the layout of the documents/manuals
- Uses word-processing, desk-top publishing and graphics software packages to produce final camera ready copy

Other tasks may include, but may not be limited to:

- Developing or creating program documentation, policies, operating procedures and standards
- Preparing and presenting findings and other relevant matters
- Collecting and analyzing information and presenting findings on complex issues, carrying out or coordinating research as required and preparing reports
- Identifying and researching best practices
- Analyzing, advising on, and implementing business processes, strategies and functions
- Translating the business requirements into System/Functional requirements
- Analyzing and documenting the business requirements and delivering work products through the life cycle
- Consulting stakeholders (individually or by means of facilitating group sessions) to identify comprehensive business requirements
- Documenting business requirements for all stakeholders
- Develop a series of draft procurement/contract documentation and technical statement of requirements for National Dental Care Plan and coordinate consultations therein
- Design processes to ensure the sustainability and evolution of dashboards and other management tools
- Provision of documentation such as training material, operating procedures Statement of Requirements (SOR), program plans, feasibility reports, schedules, program management plans and lessons learned;

- Formulating and managing the program plans by defining deliverables, identifying and providing resources, identifying key milestones, reviewing program progress against milestones, and engaging ongoing risk management;
- Developing and maintaining systems for the management and control of requirements on programs in a manner compatible with client standards and guidelines. This includes communications and consultations with various stakeholders in the process;
- Provide monthly program progress reports;
- Conducting stakeholder meetings; and
- Working with program teams and other stakeholders, manage the requirements on programs.

Identified potential tasks for the Budget 2022 National Dental Program on an as and when required basis:

The Contractor must provide the following deliverables that will be as specified in the Task Authorization issued, which can include, but are not limited to:

- Training manuals
- Operational procedures
- Program documentation
- National Dental Care program – contract vehicle technical documents/reports
- Quality and quantitative reports and data analysis.
- End User Device Rationalization Implementation Plan
- TBS submissions
- Directives, templates, tools and other document necessary to perform benefits management
- Senior Executive Reporting (such as Dashboards)/Scorecards
- Funding Tracking – Management Reports (Programs, funding and programs)
- Capacity planning report
- Risk assessment report
- Completed templates/tools to be used as example
- Presentations or other communication products
- Guidance, advice and knowledge transfer reports and papers
- Significant accomplishments Report showing all activities completed during the previous period.
- Planned Activities Report showing all activities planned for the next period.
- Unplanned Activities showing all activities completed which were not planned for the period.
- Monthly status report
- Business Cases
- Treasury Board Submissions
- Organizational Program Management Capacity Assessments
- Logic Model
- Performance Measurement Strategies

3.2. Specifications and Standards

Deliverables must be submitted in hard and soft copies in the appropriate formats (e.g. MS Program or MS Office Suite applications) or Adobe PDF as identified in the TA. All electronic deliverables must comply with departmental software standards, currently MS Office Suite or Adobe PDF latest version. Where required, Health Canada will provide the Contractor with the required forms and templates to meet these standards.

All documents developed or updated by each of the Contractor's resources must be provided to the Program Authority for review, approval and signature (as required).

3.3. Method and Source of Acceptance

The Project Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

4. ADDITIONAL INFORMATION

4.1. Canada's Obligations

- the nature of the work on an as and when required basis
- access to facilities and equipment (i.e. a workstation with a computer and associated equipment, telephone, etc.)

4.2. Contractor's Obligations

- Unless otherwise specified, the Contractor must use its own equipment and software for the performance of this Statement of Work.
- Title to the equipment/furnishings charged against this Contract shall vest in Canada upon payment of invoiced amounts and must remain so vested at all times.
- For each item of equipment/furnishings that is purchased, the Contractor is to record the name, manufacturer, model number, serial number, optional equipment, supplier and price and forward this information to the Project Authority.
- The Contractor must label all equipment/furnishings as being the property of Canada.
- Notwithstanding the fact that the equipment/furnishings under this Contract become vested in Canada, the equipment/furnishings must remain within the custody and control of the Contractor until such time as the Project Authority provides instructions for its delivery. During this period of time, the Contractor must take reasonable and proper care of the equipment/furnishings.

4.3. Location of Work, Work site and Delivery Point

The Contractor's resources will be required to work onsite at HC offices on an as and when required basis or offsite in the National Capital Region (NCR), which will be identified in the Task Authorization.

HC will provide, subject to security requirements, and only to the specified resource personnel, access to identified databases or applications residing on HC computers or networks for the sole purpose of executing tasks associated with this Contract. HC, at its sole discretion, will identify the nature and characteristics of such access.

4.4. Language of Work

While proposed resources must be fluent in English, there may be a requirement for specific resources to be fluent in both official languages, which will be specified in the TA.

5. PROJECT SCHEDULE

5.1. Schedule and Estimated Level of Effort (Work Breakdown Structure)

3.10 – Technical Writer – Senior: total estimated level of effort: 660 days

3.10 – Technical Writer – Intermediate - total estimated level of effort: 660 days

Mandatory Criteria

Mandatory Technical Criteria			
#	Mandatory Criterion	MET/ NOT MET	Cross Reference to Proposal Substantiating Detail
MT1	<p><u>Technical Writer - Senior</u></p> <p>The proposed resource must have a minimum of ten (10) years of experience as a technical writer in the preparation of developing technical specifications in program/project documents.</p> <p>The documents can include,: operating procedures, training material, technical Statement of Work/Requirement), notes, briefing notes, technical briefings, minutes of the meeting, presentations, program documentation, performance metrics, graphic requirements, business documents, drawings, writing manuals, user guides and other documents to explain the requirement clearly and concisely.</p>		

	<p>The Bidder should provide all of the following information for the demonstrated contract including complete details as to where, when (month and year), and how, through which activities/responsibilities, the stated qualifications/experience were obtained:</p> <ul style="list-style-type: none"> • The name and address of the client organization; • The Contract number or reference number(s), i.e. Task Authorization(s), Purchase Order(s), etc.; • The start and completion dates of the Contract; • The Project description; • Contact information for a reference person at the client organization: Name, title, email address and/or the telephone number. The reference person must be, or have been at the time of the project, an employee of the client organization. 		
<p>MT2</p>	<p><u>Technical Writer - Intermediate</u></p> <p>The proposed resource must have a minimum of seven (7) years of experience as a technical writer in the preparation of developing technical specifications in program/project documents. The documents can include, but not be limited to, operating procedures, training material, technical Statement of Work/Requirement), notes, briefing notes, technical briefings, minutes of the meeting, presentations, program documentation, performance metrics, graphic requirements, business documents, drawings, writing manuals, user guides and other documents to explain the requirement clearly and concisely.</p> <p>The Bidder should provide all of the following information for the demonstrated contract including complete details as to where, when (month and year), and how, through which activities/responsibilities, the stated qualifications/experience were obtained:</p> <ul style="list-style-type: none"> • The name and address of the client organization; • The Contract number or reference number(s), i.e. Task Authorization(s), Purchase Order(s), etc.; 		

	<ul style="list-style-type: none"> • The start and completion dates of the Contract; • The Project description; • Contact information for a reference person at the client organization: Name, title, email address. The reference person must be, or have been at the time of the project, an employee of the client organization. 		
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Point Rated Criteria

Rated Technical Criteria			
#	Rated Criterion	Maximum score	Cross Reference to Proposal Substantiating Detail
RT1	<p><u>Technical Writer - Senior</u></p> <p>The Bidder should demonstrate their proposed Senior Technical Writer resource has provided a minimum of five (5) years of Technical Writer professional services to the Government of Canada within the last seven (7) years from the date of RFP issuance.</p> <p>The Bidder should provide all of the following information for the demonstrated contract including complete details as to where, when (month and year), and how, through which activities/responsibilities, the stated qualifications/experience were obtained:</p> <ul style="list-style-type: none"> • The name and address of the client organization; • The Contract number or reference number(s), i.e. Task Authorization(s), Purchase Order(s), etc.; • The start and completion dates of the Contract; • The Project description; • Contact information for a reference person at the client organization: Name, title, email address and/telephone number. The reference person must be, or have been at the time of the project, an employee of the client organization. 	<p>10</p> <p>10 points – 5+ years</p> <p>5 points – 3- ≤5 years</p> <p>0 points – less than 3 years</p>	

RT2	<p><u>Technical Writer - Intermediate</u></p> <p>The Bidder should demonstrate their proposed Intermediate Technical Writer resource has provided a minimum of three (3) years of Technical Writer professional services to the Government of Canada within the last seven (7) years from the date of RFP issuance.</p> <p>The Bidder should provide all of the following information for the demonstrated contract including complete details as to where, when (month and year), and how, through which activities/responsibilities, the stated qualifications/experience were obtained:</p> <ul style="list-style-type: none"> • The name and address of the client organization; • The Contract number or reference number(s), i.e. Task Authorization(s), Purchase Order(s), etc.; • The start and completion dates of the Contract; • The Project description; • Contact information for a reference person at the client organization: Name, title, email address. The reference person must be, or have been at the time of the project, an employee of the client organization. 	<p>10</p> <p>10 points – 5+ years</p> <p>5 points – 3-≤ years</p> <p>0 points – less than 3 years</p>	
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