

**WorkplaceNL**

**2021-03-T**

**Third Party Provider for Electronic Formulary Management of Medications for Injured Workers**

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**WorkplaceNL**

**Health | Safety | Compensation**

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**Third Party Provider for Electronic Formulary Management of Medications  
For Injured Workers**

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**Issue Date: Monday December 6, 2021**

**Tender Closing Date: Thursday January 6, 2022 before 2:00pm (NL Time)**

Third Party Provider for Electronic Formulary Management of Medications for Injured Workers

SECTION 1 – SCOPE OF WORK AND SPECIFICATIONS

1.1 INTENT

The Workplace Health, Safety and Compensation Commission (WorkplaceNL) invites submission on the tender call for a Third-Party Provider for Electronic Formulary Management of Medications for Injured Workers, for a three (3) year period commencing August 31, 2022 to August 30, 2025, with an option to extend for an additional two (2) years until August 30, 2027 on the same terms and conditions.

Nature of Injury Formulary

WorkplaceNL's existing drug formulary matches the eligible prescription and over the counter (OTC) medications to the Injured Worker's nature of injury. This formulary is a customized listing of therapeutic medications approved for coverage in accordance with policy HC-11 (<https://workplacenl.ca/site/uploads/2019/06/hc-11-drug-formulary-20180206.pdf>) and WorkplaceNL's Director of Health Care Services or designate. The formulary is based on the American Hospital Formulary Service (AHFS) Pharmacological-Therapeutic Classification System. All medications in the formulary are listed by therapeutic class being made up of appropriate Drug Identification Numbers (DIN).

A Nature of Injury code (NOI) relates the injured worker's compensable injury to medications approved within the formulary corresponding to that nature of injury. WorkplaceNL's NOI codes are based on a standard that is set out by the National Workplace Injury Statistic Program (NWISP) which is a program followed by all Canadian Workers' Compensation Boards and Commissions. The standard code corresponds to the classification of injury or disease. These codes are assigned when claims are submitted to WorkplaceNL.

WorkplaceNL uses approximately 30 formularies. A formulary is assigned to the claim according to the NOI code. Some medications that are prescribed may not be contained within the assigned formulary for an individual Injured Worker. In these instances, exceptions may be approved, based on the documented medical information from the treating licensed prescriber and in consultation with a WorkplaceNL Medical Consultant. For medications prescribed that are not contained within any formulary, special authorization must be obtained from the Director of Health Care Services or designate.

1.2 OVERVIEW

WorkplaceNL provides services to employers, injured workers and their dependents, and the public through the administration of the **Workplace Health, Safety and Compensation Act** (the **Act**). These services include promoting workplace health and safety in order to prevent and reduce workplace injuries and occupational disease. WorkplaceNL also works to ensure injured workers receive the best care possible and the benefits to which they are entitled; and facilitates recovery and return-to-work in an early and safe manner. In addition, WorkplaceNL

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administers an employer classification and assessment system, and must ensure adequate funding for services through sound financial management.

WorkplaceNL is organized along two main functional areas: 1) prevention and workplace services; and 2) corporate and financial services. These functional areas support the organization's three main lines of business:

1. Education on the prevention of workplace injuries, illnesses, and occupational disease;
2. Claims management for injured workers; and
3. Employer assessments (insurance coverage).

### **1.3 SCOPE OF WORK**

The following broad scope of services will be required from a third-party provider to administer and initiate payment of injured workers' eligible medication needs on behalf of WorkplaceNL. The services will be through an online drug integration system based on a WorkplaceNL formulary that matches eligible prescriptions and over the counter medications to the injured worker's nature of compensable injury for the duration of the contract:

- A comprehensive system for online drug claim processing based on nature of injury including, exception approval and adherence to the Interchangeable Drugs Products Formulary
- Any necessary hardware and software to allow WorkplaceNL to communicate with the Successful Bidder's central system
- Administrative services including formulary management, payment processing and utilization reporting
- Implementation services, and
- Ongoing maintenance and support services

#### **Dedicated Account Management Team**

- The successful bidder must ensure the system meets superior standards through an account management team dedicated to WorkplaceNL.

#### **Implementation Service Requirements**

- The successful Bidder must provide all training associated with their services, procedures, and processes

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- The successful Bidder's service representatives will be available to WorkplaceNL at no additional cost for program implementation, system training and thereafter on an annual basis as needed for additional help
- The successful Bidder shall provide WorkplaceNL with a step by step training manual for use by WorkplaceNL staff and update the manual as required
- The successful Bidder must train staff identified by WorkplaceNL in the usability and technical aspects of the successful Bidder's system
- Training of WorkplaceNL's staff on new internal procedures or business processes because of system modifications or implementation to the Successful Bidder's services is the responsibility of WorkplaceNL
- The successful Bidder and WorkplaceNL will collaborate during the system testing phase to ensure successful implementation of the system
- The successful Bidder will participate in creating and executing a communication plan to notify pharmacies of the automation of drug adjudication and payment processes
- Transition services from the current provider/solution to the any potential new provider/solution will be scheduled such that there is no disruption to the management of medication services for the Injured Workers of WorkplaceNL.

#### **Maintenance and Support Service Requirements**

- The successful Bidder must provide ongoing maintenance and support for the system for the duration of the contract. This includes, but is not limited to:
  - Online and helpdesk support, training, and a change/problem/release management process to accommodate required system enhancements.
  - The successful Bidder's information technology staff will provide the services necessary for the monitoring of the systems to ensure proper functioning.
- Prior to the provision of services, the successful Bidder shall provide a comprehensive Provider Guide consisting of details of billing process, formulary procedures, policies and orders for pharmacies. The Provider Guide shall also include details of the successful Bidder's processes for determining elements of cost, dispensing fee, drug cost up-charges, compounding fees, and any other associated fees. The Provider Guide is to be provided annually, or upon revisions, to the pharmacies and WorkplaceNL.

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**Service Level Targets**

- The service level targets below are a guide for the provision of service from the department comprising of the information systems and information technology divisions of the successful Bidder.

**Hours of Operation and Services**

- Access to the computer system must be provided on a 24 hour per day, seven days per week basis.
- Pharmacy help desk call center services will be available between the hours of 0700 hours and 2300 hours EST.
- The successful Bidder's information systems support will be provided between the hours of 0800 hours and 1700 hours EST during each weekday. After hours business support will be provided during weeknight evenings, and on weekends, when required by WorkplaceNL.
- The successful Bidder's information systems staff will provide the following services:
  - Managing outstanding production application problems;
  - Providing resolutions to production problems in a timely fashion;
  - Providing regular status updates on problem resolution;
  - Performing emergency changes to production applications as required by business department requests;
  - Maintaining an accurate list of outstanding application problems and requests;
  - Providing accurate estimates of effort required to perform business changes, together with proposed delivery schedules.

**Business Transaction Application Processing**

- All claims transactions submitted in batch mode, if any, shall be processed no later than 0900 hours EST on the following business day. All reports showing rejected data, and successfully processed transactions must be available to the appropriate business units.
- Bi-weekly pharmacy payment processing will be completed to a predetermined schedule. Data processing and report production will commence by 2300 EST hours on the Friday night of the predetermined week. All batches of pharmacy claims prepared and closed prior to this time will be included in these processing runs. All processing and report production will be completed on the second business day following a payment processing run.

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**Network Services**

- The successful Bidder's internal network services must allow for the batch loading of claims data, if applicable, the submission of specialized reports and other ad hoc inquiries, and the printing of reports and other information, as required.

**Service Interruptions**

- There must be no more than one (1) unscheduled service interruption in any 30-day period, for any reason.
- In any 90-day period, no unscheduled service interruptions will have duration longer than 30 minutes.
- All service interruptions must be managed within the escalation process in effect for the organization.
- Planned service interruptions can occur with a minimum of one week's prior notice, and agreement, no more than two times in each calendar month. These service interruptions may be to accommodate computer system or network equipment, or other ancillary support infrastructure. Such service interruptions must not exceed one hour in duration.

**Problem Reporting**

- Problems encountered with any aspect of the services provided through the successful Bidder's information systems must be reported to the operational staff to be logged and tracked to resolution by the successful Bidder.
- The successful Bidder must maintain statistics on the number of problems that occurred, were resolved, and are outstanding, and report to WorkplaceNL quarterly, or upon request by WorkplaceNL
- Problems will be managed within the escalation process in effect.

**Problem Resolution**

- No problem will be closed without the appropriate signoff from the business users impacted by the problem.
- Based on the severity of the problem, progress reports must be provided within the specified time frames. Estimates for correcting the problem must be provided by the successful Bidder once effective problem determination has occurred.
- Based on the severity, the outstanding problem will be escalated to higher levels of management for resolution and reported to WorkplaceNL.

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**Security**

- Prior to the provision of services, the successful bidder must provide background/reference checks on the staff that will participate in the implementation of the solution and/or support and maintenance activities.

<b>SECTION 2 – INSTRUCTIONS TO BIDDERS</b>
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**2.1 QUALIFICATIONS AND EXPERIENCE**

The successful Bidder must possess the necessary knowledge, skill and experience to supply the Electronic Formulary Management of Medications for Injured Workers including the provision of implementation services and ongoing support services for the electronic pay solution and must meet the following mandatory criteria:

**2.1.1 General Criteria**

- Must have a minimum of 5 years demonstrated experience in providing electronic adjudication of drug claims using a formulary based on nature of injury or a formulary with similar design characteristics.
- Must include a summary of the organizations and time durations for which the Bidder has provided drug plan administration and services during the past ten or more years.
- Must have a presence in Newfoundland and Labrador pharmacies as a drug plan administrator which extends to all of Canada.
- Must demonstrate an understanding of the unique nature and operation of the services offered to injured workers through WorkplaceNL.
- Must have the capacity to offer payment services to pharmacies and worker reimbursement services.
- Must have the capacity to administer WorkplaceNL's reimbursement to the successful Bidder based on direct cost plus a transaction/administration fee.
- Must have the capacity to collect and store detailed transaction data for transfer to WorkplaceNL's system and for detailed utilization reporting.
- Must have the capacity to house and support WorkplaceNL's formulary including the ability to make changes to specific formularies on a timely basis as required by WorkplaceNL.

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- Must be capable of providing adjudication services to 100% of the commercial pharmacies in Newfoundland and Labrador.

**2.1.2 System Requirements**

- Must have the capacity to process drug claims electronically and utilize an online drug adjudication engine that is capable of handling a drug formulary as outlined in Section 1.3.
- Must have the capacity to process all pharmacy claims following the Canadian Pharmacists Association Pharmacy Claim Standard (CPhAPCS) and capacity to implement messaging for drug claims on a real time basis.
- Must have the capacity to monitor and electronically report problem areas which may include, but are not limited to prescribing practices outside the norm, overall opioid usage, pharmacy flags, etc.
- Must have the capacity to provide WorkplaceNL with an online inquiry function for specific claim historical information.
- Must have the capacity to support the assignment of a formulary to one injured worker claim and the assignment of a formulary based on the nature of injury code. The system must also have the capacity to allow for authorized exceptions.
- Must have the capacity, to recognize the availability of lower cost generic substitutions and provide these substitutions when presented with a prescription for a brand name drug, unless specifically ordered by the licensed prescriber.
- Must have the capacity to perform drug utilization reviews to ensure injured workers' health, safety and compliance with WorkplaceNL policy.
- Must have the capacity in the adjudication process to check criteria to ensure the injured worker is not taking medications inappropriately and must have the capacity to notify the pharmacist of any potential discrepancies or hazards.
- Must have the capacity to support the secure transfer of encrypted data between WorkplaceNL and the Successful Bidder. This includes:
  - Secure transfer of data from WorkplaceNL to the successful Bidder's system:
    - Claim eligibility information (Daily):
      - Claim number
      - Name
      - Date of birth



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- Formulary code
  - Eligibility date
  - Action code (add, delete, update)
- Secure transfer of data from the successful Bidder to WorkplaceNL's system:

#### **Paid and rejected cost data (Bi-weekly):**

- Pharmacy number
- Claim number
- Prescription (Rx) number
- Drug Identification Number (DIN)
- Dosage
- Prescribing doctor name
- Dispense date
- Quantity
- Submitted amount
- Paid amount
- Reject code
- Submitted compounding fee
- Submitted dispensing fee
- Submitted drug cost
- Submitted upcharge
- Calculated compounding fee
- Calculated dispensing fee
- Calculated drug cost
- Calculated upcharge
- Drug name
- Repeats

#### **Pharmacy demographic information (updates as required):**

- Pharmacy number
- Mailing address

#### **Drug Formulary information:**

- Formulary
- Drug Identification Number
- Drug name
- American Hospital Formulary Service (AHFS) Pharmacological-Therapeutic Classification Code (PTC)
- Prescription or Over the Counter Flag

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**Electronic Enrollment and Validation**

- Must have the capacity to provide an online link whereby a pharmacist can enter the Injured Worker's data directly into the successful Bidder's system.
- Must have the capacity upon notification of approval of a claim by WorkplaceNL, to validate the claim, subject to the limits, inclusions and terms specified in WorkplaceNL formularies as of the date of entitlement determined by WorkplaceNL.
- Must have the capacity to provide WorkplaceNL with the ability to adjust the beginning and end date for exceptions.
- Must have the capacity within the successful Bidder's system to recognize future generics.
- Must have the capacity to enable WorkplaceNL to revise effective dates on a real time basis.
- Must have the capacity to enable WorkplaceNL to delete an exception.
- Must have the capacity to enable WorkplaceNL to approve a dosage range for a prescription exception.

**Edits and Controls**

- Must have the capacity, prior to claims approval, to subject all WorkplaceNL drug claims to all relevant WorkplaceNL edits and checks as required by WorkplaceNL and to any new edits and checks that may be developed or added to the successful Bidder's system and approved by WorkplaceNL.

**Electronic Reporting**

- Must have the capacity to generate reports regarding drug utilization as requested by WorkplaceNL.
- Bidders must confirm their ability to provide WorkplaceNL with Service Organization Control 1 and 2 (SOC 1 and SOC 2) Annual Reports.

**Electronic Claim Query**

- Must have the capacity to permit WorkplaceNL to query reimbursement claims online

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- Must have the capacity to provide an inquiry screen to display whether a drug is accepted or rejected and reasons
- Must have the capacity to provide an inquiry screen to display the history of deleted exceptions
- Must have the capacity to provide an inquiry screen which displays and maintains error messages (including but not limited to rejection codes)
- Must have the capacity to provide a general inquiry screen that displays all drugs listed in the formularies including those recently added
- Must have the capacity to provide an inquiry screen to display the effective date of entitlement and formulary assignments/changes

**2.1.3 Service Requirements**

- The successful Bidder must have the capacity to provide formulary management services which include:
  - Formulary maintenance and support based on a WorkplaceNL initiated formulary review
  - Formulary maintenance and support as a result of potential application changes
  - Monitor new drug product released to the marketplace and recommend additions to the formulary and facilitate final formulary review by WorkplaceNL
  - The ability to develop additional formularies as may be requested by the Director of Health Care Services or designate
  - Use of WorkplaceNL approved controls to prevent or detect invalid or duplicate billings.
  - The administration of WorkplaceNL approved prescriptions and over the counter medication payments to pharmacies which include:
    - A method for pharmacies to determine Injured Worker eligibility based on a validated series of online information matches (i.e. name, date of birth, claim number, other statistical data already captured by WorkplaceNL)
  - Direct payment by the successful Bidder to the respective dispensing pharmacies

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- Detailed reporting of payments to pharmacies on behalf of WorkplaceNL
- Direct payment by the successful Bidder to an injured worker when initiated and approved by WorkplaceNL
- Provision of recovery/reinstatement service to be used in the event of a break in service/loss of data due to environmental, electrical or technological difficulty/failure.

**Pharmacy Audit**

- The successful Bidder shall provide a proposed pharmacy audit plan which is to include targets for the pharmacy audits, numbers and volumes to be performed on a weekly/monthly/annual basis as per the proposed audit plan. The audit plan is to identify the process for auditing of pharmacies as either on-site, desk audits or a combination of both.
- The successful Bidder must have the capacity to conduct direct targeted pharmacy audits by the successful Bidder with results provided to WorkplaceNL.
- The successful Bidder must have capacity to complete regular and random pharmacy audits of member pharmacies by the successful Bidder's pharmacist or pharmacy technician to:
  - Validate the legitimacy and accuracy of bills received.
  - Validate exceptional activity including, but not limited to, high opioid dispensing, unusual dispensing patterns or excessive drug costs.
- The successful Bidder must have capacity to complete onsite pharmacy audits at the request of WorkplaceNL on a fee-for-service basis subject to WorkplaceNL approval of charges
  - Bidders must confirm their ability to provide periodic reporting to WorkplaceNL on a quarterly basis for results of the pharmacy audits performed.

**2.1.4 Implementation Service Requirements**

- The Bidder shall provide a project work plan outlining the chronological steps and timeframe from contract award date to go-live date. With respect to the approach, vendor involvement and implementation, the plan shall include:
  - Confirmation that the electronic pay services will be operational no later than August 31, 2022

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- A project manager to oversee the implementation of the services who will be the primary contact for WorkplaceNL
- Identification of additional implementation resources
- The plan must clearly outline the role, duties and responsibilities of the project manager and each additional resource identified
- WorkplaceNL will establish a conversion/support team. The plan will identify the requirement for WorkplaceNL's technical and functional resources by describing the role, duties and level of involvement
- WorkplaceNL will provide the successful Bidder with the relevant formulary codes, PTC classes, DINs and NOI codes needed for the creation of WorkplaceNL's formulary within the successful Bidder's system
- If training on the successful Bidder's system is required for the pharmacies and WorkplaceNL staff, the plan must outline the nature and timeline for training
- Bidders must include anticipated timelines and costs for transition and implementation changes.
- The work plan must identify all of the tasks to be completed along with work effort and associated costs required for the transition of the Electronic Formulary Management of Medications services from the current provider/solution. The plan must outline the start and end dates, and milestone dates of implementation and transition. The plan must identify all tasks on the critical path and show the overall duration to implement/transition the services. The plan must also show dependencies between major tasks and indicate any tasks which are dependent on third parties. The role of the third party must also be described.
- The plan must indicate any issues relating to the transition from the current provider/solution including any charges that may be levied, any timing considerations and any information that may be required. The plan must also identify any specific actions or information required from the current provider for each of the services.
- The plan must also describe the manner in which technical and procedural problems will be managed to ensure timely delivery of the services.

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**2.1.5 Information Management**

Bidders must describe their approach to establishing and maintaining information management protocols to ensure record protection, authenticity, reliability, integrity, availability, usability and compliance throughout the record's lifecycle (record creation, usage, storage and disposition). In particular, the successful Bidder:

- Must have the ability to delete or anonymize WorkplaceNL data upon contract termination and provide confirmation of destruction/anonymization ability
- Must have the ability to capture and retain the audit history of any additions, changes or deletions completed by all users
  - Must have the ability to retrieve information in a timely, efficient and accurate manner
- Must have the ability to maintain record authenticity, integrity and accuracy during the data import/export process
  - Must have the ability to add, edit, or delete information, if required

**2.1.6 Security and Privacy**

Bidders must describe their approach to establishing and maintaining high levels of security across the overall solution, whether the proposal is for Software as a Service (SaaS) Cloud-based, a remotely hosted or an on-premise solution. The response must cover the security aspects of the solution infrastructure, the solution software and the support and maintenance resources for the solution, in particular, the successful Bidder:

- Must have the ability to support role-based access and privileges
- Must have the ability to track and audit use of privileged accounts
- Must have the ability to track and audit support and maintenance accounts and activities
- Must have the ability to encrypt all data held within the system, at rest, and in transit
- Must have the ability to provide Application Programming Interface (API) interface for an electronic file interchange
- Must provide security certifications/standards held covering organization, system, infrastructure and individuals which are acceptable to WorkplaceNL. Examples may include: International Standards Organization/International Electrotechnical Commission (ISO/IEC) 27001, 27002, 27017 and 27018, SOC1, SOC2, etc.

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- Must confirm that all data held within the system will reside within the geographic boundaries of Canada
- Must confirm that the proposed solution meets the requirements of Canadian federal and provincial public sector privacy legislation **for Personal Information Protection and Electronic Documents Act (PIPEDA), Personal Health Information Act (PHIA) and Access to Information and Protection of Privacy Act, 2015 (ATIPPA)**
- Must provide a developed Incident response plan. This plan must provide full transparency to WorkplaceNL in the event of a security breach or security incident

## **2.2 ELECTRONIC COPY OF DOCUMENT**

- 2.2.1** WorkplaceNL reserves the right to modify the terms of the Tender by issuance of addenda at any time prior to the Tender Closing Date. It is the responsibility of the Bidder to monitor WorkplaceNL's website (<http://www.workplacenl.ca>) or the Tender posting at [www.merx.com](http://www.merx.com) for any addendum to the Tender issued up to and including the Tender Closing Date.
- 2.2.2** It is the Bidder's responsibility to ensure that they have received a complete set of documents. By submitting a Bid, the Bidder verifies that they have received a complete set of Tender documents including any and all addenda. All terms, conditions, and/or specifications stated or referenced in the Tender are assumed to be accepted by the Bidder and incorporated in the Bid.
- 2.2.3** Bidders who have obtained the Tender electronically must not alter any portion of the document, with the exception of applying any addendum issued by WorkplaceNL.

## **2.3 QUESTIONS AND CLARIFICATION**

- 2.3.1** All questions related to this Tender must be directed in writing by email to [purchasing@workplacenl.ca](mailto:purchasing@workplacenl.ca) or through the Tender posting on [www.merx.com](http://www.merx.com) and received by WorkplaceNL before 4:30 PM Newfoundland Time on December 20, 2021.
- 2.3.2** All questions should include the Bidder's name and address, contact person's name, telephone number, and email address, and the reference to the specific section and page number of the Tender in question. All email questions must include the Tender number and title in the email subject line.
- 2.3.3** To the extent that WorkplaceNL considers that the answer to the question may assist in the preparation of a Bid, WorkplaceNL will post an addendum on its website and through the Tender posting on [www.merx.com](http://www.merx.com) which will be part of the Tender. WorkplaceNL may not answer a question where WorkplaceNL considers the

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information requested is not required to prepare a Bid, or where the answer to the question posed may be found in the Tender. No responses shall be binding upon WorkplaceNL unless made in writing. Information obtained from any other source is not official and may be inaccurate and it is not binding.

## **2.4 CONFIDENTIALITY AND OWNERSHIP OF INFORMATION**

- 2.4.1** Information pertaining to WorkplaceNL obtained by the Bidder as a result of participation in this Tender and/or negotiation with WorkplaceNL, if any, is confidential and shall not be disclosed without prior written authorization from WorkplaceNL.
- 2.4.2** The Tender and any supplementary document or portion thereof is proprietary information, and must not be used by the Bidder without the permission of WorkplaceNL, other than for the submission of Bids.
- 2.4.3** All Bids submitted become the property of WorkplaceNL. By submitting a Bid, the Bidder hereby grants WorkplaceNL a license to distribute, copy, print, or translate the Bid for the purposes of the Tender. Any attempt to limit WorkplaceNL's right in this area may result in rejection of the Bid.
- 2.4.4** The procurement process is subject to the **Access to Information and Protection of Privacy Act, 2015**, SNL 2015 c. A-1.2, as amended (**ATIPPA**). The Bidder's Bid package may be subject to disclosure under the **ATIPPA**. By submitting a Bid, the Bidder agrees to the appropriate disclosure of the information supplied, subject to the provisions of the governing law. WorkplaceNL cannot guarantee the confidentiality of the content of any Bid after the Tender Closing Date. WorkplaceNL shall not be liable to any Bidder for any claim, direct or indirect, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever incurred by the Bidder as a result of disclosure pursuant to the **ATIPPA**.
- 2.4.5** By submitting a bid, the Bidder agrees that it has identified any specific information in its bid that may qualify for an exemption from disclosure under subsection 39(1) of the **ATIPPA**. If no specific information has been identified it is assumed that, in the opinion of the Bidder, there is no specific information that qualifies for an exemption under subsection 39(1) of the **ATIPPA** and information may be released without further notice.
- 2.4.6** The financial value of a contract resulting from this procurement process will be publicly released as part of the award notification process.

## **2.5 NO CLAIMS BY BIDDER**

- 2.5.1** By participating in the process outlined in this Tender document, the Bidder consents to the procedures as described in this Tender.



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**2.5.2** By submitting a Bid, each Bidder irrevocably waives any claim, action or proceeding against WorkplaceNL, including without limitation any judicial review or injunction application, or against any of WorkplaceNL's employees, advisors or representatives for damages, expenses or costs including costs of Bid preparation, loss of profits, loss of opportunity or any consequential loss for any reason including: any actual or alleged unfairness on the part of WorkplaceNL at any stage of the procurement process; if WorkplaceNL does not award or execute a contract; or, if WorkplaceNL is subsequently determined to have accepted a noncompliant bid or otherwise breached or fundamentally breached the terms of this procurement.

## **2.6 CONFLICT OF INTEREST**

**2.6.1** For the purposes of this Tender, the term "conflict of interest" includes, but is not limited to, any situation or circumstance where:

- in relation to the Tender process, the Bidder 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 WorkplaceNL in the preparation of its response that is not available to other Bidders;
  - (ii) having been involved in the development of the Tender, including having provided advice or assistance in the development of the Tender;
  - (iii) receiving advice or assistance in the preparation of its response from any individual or entity that was involved in the development of the Tender;
  - (iv) 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
  - (v) 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;
- in relation to the performance of its contractual obligations under an agreement for services, the Bidder's other commitments, relationships, or financial interests:
  - (vi) could, or could be seen to, exercise an improper influence over the objective, unbiased, and impartial exercise of its independent judgement; or
  - (vii) could, or could be seen to, compromise, impair, or be incompatible with the effective performance of its contractual obligations.

**2.6.2** The Bidder, its employees, officers, associates and/or approved sub-contractors shall not and will not have any conflict of interest (actual or potential) in submitting its Bid or,

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if selected, in providing services under the agreement. Where applicable, the Bidder must declare in its Bid any situation that may be a conflict of interest in submitting its Bid or, if selected, with the contractual obligations under the agreement.

- 2.6.3** If, at the sole and absolute discretion of WorkplaceNL, the Bidder, its employees, officers, associates and/or approved sub-contractors is found by WorkplaceNL to be in an actual or perceived conflict of interest either during the Tender or after award of the contract, WorkplaceNL may, in addition to any other remedies available at law or in equity, disqualify the Bid submitted by the Bidder or terminate the agreement.
- 2.6.4** Sub-contracting to any firm or individual whose current or past corporate or other interests may, in WorkplaceNL's opinion, give rise to an actual or perceived conflict of interest in connection with this Tender will not be permitted. This includes, but is not limited to, any firm or individual involved in the preparation of the Tender.

## **2.7 AGREEMENT**

- 2.7.1** WorkplaceNL shall not be obligated to any Bidder until a written agreement has been duly executed related to an approved Bid. Any awards made pursuant to this Tender process are subject to execution of a written agreement which is acceptable to WorkplaceNL.
- 2.7.2** To be eligible to provide services to WorkplaceNL, the successful Bidder shall execute a written agreement with WorkplaceNL to perform the services which is acceptable to WorkplaceNL with terms and conditions as outlined in the Standard Form Agreement in Appendix "E" within the time frame established by WorkplaceNL. The successful Bidder shall be responsible for compliance with the terms and conditions outlined in the Standard Form Agreement in Appendix "E".
- 2.7.3** Claims made by the Bidder in the Bid will constitute Contractual warranties. Any provision in the Bid may, in WorkplaceNL's sole discretion, be included as a provision of the agreement between WorkplaceNL and the successful Bidder. In the case of conflict between the written agreement between WorkplaceNL and the successful Bidder and the Tender and Bid, the terms of the said written agreement shall prevail.

## **2.8 TENDER CLOSING**

- 2.8.1** Bids must be received in their entirety before 2:00 p.m. Newfoundland Time on Thursday, January 6, 2022 ("Tender Closing Date"). Bids, or any portion thereof, received after the Tender Closing Date will not be accepted.
- 2.8.2** Bidders are solely responsible to ensure receipt of their Bid by WorkplaceNL in its entirety, in the manner and time prescribed. Bidders must submit their Bid via

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[www.merx.com](http://www.merx.com) (see Appendix “C” – Electronic Bid Submission Instructions). Hard copy paper bids or bids submitted by facsimile or email will not be accepted.

## **2.9 BID INSTRUCTIONS**

- 2.9.1** The Bidder must submit the Bid and related documentation, including Appendix “A”, Check List.
- 2.9.2** The Bidder must submit the attached Appendix “B”, Bid Form, which must be signed by the Bidder or an authorized representative of the Bidder. If the Bidder is a corporation, the Bid must be signed by the authorized signing officer of the corporation.
- 2.9.3** It is essential that the Bid is complete and thoroughly addresses each requirement identified in the Tender, as incomplete Bids may be declared “non-responsive”. Bids that are improperly signed, conditional, illegible, obscure, or contain arithmetical errors, erasures, alterations, or irregularities of any kind may be considered invalid.
- 2.9.4** The Bid must include a written statement of the company history, including, but not limited to, the length of time in business, and the length of time providing services of a similar size and scope and a written statement outlining the knowledge, skills and experience of the Bidder and describing how the Bidder meets the general criteria listed in paragraph 2.1.1.
- 2.9.5** The Bid shall be accompanied by a list with a minimum of three (3) client references with appropriate contact information who can provide evidence of previous experience providing similar services with comparable scope and tender value. This list shall include the name of a contact person for reference purposes. References may be contacted as part of the review process. The list of references should exclude any potential references from WorkplaceNL.
- 2.9.6** The Bidder must acknowledge that they have read and understood any and all addenda in both the Appendix “A”, Check List and the Appendix “B”, Bid Form.
- 2.9.7** By submitting a Bid, the Bidder guarantees that, unless the Tender specifies otherwise, all components required to make the required equipment or system operable or to deliver the required services have been included in the Bid, or will be provided at no additional charge to WorkplaceNL.
- 2.9.8** While WorkplaceNL has tried to ensure the accuracy of the Tender, it is not guaranteed or warranted by WorkplaceNL to be accurate, nor is it necessarily comprehensive or exhaustive. WorkplaceNL will assume that all Bidders have resolved any questions they might have about the Tender and have informed themselves as to the existing conditions and limitations, site restrictions, etc. before submitting their Bids. Nothing in

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the invitation is intended to relieve Bidders from forming their own opinions and conclusions with respect to the matters addressed in the Tender.

**2.9.9** Any error in the Bid is the responsibility of the Bidder. Submitted Bids may be amended prior to the Tender Closing Date by submitting a complete new Bid clearly indicating it replaces the previously submitted Bid. Any such new Bid is subject to the requirements as outlined herein. The said new Bid replaces any other Bids previously submitted by the Bidder, and only the last of any new Bids received will be accepted.

**2.9.10** Any Bid received in response to a Tender may be withdrawn by written request to Manager of Purchasing at [purchasing@workplacenl.ca](mailto:purchasing@workplacenl.ca) , but cannot be withdrawn, altered or changed in any way after the Tender Closing Date. All requests for withdrawal, amendment or submission of a replacement Bid must be submitted in writing on company letterhead or equivalent, and be signed by the Bidder, an authorized representative of the Bidder or, if a corporation, an authorized signing officer of the corporation.

## **2.10 BID EVALUATION**

**2.10.1** Tender evaluation and award of contract will be done in accordance with the **Public Procurement Act**, SNL 2016, c. P-41.001, as amended, and WorkplaceNL's procedures.

**2.10.2** Tenders will be opened publicly immediately following the Tender closing in accordance with the Public Procurement Regulations, as amended. The names of all Bidders will be provided at the public opening. Applicants may email [purchasing@workplacenl.ca](mailto:purchasing@workplacenl.ca) to request a Webex meeting invite to attend the public opening. Bidders must include their name, email address, and tender number in the request. Meeting requests must be received by WorkplaceNL before 4:00 p.m. Newfoundland Time on December 29, 2021.

**2.10.3** The bid shall remain open for acceptance and is irrevocable for a period of ninety (180) days after the tender closing date.

**2.10.4** WorkplaceNL reserves the right to non-disclosure of pricing submitted by Bidders during the public opening. All Bidders will be notified electronically of the Bidder names and bid prices within two (2) business days of the public opening. This information is for reference purposes only, and a full bid evaluation will be conducted to determine the preferred supplier.

**2.10.5** WorkplaceNL reserves the right to waive any minor irregularity or non-compliance where such irregularity or non-compliance is not of a material nature in its sole and absolute discretion. Such minor irregularity or non-compliance will be deemed

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substantial compliance and capable of acceptance. WorkplaceNL will be the sole judge of whether a bid is accepted or rejected.

- 2.10.6** WorkplaceNL, in its sole discretion, reserves the right to cancel the tender without award. WorkplaceNL reserves the right to accept or reject any or all bids in whole or in part. WorkplaceNL is not bound to accept the lowest or any bid.
- 2.10.7** The Bidder may be required to demonstrate financial stability, authorization to provide the good/services being acquired, and/or regulatory agency approval, licensing or registration as needed, or otherwise clarify Bidder's capability to satisfy the tender requirements. WorkplaceNL reserves the right to reject bids from any Bidder that it feels is incapable of providing the necessary labour, materials, equipment, financing or management resources to perform the work or supply the goods in a satisfactory and timely manner.
- 2.10.8** WorkplaceNL, in its sole discretion, may assess the Bidders' experience and/or ability to provide the goods and/or services required and described in this tender by checking the Bidders' references. A contract will not be awarded to any Bidder whose references, in the opinion of WorkplaceNL, are found to be unsatisfactory. WorkplaceNL reserves the right to obtain references from sources other than those provided in the bid. WorkplaceNL reserves the sole discretion to determine whether the Bidder and its professional staff have the appropriate qualifications.
- 2.10.9** WorkplaceNL reserves the right to disqualify any Bidder if the Bidder has either breached an agreement and/or failed to provide satisfactory service and/or deliveries under any prior agreement with WorkplaceNL, in the sole opinion of WorkplaceNL.
- 2.10.10** Upon acceptance by WorkplaceNL, a written bid acceptance will be forwarded to the successful Bidder prior to signing the agreement.
- 2.10.11** In the event that the selected bid(s) is higher than the budget approved by WorkplaceNL's Board of Directors, any awards made pursuant to this tender process are subject to approval of the Board of Directors. In addition to any other rights of cancellation contained herein, WorkplaceNL, in its sole discretion, reserves the right to cancel this tender without award should the Board of Directors not approve the award.
- 2.10.12** As required by the **Public Procurement Regulations**, a ten percent (10%) reduction will be applied to the pricing submitted by provincial suppliers for the purposes of evaluating pricing. A "provincial supplier" is defined in the Public Procurement Regulations as a supplier of goods, services or public works that has a place of business in the province of Newfoundland and Labrador. A "place of business" is defined in the **Public Procurement Regulations** as an establishment where a supplier regularly conducts its activities on a permanent basis. WorkplaceNL may require a Bidder to provide information and/or documentation to confirm whether it is a provincial

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supplier, as defined above. In the event of a tie between a provincial and non-provincial supplier, the selected Bidder shall be the provincial supplier.

## **2.11 INTEGRATION AND IMPLEMENTATION FEE**

In completing the financial evaluation of each Bid, WorkplaceNL will estimate the number of hours of WorkplaceNL resources for the Bidder's integration and implementation. The current rates for WorkplaceNL IT resources are set for internal resources at \$45.00 per hour and IT consultant resources at \$150.00 per hour. WorkplaceNL will assess and select which resources are appropriate for the integration and implementation and applicable rates will be applied to WorkplaceNL's estimated hours for the Bidder to integrate their solution into WorkplaceNL's information system. For the purposes of the financial evaluation, WorkplaceNL's selection of resources and cost estimate will be final.

WorkplaceNL will then add the WorkplaceNL cost estimate to the Bidder's price and this will constitute the total Bid price for each Bidder.

WorkplaceNL reserves the unqualified right to do a comparative evaluation of all Bids and evaluate them based on considerations which in the sole opinion of WorkplaceNL would yield to WorkplaceNL the best value. This evaluation may be on such matters as, including but not limited to, quality of service offered, efficiency of the service, complexity of the integration and implementation, compatibility with our current technology for transferring data securely between the vendor and WorkplaceNL, and following the same file format structure and content for any data files that are exported by WorkplaceNL and imported by the vendor, as well as, any data files that are imported by WorkplaceNL and exported by the vendor.

## **SECTION 3: GENERAL**

- 3.1** Payment of invoices will be through direct deposit. The successful Bidder is required to meet WorkplaceNL's billing and accounting requirements. The successful Bidder shall invoice WorkplaceNL electronically on a monthly basis. Invoices must be legible and clearly labeled with the successful Bidder's invoice number. The Bidder must acknowledge in the Appendix "B", Bid Form that the Bidder agrees to direct deposit and electronic invoicing.
- 3.2** This Tender, all Bids, and any agreement will be construed and interpreted in accordance with the laws of the Province of Newfoundland and Labrador.
- 3.3** The Bidder shall not use WorkplaceNL's name or logo or make reference to this Tender in any advertising copy or other promotional materials or messages without WorkplaceNL's prior written consent.

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- 3.4** WorkplaceNL reserves the right to tender any services by invited tender or public tender, as deemed necessary.
- 3.5** WorkplaceNL cannot guarantee the volume of annual transactions. WorkplaceNL will not be bound by any estimated quantities of transactions. For information purposes, between January 2018 and October 2021, the average number of monthly transactions processed for paid approved transactions was 9270 and denied unpaid transactions was 9510.



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**APPENDIX “A”**

**Check List**

**Check Box to be completed and included with submission**

<b>Tender documents completely read and understood</b>	<b>YES <input type="checkbox"/></b>	<b>NO <input type="checkbox"/></b>
<b>All addenda (if applicable) are completely read and understood</b>	<b>YES <input type="checkbox"/></b>	<b>NO <input type="checkbox"/></b>
<b>Bid form signed and completed as required in the submission (Appendix “B”)</b>	<b>YES <input type="checkbox"/></b>	<b>NO <input type="checkbox"/></b>
<b>Checklist completed (Appendix “A”)</b>	<b>YES <input type="checkbox"/></b>	<b>NO <input type="checkbox"/></b>
<b>Written Statement of Company History included in the submission (2.9.4)</b>	<b>YES <input type="checkbox"/></b>	<b>NO <input type="checkbox"/></b>
<b>Summary of the organizations and time durations for which the Bidder provided drug plan administration and services (2.1.1)</b>	<b>YES <input type="checkbox"/></b>	<b>NO <input type="checkbox"/></b>
<b>Proposed Pharmacy Audit Plan (2.1.3)</b>	<b>YES <input type="checkbox"/></b>	<b>NO <input type="checkbox"/></b>
<b>Project Work Plan (2.1.4)</b>	<b>YES <input type="checkbox"/></b>	<b>NO <input type="checkbox"/></b>
<b>Information Management Description (2.1.5)</b>	<b>YES <input type="checkbox"/></b>	<b>NO <input type="checkbox"/></b>
<b>Security and Privacy Description, including security certifications/standards and an Incident Response Plan (2.1.6)</b>	<b>YES <input type="checkbox"/></b>	<b>NO <input type="checkbox"/></b>
<b>List of references included in the submission (2.9.5)</b>	<b>YES <input type="checkbox"/></b>	<b>NO <input type="checkbox"/></b>
<b>Completed Requirements Checklist (Appendix “D”)</b>	<b>YES <input type="checkbox"/></b>	<b>NO <input type="checkbox"/></b>

**The Successful Bidder must provide the following within fourteen (14) days of award:**

- A list of employees, officers, associates and approved sub-contractor assigned to perform the services, including their job titles and qualifications as per Article 3 of WorkplaceNL Standard Terms and Conditions;
- Certificates of insurance as per Article 14 of WorkplaceNL Standard Terms and Conditions;



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- Declarations of Confidentiality/Conflict of Interest signed by everyone who will perform services under the agreement as per Article 9 of WorkplaceNL Standard Terms and Conditions; and
- Signed agreement in the form provided by WorkplaceNL

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**APPENDIX "B"**

**Bid Form**

**Option1: Fixed Annual Fee regardless of Transaction Volumes**

**Fixed annual cost (in Canadian Funds excluding HST) for use and administration of the electronic pay system for three (3) years with an option to renew for an additional two (2) years with breakdown including;**

**Claims/Formulary Management Services**

Initial enrollment fees \_\_\_\_\_

Online pharmacy transaction fees (annual) \_\_\_\_\_

Reimbursement transaction fees (annual) \_\_\_\_\_

Reimbursement reversal transaction fees (annual) \_\_\_\_\_

Formulary change \_\_\_\_\_

Patient exception process \_\_\_\_\_

Pharmacy reversal \_\_\_\_\_

DIN Master download \_\_\_\_\_

Evaluation of drugs (per hour) \_\_\_\_\_

Formulary management services fees \_\_\_\_\_

Specify additional usage and administration fees, if any \_\_\_\_\_

Cheque processing fees \_\_\_\_\_

**Report Services:**

AD Hoc (Standard) reports \_\_\_\_\_

AD Hoc (Non-Standard) reports \_\_\_\_\_

Pharmacy Exceptional Activity report (PEAR) \_\_\_\_\_

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Web access (internet-based reports) for set up/initial user and each additional User \_\_\_\_\_

Pharmacist Services \_\_\_\_\_

**Identify any annual costs (in Canadian funds excluding HST) for system implementation fees for three (3) years with an option to renew for an additional two (2) years with breakdown including:**

Staffing (project manager and resources) \_\_\_\_\_

Materials \_\_\_\_\_

Travel and living expenses for vendor resources \_\_\_\_\_

Communications \_\_\_\_\_

Training of applicable WorkplaceNL staff \_\_\_\_\_

Training of pharmacies, if required \_\_\_\_\_

Transition and Implementation Services \_\_\_\_\_

Specify other implementation fees, if any \_\_\_\_\_

**Identify any annual costs (in Canadian funds excluding HST) for system operational support and maintenance fees for three (3) years with an option to renew for an additional two (2) years with breakdown including:**

Specify operational support fees \_\_\_\_\_

Specify maintenance fees \_\_\_\_\_

**Total Fixed Annual Fee (excluding HST) regardless of Transaction Volumes: \_\_\_\_\_**

**Option 2: Transactional Costing Option**

**Transactional Costs are to be identified for billings submitted directly by the pharmacy and for billings data entered by WorkplaceNL (for injured workers submitting receipts to WorkplaceNL seeking reimbursement).**

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**Claims/Formulary Management Services**

Initial enrollment fees \_\_\_\_\_

Online pharmacy transaction fees \_\_\_\_\_

Reimbursement transaction fees \_\_\_\_\_

Reimbursement reversal transaction fees \_\_\_\_\_

Formulary change \_\_\_\_\_

Patient exception process \_\_\_\_\_

Pharmacy reversal \_\_\_\_\_

DIN Master download \_\_\_\_\_

Evaluation of drugs (per hour) \_\_\_\_\_

Formulary management services fees \_\_\_\_\_

Specify additional usage and administration fees, if any \_\_\_\_\_

Cheque processing fees \_\_\_\_\_

**Report Services:**

AD Hoc (Standard) reports \_\_\_\_\_

AD Hoc (Non-Standard) reports \_\_\_\_\_

Pharmacy Exceptional Activity report (PEAR) \_\_\_\_\_

Web access (internet-based reports) for set up/initial user and each additional User \_\_\_\_\_

Pharmacist Services \_\_\_\_\_

**Identify any annual costs (in Canadian funds excluding HST) for system implementation fees for three (3) years with an option to renew for an additional two (2) years with breakdown including:**

Staffing (project manager and resources) \_\_\_\_\_

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Materials \_\_\_\_\_

Travel and living expenses for vendor resources \_\_\_\_\_

Communications \_\_\_\_\_

Training of applicable WorkplaceNL staff \_\_\_\_\_

Training of pharmacies, if required \_\_\_\_\_

Transition and Implementation Services \_\_\_\_\_

Specify other implementation fees, if any \_\_\_\_\_

**Identify any annual costs (in Canadian funds excluding HST) for system operational support and maintenance fees for three (3) years with an option to renew for an additional two (2) years with breakdown including:**

Specify operational support fees \_\_\_\_\_

Specify maintenance fees \_\_\_\_\_

Name of Bidder: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Dated at: \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ **2021**

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

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Authorized Name (Printed)

\_\_\_\_\_  
Witness Name (Printed)

Direct Deposit Agreement

Agree\_\_\_\_\_

Price Protection Period for 90 days

Agree\_\_\_\_\_

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**APPENDIX “C”**

**Electronic Bid Submission Instructions**

- In order to be accepted, Bids must be submitted through WorkplaceNL’s posting for this opportunity on [www.merx.com](http://www.merx.com).
- Bidders shall create a supplier account and be registered on [www.merx.com](http://www.merx.com). This will enable the Bidder to download the bid opportunity, receive addenda/addendum email notifications, download addenda/addendum, and submit their Bid electronically through the MERX website.
- The timing of the Bid is based on when the Bid is received by the bidding system, not when the Bid is submitted by the Bidder, as transmission can be delayed by “Internet Traffic” for any number of reasons. WorkplaceNL recommends that Bidder allow for ample time to provide for uploaded Bids to be received prior to the Tender Closing Date. Bids received after the Tender Closing Date will not be accepted.
- It is the responsibility of the Bidder to ensure that the Bid is received on time. Once registered, MERX will send a confirmation email to the Bidder if the Bid was submitted successfully. If a confirmation has not been received by the Bidder, the Bid was not uploaded correctly and it is the responsibility of the Bidder to either reload the documents or to contact MERX to resolve any issues regarding their Bid.
- Response materials should be prepared and submitted in accordance with the instructions in the bidding system, including any maximum upload file size. Documents should not be embedded within uploaded files, as the embedded files may not be accessible or evaluated.
- To ensure receipt of the latest information and updates regarding this opportunity via email, the onus is on the Bidder to register with MERX, create a supplier account, and sign up for notices for this opportunity.
- Clarifications and questions received for this opportunity electronically can be submitted via the opportunity listing on [www.merx.com](http://www.merx.com). Questions can be submitted, and confirmation will be received to the inquiry. Responses will be answered on an individual basis or collectively at the discretion of WorkplaceNL.

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**APPENDIX “D”****Requirements Check List  
To be completed and included with submission**

<b>General Requirements</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<ul style="list-style-type: none"><li>• Must have a minimum of 5 years demonstrated experience in providing electronic adjudication of drug claims using a formulary based on nature of injury or a formulary with similar design characteristics.</li></ul>			
<ul style="list-style-type: none"><li>• Must include a summary of the organizations and time durations for which the Bidder has provided drug plan administration and services during the past ten or more years.</li></ul>			
<ul style="list-style-type: none"><li>• Must have a presence in Newfoundland and Labrador pharmacies as a drug plan administrator which extends to all of Canada.</li></ul>			
<ul style="list-style-type: none"><li>• Must understand the unique nature and operation of the services offered to injured workers through WorkplaceNL.</li></ul>			
<ul style="list-style-type: none"><li>• Must have the capacity to offer payment services to pharmacies and worker reimbursement services.</li></ul>			
<ul style="list-style-type: none"><li>• Must have the capacity to administer WorkplaceNL's reimbursement to the successful Bidder based on direct cost plus a transaction/administration fee.</li></ul>			
<ul style="list-style-type: none"><li>• Must have the capacity to collect and store detailed transaction data for transfer to WorkplaceNL's system and for detailed utilization reporting.</li></ul>			
<ul style="list-style-type: none"><li>• Must have the capacity to house and support WorkplaceNL's formulary including the ability to make changes to specific formularies on a timely basis required by WorkplaceNL.</li></ul>			
<ul style="list-style-type: none"><li>• Must be capable of providing adjudication services to 100% of the commercial pharmacies in Newfoundland and Labrador.</li></ul>			
<b>System Requirements</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<ul style="list-style-type: none"><li>• Must have the capacity to process drug claims electronically and utilize an online drug</li></ul>			

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adjudication engine that is capable of handling a drug formulary as outlined in Section 1.3.			
<ul style="list-style-type: none"> <li>Must have the capacity to process all pharmacy claims following the Canadian Pharmacists Association Pharmacy Claim Standard (CPhAPCS) and capacity to implement messaging for drug claims on a real time basis.</li> </ul>			
<ul style="list-style-type: none"> <li>Must have the capacity to monitor and electronically report problem areas which may include, but are not limited to prescribing practices outside the norm, overall opioid usage, pharmacy flags, etc.</li> </ul>			
<ul style="list-style-type: none"> <li>Must have the capacity to provide WorkplaceNL with an online inquiry function for specific claim historical information.</li> </ul>			
<ul style="list-style-type: none"> <li>Must have the capacity to support the assignment of a formulary to one injured worker claim and the assignment of a formulary based on the nature of injury code. The system must also have the capacity to allow for authorized exceptions.</li> </ul>			
<ul style="list-style-type: none"> <li>Must have the capacity, to recognize the availability of lower cost generic substitutions and provide these substitutions when presented with a prescription for a brand name drug, unless specifically ordered by the licensed prescriber.</li> </ul>			
<ul style="list-style-type: none"> <li>Must have the capacity to perform drug utilization reviews to ensure injured workers' health, safety and compliance with WorkplaceNL policy.</li> </ul>			
<ul style="list-style-type: none"> <li>Must have the capacity in the adjudication process to check criteria to ensure the injured worker is not taking medications inappropriately and must have the capacity to notify the pharmacist of any potential discrepancies or hazards.</li> </ul>			
<ul style="list-style-type: none"> <li>Must have the capacity to support the secure transfer of encrypted data between WorkplaceNL and the successful Bidder. This includes:</li> </ul>			
<ul style="list-style-type: none"> <li>Secure transfer of encrypted data from WorkplaceNL to the Bidder's system:</li> </ul>			
Claim eligibility information (Daily):			



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• Claim number			
• Name			
• Date of birth			
• Formulary code			
• Eligibility date			
• Action code (add, delete, update)			
• Secure transfer of encrypted data from the Bidder to WorkplaceNL's system:			
Paid and rejected cost data (Bi-weekly):			
• Pharmacy number			
• Claim number			
• Prescription (Rx) number			
• Drug Identification Number (DIN)			
• Dosage			
• Prescribing doctor name			
• Dispense date			
• Quantity			
• Submitted amount			
• Paid amount			
• Reject code			
• Submitted compounding fee			
• Submitted dispensing fee			
• Submitted drug cost			
• Submitted upcharge			
• Calculated compounding fee			
• Calculated dispensing fee			
• Calculated drug cost			
• Calculated upcharge			
• Drug name			
• Repeats			
Pharmacy demographic information (updates as required):			
• Pharmacy number			
• Mailing address			
Drug Formulary information:			
• Formulary			
• Drug Identification Number			
• Drug name			
• American Hospital Formulary Service (AHFS) Pharmacological-Therapeutic Classification Code (PTC)			
• Prescription or Over the Counter Flag			
<b>Electronic Enrollment and Validation</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
• Must have the capacity to provide an online link whereby a pharmacist can enter the Injured			

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Worker's data directly into the successful Bidder's system.			
<ul style="list-style-type: none"> <li>Must have the capacity upon notification of approval of a claim by WorkplaceNL, to validate the claim, subject to the limits, inclusions and terms specified in WorkplaceNL formularies as of the date of entitlement determined by WorkplaceNL.</li> </ul>			
<ul style="list-style-type: none"> <li>Must have the capacity to provide WorkplaceNL with the ability to adjust the beginning and end date for exceptions.</li> </ul>			
<ul style="list-style-type: none"> <li>Must have the capacity within the successful Bidder's system to recognize future generics.</li> </ul>			
<ul style="list-style-type: none"> <li>Must have the capacity to enable WorkplaceNL to revise effective dates on a real time basis.</li> </ul>			
<ul style="list-style-type: none"> <li>Must have the capacity to enable WorkplaceNL to delete an exception.</li> </ul>			
<ul style="list-style-type: none"> <li>Must have the capacity to enable WorkplaceNL to approve a dosage range for a prescription exception.</li> </ul>			
<b>Edits and Controls</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<ul style="list-style-type: none"> <li>Must have the capacity, prior to claims approval, to subject all WorkplaceNL drug claims to all relevant WorkplaceNL edits and checks as required by WorkplaceNL and to any new edits and checks that may be developed or added to the successful Bidder's system and approved by WorkplaceNL.</li> </ul>			
<b>Electronic Reporting</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<ul style="list-style-type: none"> <li>Must have the capacity to generate reports regarding drug utilization as requested by WorkplaceNL.</li> </ul>			
<ul style="list-style-type: none"> <li>Bidders must confirm their ability to provide WorkplaceNL with SOC 1 and SOC 2 Annual Reports.</li> </ul>			
<b>Electronic Claim Query</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<ul style="list-style-type: none"> <li>Must have the capacity to permit WorkplaceNL to query reimbursement claims online</li> </ul>			
<ul style="list-style-type: none"> <li>Must have the capacity to provide an inquiry screen to display whether a drug is accepted or rejected and reasons</li> </ul>			

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<ul style="list-style-type: none"> <li>Must have the capacity to provide an inquiry screen to display the history of deleted exceptions</li> </ul>			
<ul style="list-style-type: none"> <li>Must have the capacity to provide an inquiry screen which displays and maintains error messages (including but not limited to rejection codes)</li> </ul>			
<ul style="list-style-type: none"> <li>Must have the capacity to provide a general inquiry screen that displays all drugs listed in the formularies including those recently added</li> </ul>			
<ul style="list-style-type: none"> <li>Must have the capacity to provide an inquiry screen to display the effective date of entitlement and formulary assignments/changes</li> </ul>			
<b>Service Requirements</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<ul style="list-style-type: none"> <li>The successful Bidder must have the capacity to provide formulary management services which include:</li> </ul>			
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Formulary maintenance and support based on a WorkplaceNL initiated formulary review</li> </ul> </li> </ul>			
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Formulary maintenance and support as a result of potential application changes</li> </ul> </li> </ul>			
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Monitor new drug product released to the marketplace and recommend additions to the formulary and facilitate final formulary review by WorkplaceNL</li> </ul> </li> </ul>			
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Ability to develop additional formularies as may be requested by the Director of Health Care Services or designate</li> </ul> </li> </ul>			
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Use of WorkplaceNL approved controls to prevent or detect invalid or duplicate billings</li> </ul> </li> </ul>			
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>The administration of WorkplaceNL approved prescriptions and over the counter medication payments to pharmacies which include:</li> </ul> </li> </ul>			
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>A method for pharmacies to determine Injured Worker eligibility based on a validated series of online information matches (i.e. name, date of birth, claim number, other statistical data already captured by WorkplaceNL)</li> </ul> </li> </ul>			

# WorkplaceNL

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## Third Party Provider for Electronic Formulary Management of Medications for Injured Workers

<ul style="list-style-type: none"> <li>Direct payment by the successful Bidder to the respective dispensing pharmacies</li> </ul>			
<ul style="list-style-type: none"> <li>Detailed reporting of payments to pharmacies on behalf of WorkplaceNL</li> </ul>			
<ul style="list-style-type: none"> <li>Direct payment by the successful Bidder to an injured worker when initiated and approved by WorkplaceNL</li> </ul>			
<ul style="list-style-type: none"> <li>Provision of a recovery/reinstatement service to be used in the event of a break in service/loss of data due to environmental, electrical or technological difficulty/failure</li> </ul>			
<b>Pharmacy Audit</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<ul style="list-style-type: none"> <li>The successful Bidder shall provide a proposed pharmacy audit plan which is to include targets for the pharmacy audits, numbers and Volumes to be performed on a weekly/monthly /annual basis as per the proposed audit plan. The audit plan is to identify the process for auditing of pharmacies as either on-site, desk audits or a combination of both.</li> </ul>			
<ul style="list-style-type: none"> <li>Capacity to direct targeted pharmacy audits by the successful Bidder with results provided to WorkplaceNL.</li> </ul>			
<ul style="list-style-type: none"> <li>Capacity to complete regular and random pharmacy audits of member pharmacies by the Bidder's pharmacist or pharmacy technician to:</li> </ul>			
<ul style="list-style-type: none"> <li>Validate the legitimacy and accuracy of bills received.</li> </ul>			
<ul style="list-style-type: none"> <li>Validate exceptional activity including, but not limited to, high opioid dispensing, unusual dispensing patterns or excessive drug costs</li> </ul>			
<ul style="list-style-type: none"> <li>Capacity to complete on-site pharmacy audits at the request of WorkplaceNL on a fee-for-service basis subject to WorkplaceNL approval of charges</li> </ul>			

**WorkplaceNL****2021-03-T****Third Party Provider for Electronic Formulary Management of Medications for Injured Workers**

<ul style="list-style-type: none"><li>Ability to provide periodic reporting to WorkplaceNL on a quarterly basis for results of the pharmacy audits performed.</li></ul>			
<b>Information Management</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Bidders must describe their approach to establishing and maintaining information management protocols to ensure record protection, authenticity, reliability, integrity, availability, usability and compliance throughout the record's lifecycle (record creation, usage, storage and disposition). In particular:			
<ul style="list-style-type: none"><li>Must have the ability to delete or anonymize WorkplaceNL data upon contract termination and provide confirmation of destruction/anonymization ability</li></ul>			
<ul style="list-style-type: none"><li>Must have the ability to capture and retain the audit history of any additions, changes or deletions completed by all users</li></ul>			
<ul style="list-style-type: none"><li>Must have the ability to retrieve information in a timely, efficient and accurate manner</li></ul>			
<ul style="list-style-type: none"><li>Must have the ability to maintain record authenticity, integrity and accuracy during the data import/export process</li></ul>			
<ul style="list-style-type: none"><li>Must have the ability to add, edit, or delete information, if required</li></ul>			
<b>Security and Privacy</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Bidder's must describe their approach to establishing and maintaining high levels of security across the overall solution, whether the proposal is for Software as a Service (SaaS) cloud-based, a remotely hosted or an on-premise solution. The response must cover the security aspects of the solution infrastructure, the solution software and the support and maintenance resources for the solution. In particular:			
<ul style="list-style-type: none"><li>Must have the ability to support role-based access and privileges</li></ul>			
<ul style="list-style-type: none"><li>Must have the ability to track and audit use of privileged accounts</li></ul>			

**WorkplaceNL****2021-03-T****Third Party Provider for Electronic Formulary Management of Medications for Injured Workers**

<ul style="list-style-type: none"><li>• Must have the ability to track and audit support and maintenance accounts and activities</li></ul>			
<ul style="list-style-type: none"><li>• Must have the ability to encrypt all data held within the system, at rest, and in transit</li></ul>			
<ul style="list-style-type: none"><li>• Must have the ability to provide API interface for an electronic file interchange</li></ul>			
<ul style="list-style-type: none"><li>• Must provide security certifications/standards held covering organization, system, infrastructure and/or individuals which are acceptable to WorkplaceNL. Examples may include: International Standards Organization/International Electrotechnical Commission (ISO/IEC) 27001, 27002, 27017 and 27018, SOC1, SOC2, etc.</li></ul>			
<ul style="list-style-type: none"><li>• Must confirm that all data held within the system will reside within the geographic boundaries of Canada</li></ul>			
<ul style="list-style-type: none"><li>• Must confirm that the proposed solution meets the requirements of Canadian federal and provincial public sector privacy legislation for <b>Personal Information Protection and Electronic Documents Act (PIPEDA)</b>, <b>Personal Health Information Act (PHIA)</b> and <b>Access to Information and Protection of Privacy Act, 2015 (ATIPPA)</b></li></ul>			
<ul style="list-style-type: none"><li>• Must provide a developed incident response plan. This plan must provide full transparency to WorkplaceNL in the event of a security breach or security incident</li></ul>			

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**Authorized Signature**

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**Witness Signature**

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**Authorized Name (Printed)**

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**Witness Name (Printed)**

**WorkplaceNL  
2021-03-T  
Third Party Provider for Electronic Formulary Management of Medications for Injured  
Workers**

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**APPENDIX “E”**

**Standard Form Agreement**

**THIS AGREEMENT** made in the Province of Newfoundland and Labrador, this  
day of \_\_\_\_\_, 2021.

**BETWEEN:**           **WORKPLACE HEALTH, SAFETY AND COMPENSATION  
COMMISSION**, a statutory corporation established under the  
**Workplace Health, Safety and Compensation Act**, RSNL  
1990, c. W-11, as amended (the “**Act**”)  
  
(hereinafter called “**WorkplaceNL**”)

OF THE FIRST PART

**AND:**                   **<ENTER CONTRACTOR’S NAME>**  
  
(hereinafter called the “**Contractor**”)

OF THE SECOND PART

(hereinafter jointly referred to as the “**Parties**”)

**WHEREAS** WorkplaceNL wishes to retain the Contractor for the purpose of  
providing electronic formulary management of medications for injured workers and  
the Contractor agrees to provide those services upon the terms and conditions  
provided herein;

**NOW THEREFORE THIS AGREEMENT WITNESSES** that in consideration of the  
mutual covenants and agreements herein contained, the Parties hereto covenant  
and agree with each other as follows:

**1.0    Services**

1.1    WorkplaceNL shall engage the Contractor to provide and the Contractor  
shall provide to WorkplaceNL the certain services listed in Schedule “A” (the  
“**Services**”) (which is attached hereto and forms part and parcel of the within



Agreement). The Parties shall observe their respective obligations as specified in the within Agreement.

- 1.2 The WorkplaceNL Standard Terms and Conditions with the Declaration of Confidentiality/Conflict of Interest and the WorkplaceNL Confidentiality Schedule are attached hereto and form part and parcel of the within Agreement.
- 1.3 The Contractor agrees not to communicate with Injured Workers in any manner with respect to WorkplaceNL's policies, procedures, and practices, except as expressly put forth in this Agreement. The Contractor agrees to refer Injured Workers who have questions or concerns beyond the scope of this Agreement to WorkplaceNL for information.

## **2.0 Payment and Reports**

- 2.1 The Contractor shall invoice WorkplaceNL on a bi-weekly basis in accordance with Schedule "B" which is attached hereto and forms part and parcel of the within Agreement.
- 2.2 As requested by WorkplaceNL, the Contractor shall furnish written reports providing details of Services provided under the Agreement and its progress in a format as specified by WorkplaceNL.

## **3.0 Term**

- 3.1 This Agreement is for a three (3) year period commencing on <insert date> and ending on <insert date> unless terminated prior to this date in accordance with Article 23 of the WorkplaceNL Standard Terms and Conditions.

- 3.2 WorkplaceNL, at its sole discretion, has the right to renew the Agreement for a further two (2) year term on the same terms and conditions. Should WorkplaceNL identify needs or if conditions change during the initial term of this Agreement, the said needs and/or conditions may be addressed in an Extension Agreement but pricing for the Services herein will remain firm.

#### **4.0 General**

- 4.1 All schedules and appendices attached hereto form part of this Agreement.
- 4.2 Any unresolved disputes to this Agreement shall be referred to the arbitration of a single arbitrator, if the Parties agree upon one. If the Parties fail to reach agreement on a single arbitrator the dispute shall be submitted to the arbitration of three arbitrators, one to be nominated by each party and the third to be appointed by the two arbitrators nominated. The decision of any two of the arbitrators shall be binding. The cost of arbitration shall be borne equally by the Parties. The **Arbitration Act**, RSNL 1990 c. A-14, as amended, shall be applicable to any arbitrations in relation to the within Agreement.
- 4.3 The Parties will from time to time execute and deliver all such further documents and do all acts and things as the party may reasonably require to effectively carry out or better evidence or perfect the full intent and meaning of this Agreement.
- 4.4 The following clauses and articles shall survive the termination of this Agreement, however caused:
- 2.0 Payment and Reports
  - 4.0 General

- 4.5 WorkplaceNL hereby designates the Director of Health Care Services or another who the Director may appoint from time to time, to administer this Agreement.
- 4.6 For the purposes of day to day contact throughout the term of this Agreement, the Contractor shall deal through the Manager of Health Care Services, or another who the Director may appoint from time to time.
- 4.7 The signatories of this Agreement hereby personally warrant that they have the full power and authority to enter into this Agreement on behalf of their respective principals and that the person signing this Agreement on behalf of each has been properly authorized and empowered. Each party further acknowledges that it has read this Agreement, understands, and is bound by it.
- 4.8 This Agreement may be executed in multiple counterparts, each of which when executed and delivered shall constitute a duplicate original, but all counterparts together shall constitute a single agreement. The counterparts of this Agreement may be executed and delivered by facsimile, email, or other electronic signature (including portable document format) by either of the parties and the receiving party may rely on the receipt of such document so executed and delivered electronically or by facsimile as if the original had been received. Any party providing an electronic signature agrees to promptly execute and deliver to the other parties an original signed Agreement upon request.
- 4.9 Any notice required to be given by either party under this Agreement, unless otherwise specified herein, shall be effectively given and deemed to have been received as follows:

- (a) if delivered personally, on the day of delivery;
- (b) if sent by ordinary, certified or registered mail, on the seventh day after mailing; and
- (c) if faxed to the other party on the next business day.

In the event of an actual or threatened postal strike or interruption, service shall be by personal delivery or fax only. The names and addresses of the authorized representatives of the Parties are as follows:

to WorkplaceNL:                      Director of Health Care Services  
    WorkplaceNL  
    146-148 Forest Road  
    P.O. Box 9000  
    St. John's, NL A1A 3B8  
    t 709.778.1364  
    f 709.778.1020

to the Contractor:

< >  
 < >  
 t 709< >  
 f 709< >

WorkplaceNL and the Contractor have caused this Agreement to be executed by their respective officers duly authorized in that behalf on the dates hereinafter set forth.

**WORKPLACE HEALTH, SAFETY  
 AND COMPENSATION COMMISSION**

\_\_\_\_\_

\_\_\_\_\_  
 Date of Signature

< \_\_\_\_\_ >

\_\_\_\_\_

\_\_\_\_\_  
 Date of Signature

## **SCHEDULE “A”**

### **Scope of Work**

A.01 The Contractor will administer and initiate payment of injured workers' eligible medication needs on behalf of WorkplaceNL. The services will be through an online drug integration system based on a WorkplaceNL formulary that matches eligible prescription and over the counter medications to the injured worker's nature of compensable injury for the duration of the contract, including:

- a comprehensive system for on-line drug claim processing based on nature of injury, including exception approval and adherence to the Interchangeable Drugs Products Formulary,
- any necessary hardware and software to allow WorkplaceNL to communicate with the Contractor's central system,
- administrative services including formulary management, payment processing and utilization reporting,
- implementation services, and;
- ongoing maintenance and support services.

A.02 The Contractor will offer payment services to pharmacies and worker reimbursement services.

A.03 The Contractor will administer WorkplaceNL's reimbursement of the Contractor based on <Insert appropriate billing method: direct cost plus a transaction/administration fee OR a fixed annual fee basis>.

A.04 The Contractor will collect and store detailed transaction data for transfer to WorkplaceNL's system and for detailed utilization reporting.

- A.05 The Contractor will house and support WorkplaceNL's formulary and make changes to specific formularies on a timely basis, as required by WorkplaceNL.
- A.06 The Contractor will provide adjudication services to 100% of the commercial pharmacies in Newfoundland and Labrador.
- A.07 The Contractor warrants that:
- it has a minimum of 5 years demonstrated experience in providing electronic adjudication of drug claims using a formulary based on nature of injury or a formulary with similar design characteristics, and
  - It has a presence in Newfoundland and Labrador pharmacies as a drug plan administrator which extends to all of Canada.

### **SYSTEM REQUIREMENTS**

- A.08 The Contractor will process drug claims electronically and utilize an online drug adjudication engine that is capable of handling WorkplaceNL's drug formulary as outlined herein.
- A.09 The Contractor will process all pharmacy claims following the Canadian Pharmacists Association (CPhA) and will implement messaging for drug claims on a real time basis.
- A.10 The Contractor will monitor and electronically report problem areas which may include, but are not limited to prescribing practices outside the norm, overall opioid usage, pharmacy flags, etc.
- A.11 The Contractor will provide WorkplaceNL's with an online inquiry function for specific claim historical information.

- A.12 The Contractor will support the assignment of a formulary to one injured worker claim and the assignment of a formulary based on the nature of injury code. The system will also have the capacity to allow for authorized exceptions.
- A.13 The Contractor will recognize the availability of lower cost generic substitutions and provide these substitutions when presented with a prescription for a brand name drug, unless specifically ordered by the licensed prescriber.
- A.14 The Contractor will perform drug utilization reviews to ensure the injured workers' health, safety and compliance with WorkplaceNL policy.
- A.15 The Contractor will check criteria in the adjudication process to ensure the injured worker is not taking medications inappropriately, and will have the capacity to notify the pharmacist of any potential discrepancies or hazards.
- A.16 The Contractor will support the secure transfer of encrypted data between WorkplaceNL and the Contractor. This includes:

Secure transfer of data from WorkplaceNL to the Contractor's system:

Claim eligibility information (Daily):

- Claim number
- Name
- Date of birth
- Formulary code
- Eligibility date
- Action code (add, delete, update)

Secure transfer of data from the Contractor to WorkplaceNL's system:

Paid and rejected cost data (Bi-weekly):

- Pharmacy number
- Claim number

- Prescription (Rx) number
- Drug Identification Number (DIN)
- Dosage
- Prescribing doctor name
- Dispense date
- Quantity
- Submitted amount
- Paid amount
- Reject code
- Submitted compounding fee
- Submitted dispensing fee
- Submitted drug cost
- Submitted upcharge
- Calculated compounding fee
- Calculated dispensing fee
- Calculated drug cost
- Calculated upcharge
- Drug name
- Repeats

Pharmacy demographic information (updates as required):

- Pharmacy number
- Mailing address

Drug Formulary information:

- Formulary
- Drug identification number
- Drug name
- American Hospital Formulary Service (AHFS) Pharmacological-Therapeutic Classification Code (PTC)
- Prescription or Over the Counter Flag

## **Electronic Enrollment and Validation**

A.17 The Contractor will provide an online link whereby a pharmacist can enter the Injured Worker's data directly into the Contractor's system.

A.18 The Contractor will, upon notification of approval of a claim by WorkplaceNL, validate the claim subject to the limits, inclusions and terms specified in WorkplaceNL formularies as of the date of entitlement determined by WorkplaceNL.



- A.19 The Contractor's system will provide WorkplaceNL with the ability to adjust the beginning and end date for exceptions.
- A.20 The Contractor's system will recognize future generics.
- A.21 The Contractor's system will enable WorkplaceNL to revise effective dates on a real time basis.
- A.22 The Contractor's system will enable WorkplaceNL to delete an exception.
- A.23 The Contractor's system will enable WorkplaceNL to approve a dosage range for a prescription exception.

### **Edits and Controls**

- A.24 Prior to claims approval, the Contractor will subject all WorkplaceNL drug claims to all relevant WorkplaceNL edits and checks as required by WorkplaceNL and to any new edits and checks that may be developed or added to the Contractor's system and approved by WorkplaceNL.

### **Electronic Reporting**

- A.25 The Contractor will generate reports regarding drug utilization as requested by WorkplaceNL.
- A.26 The Contractor will provide WorkplaceNL with Service Organization Control 1 and 2 (SOC 1 and SOC 2) Annual Reports.

**Electronic Claim Query**

- A.27 The Contractor will permit WorkplaceNL to query reimbursement claims online.
- A.28 The Contractor will provide an inquiry screen to display whether a drug is accepted or rejected and the reasons for same.
- A.29 The Contractor will provide an inquiry screen to display the history of deleted exceptions.
- A.30 The Contractor will provide an inquiry screen which displays and maintains error messages (including but not limited to rejection codes).
- A.31 The Contractor will provide a general inquiry screen that displays all drugs listed in the formularies including those recently added.
- A.32 The Contractor will provide an inquiry screen to display the effective date of entitlement and formulary assignments/changes.

**SERVICE REQUIREMENTS**

- A.33 The Contractor will provide formulary management services which include:
- Formulary maintenance and support based on a WorkplaceNL initiated formulary review.
  - Formulary maintenance and support as a result of potential application changes.
  - Monitoring of new drug products released to the marketplace and recommend additions to the formulary, and facilitate final formulary review by WorkplaceNL.
  - Developing additional formularies as may be requested by the Director of Health Care Services or designate.

- Using WorkplaceNL approved controls to prevent or detect invalid or duplicate billings.
- Administering WorkplaceNL approved prescriptions and over the counter medication payments to pharmacies which include:
- A method for pharmacies to determine Injured Worker eligibility based on a validated series of online information matches (i.e. name, date of birth, claim number, other statistical data already captured by WorkplaceNL).
- Direct payment by the Contractor to the respective dispensing pharmacies.
- Detailed reporting of vendor payments to pharmacies on behalf of WorkplaceNL.
- Direct payment by the Contractor to an injured worker when initiated and approved by WorkplaceNL.
- A recovery/reinstatement service to be used in the event of a break in service/loss of data due to environmental, electrical or technological difficulty/failure.

### **Pharmacy Audits**

- Conducting pharmacy audits based on the following plan: **(Insert Contractor's pharmacy audit plan)**
- Conducting direct targeted pharmacy audits with results provided to WorkplaceNL.
- Completing regular and random pharmacy audits of member pharmacies by the Contractor pharmacist or pharmacy technician to:
  - validate the legitimacy and accuracy of bills received.
  - validate exceptional activity including, but not limited to, high opioid dispensing, unusual dispensing patterns or excessive drug costs.
- Completing on-site pharmacy audits at the request of WorkplaceNL on a fee-for-service basis subject to WorkplaceNL approval of fees.

- Completing periodic reporting to WorkplaceNL on a quarterly basis for results of the pharmacy audits performed.

#### **Dedicated Account Management Team**

- Ensuring the system meets superior standards and providing an account management team dedicated to WorkplaceNL.

### **IMPLEMENTATION SERVICE REQUIREMENTS**

A.34 The Contractor will provide and implement a project work plan outlining the chronological steps and timeframe from contract award date to go-live date. With respect to the approach, vendor involvement and implementation, services shall include:

- The electronic pay services will be operational no later than August 31, 2022 unless otherwise directed by WorkplaceNL.
- The Contractor will provide a project manager to oversee the implementation of the services who will be the primary contact for WorkplaceNL.
- The Contractor will identify and provide additional implementation resources.
- The Contractor will clearly outline the role, duties and responsibilities of the project manager and each additional resource identified.
- WorkplaceNL will establish and provide a conversion/support team. The Contractor will identify the requirement for WorkplaceNL's technical and functional resources by describing the role, duties and level of involvement.
- WorkplaceNL will provide the Contractor with the relevant formulary codes, PTC classes, DINS and NOI codes needed for the creation of WorkplaceNL's formulary within the Contractor's system.
- If training on the Contractor's system is required for the pharmacies and WorkplaceNL staff, the Contractor must outline the nature and timeline for training.

- The Contractor must provide all training associated with their services, procedures, and/or processes.
- The Contractor's representatives will be available to WorkplaceNL at no additional cost for program implementation, system training and thereafter on an annual basis as needed for additional help.
- The Contractor will provide WorkplaceNL with a step by step training manual for use by WorkplaceNL staff and update the manual as required.
- The Contractor will train staff identified by WorkplaceNL in the usability and technical aspects of the Contractor's system.
- Training of WorkplaceNL's staff on new internal procedures or business processes because of system modifications or implementation to the Contractor's services is the responsibility of WorkplaceNL.
- The Contractor and WorkplaceNL will collaborate during the system testing phase to ensure successful implementation of the system.
- The Contractor will participate in creating and executing a communication plan to notify pharmacies of the automation of drug adjudication and payment processes.
- The Contractor must provide anticipated timelines and costs for transition and implementation changes.
- The Contractor must identify all of the tasks to be completed along with work effort and associated costs required for the transition of the Electronic Formulary Management of Medications services from the current provider/solution. The Contractor must outline the start and end dates, and milestone dates of implementation and transition. The Contractor must identify all tasks on the critical path and show the overall duration to implement/transition the services. The Contractor must also show dependencies between major tasks and indicate any tasks which are dependent on third parties. The role of the third party must also be described.
- The Contractor must indicate any issues relating to the transition from the current provider/solution including any charges that may be levied, any timing considerations and any information that may be required. The Contractor must also identify any specific actions or information required from the current provider for each of the services.

- The Contractor must also describe the manner in which technical and procedural problems will be managed to ensure timely delivery of the services.

A.35 Transition services from the current provider/solution to the any potential new provider/solution will be scheduled such that there is no disruption to the management of medication services for the Injured Workers.

### **MAINTENANCE AND SUPPORT SERVICE REQUIREMENTS**

A.36 The Contractor will provide on-going maintenance and support for the system for the duration of the contract. This includes, but is not limited to:

- Online and helpdesk support, training, and a Change/Problem/Release Management process to accommodate required system enhancements.
- The Contractor's information technology staff will provide the services necessary for the monitoring of the systems to ensure proper functioning.

A.37 Prior to the provision of services, the Contractor shall provide a comprehensive Provider Guide consisting of details of billing process, formulary procedures, policies and orders for pharmacies. The Provider Guide shall also include details of the successful Bidder's processes for determining elements of cost, dispensing fee, drug cost up-charges, compounding fees, and any other associated fees. The Provider Guide is to be provided annually, or upon revisions, to the pharmacies and WorkplaceNL.

### **Service Level Targets**

A.38 The service level targets below are a guide for the provision of service from the department compromising the information systems and information technology divisions of the Contractor.

### **Hours of Operation and Services**

- Access to the computer system is provided on a 24 hour per day, seven days per week basis.
- Pharmacy help desk call center services will be available between the hours of 07:00 hours and 23:00 hours EST.
- The Contractor's information systems support will be provided between the hours of 08:00 hours and 17:00 hours EST during each weekday. After hours' business support will be provided during weeknight evenings, and on weekends, when required by WorkplaceNL.
- The Contractor's information systems staff will provide the following services:
  - managing outstanding production application problems;
  - providing resolutions to production problems in a timely fashion;
  - providing regular status updates on problem resolution;
  - performing emergency changes to production applications as required by business department requests;
  - maintaining an accurate list of outstanding application problems and requests;
  - providing accurate estimates of effort required to perform business changes, together with proposed delivery schedules.

### **Business Transaction Application Processing**

- All claims transactions submitted in batch mode, if any, are processed no later than 09:00 hours EST on the following business day. All reports showing rejected data, and successfully processed transactions must be available to the appropriate business units.
- Bi-weekly pharmacy payment processing will be completed to a predetermined schedule. Data processing and report production will commence by 23:00 hours on the Friday night of the pre-determined week. All batches of pharmacy claims prepared and closed prior to this time will be included in these processing runs. All processing and report production will be completed on the second business day following a payment processing run.

**Network Services**

- The Contractor's internal network services must allow the batch loading of claims data, if applicable, the submission of specialized reports and other ad hoc inquiries, and the printing of reports and other information, as required.

**Service Interruptions**

- There must be no more than one (1) unscheduled service interruption in any 30 day period, from any cause.
- In any 90 day period, no unscheduled service interruptions will have duration longer than 30 minutes.
- All service interruptions must be managed within the escalation process in effect for the organization.
- Planned service interruptions can occur with a minimum of one week's prior notice, and agreement, no more than two times in each calendar month. These service interruptions may be to accommodate computer system or network equipment, or other ancillary support infrastructure. Such service interruptions must not exceed one hour in duration.

**Problem Reporting**

- Problems encountered with any aspect of the services provided through the Contractor's information systems must be reported to the operational staff to be logged and tracked to resolution by the Contractor.
- Statistics must be maintained on the number of problems that occurred, were resolved, or are outstanding, and report to WorkplaceNL quarterly, or upon request by WorkplaceNL.
- Problems will be managed within the escalation process in effect.

**Problem Resolution**

- No problem will be closed without the appropriate signoff from the business users impacted by the problem.
- Based on the severity of the problem, progress reports must be provided within the specified time frames. Estimates for correcting



the problem must be given once effective problem determination has occurred.

- Based on the severity, the outstanding problem will be escalated to higher levels of management for resolution and reported to WorkplaceNL.

## **INFORMATION MANAGEMENT**

A.39 Contractors must establish and maintain information management protocols to ensure record protection, authenticity, reliability, integrity, availability, usability and compliance throughout the record's lifecycle (record creation, usage, storage and disposition). In particular, the Contractor:

- Must delete or anonymize WorkplaceNL data upon contract termination and provide confirmation of destruction/anonymization ability
- Must capture and retain the audit history of any additions, changes or deletions completed by all users
- Must retrieve information in a timely, efficient and accurate manner
- Must maintain record authenticity, integrity and accuracy during the data import/export process
- Must to add, edit, or delete information, if required

(Insert Contractor's information management protocols)

## **SECURITY AND PRIVACY**

A.40 Contractors must establish and maintain high levels of security across the overall solution, whether the proposal is for Software as a Service (SaaS) Cloud-based, a remotely hosted or an on-premise solution. The Contractor's protocols must cover the security aspects of the solution infrastructure, the solution software and the support and maintenance resources for the solution, in particular, the Contractor:

- Must support role-based access and privileges
- Must track and audit use of privileged accounts
- Must track and audit support and maintenance accounts and activities
- Must encrypt all data held within the system, at rest, and in transit
- Must provide Application Programming Interface (API) interface for an electronic file interchange
- Must ensure that all data held within the system will reside within the geographic boundaries of Canada
- Must ensure that the proposed solution meets the requirements of Canadian federal and provincial public sector privacy legislation **for Personal Information Protection and Electronic Documents Act (PIPEDA), Personal Health Information Act (PHIA) and Access to Information and Protection of Privacy Act, 2015 (ATIPPA)**
- Must provide and maintain a developed Incident response plan. This plan must provide full transparency to WorkplaceNL in the event of a security breach or security incident

**(Insert Contractor's security and privacy protocols)**

- A.41 Prior to the provision of services, the Contractor must provide background/reference checks on the staff that will participate in the implementation of the solution and/or support and maintenance activities.
- A.42 The Contractor must maintain throughout the term of the agreement, the Contractor's security certifications/standards covering organization, system, infrastructure and individuals which are acceptable to WorkplaceNL. Examples may include: International Standards Organization/International Electrotechnical Commission (ISO/IEC) 27001, 27002, 27017 and 27018, SOC1, SOC2, etc.

**TRANSITION OUT SERVICES**

A.43 Upon any termination or expiration of this Agreement, or termination of any Services provided hereunder, the Contractor shall provide transition out services as described herein. The Contractor shall implement the transition out services to assist in the transparent, seamless, orderly and uninterrupted transition of the Services. Without restricting the generality of the foregoing, the Contractor shall:

- co-operate with WorkplaceNL and any WorkplaceNL designee (collectively, the “**Replacement Provider**”), including promptly taking all steps required to assist WorkplaceNL in effecting a complete transitioning out;
- provide to WorkplaceNL and the Replacement Provider all information and professional services related to the Services as needed for effecting a complete transitioning out; and
- provide for the prompt and orderly conclusion of all work, as WorkplaceNL may direct, including completion or partial completion of all Services including documentation of work in process, and measures to provide an orderly transition to WorkplaceNL and the Replacement Provider.

## SCHEDULE “B”

B.01 Provided the Contractor has complied with all the terms, conditions and provisions of this Agreement, upon appropriate invoicing, WorkplaceNL shall pay the Contractor at the following rates for Services performed pursuant to this Agreement.

<Select appropriate option>

**Option1: Fixed Annual Fee regardless of Transaction Volumes**

**Fixed annual cost (in Canadian Funds excluding HST) for use and administration of the electronic pay system for three (3) years with an option to renew for an additional two (2) years with breakdown including:**

**Claims/Formulary Management Services:**

Initial enrolment fees:  
 Online pharmacy transaction fees (annual):  
 Reimbursement transaction fees (annual):  
 Reimbursement reversal transaction fees (annual):  
 Formulary Change:  
 Patient exception process:  
 Pharmacy reversal:  
 DIN Master download:  
 Evaluation of drugs (per hour):  
 Formulary management services fees:  
 Specify additional usage and administration fees, if any:  
 Cheque Processing Fees:

**Report Services:**

AD Hoc (Standard) Reports:  
 Ad Hoc (Non-Standard) Reports:  
 Pharmacy Exceptional Activity Report (PEAR):  
 Web Access (internet based reports) for set up/initial user and each additional user:  
 Pharmacist Services:

**Annual costs (in Canadian funds excluding HST) for system implementation fees for three (3) years with an option to renew for an additional two (2) years with breakdown including:**

Staffing (project manager and resources):  
 Materials:  
 Travel and living expenses for vendor resources:  
 Communications:  
 Training of applicable WorkplaceNL staff:  
 Training of pharmacies, if required:  
 Transition and Implementation Services:  
 Specify other implementation fees, if any:

**Annual costs (in Canadian funds excluding HST) for system operational support and maintenance fees for three (3) years with an option to renew for an additional two (2) years with breakdown including;**

Specify operational support fees:  
 Specify maintenance fees:

**Total Fixed Annual Fee (excluding HST) regardless of Transaction Volumes:**

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#### **Option 2:**

**Transactional Costing: Transactional Costs are to be identified for billings submitted directly by the pharmacy and for billings data entered by WorkplaceNL (for injured workers submitting receipts to WorkplaceNL seeking reimbursement).**

#### **Claims/Formulary Management Services:**

Initial enrolment fees:  
 Online pharmacy transaction fees:  
 Reimbursement transaction fees:  
 Reimbursement reversal transaction fees:  
 Formulary Change:  
 Patient exception process:  
 Pharmacy reversal:  
 DIN Master download:  
 Evaluation of drugs (per hour):  
 Formulary management services fees:  
 Specify additional usage and administration fees, if any:  
 Cheque Processing Fees:

#### **Report Services:**

AD Hoc (Standard) Reports:  
 Ad Hoc (Non-Standard) Reports:

Pharmacy Exceptional Activity Report (PEAR):  
Web Access (internet based reports) for set up/initial user and each additional user:  
Pharmacist Services:

**Annual costs (in Canadian funds excluding HST) for system implementation fees for three (3) years with an option to renew for an additional two (2) years with breakdown including:**

Staffing (project manager and resources):  
Materials:  
Travel and living expenses for vendor resources:  
Communications:  
Training of applicable WorkplaceNL staff:  
Training of pharmacies, if required:  
Transition and Implementation Services:  
Specify other implementation fees, if any:

**Annual costs (in Canadian funds excluding HST) for system operational support and maintenance fees for three (3) years with an option to renew for an additional two (2) years with breakdown including;**

Specify operational support fees:  
Specify maintenance fees:

## STANDARD TERMS AND CONDITIONS

**1. Agreement** - This Agreement includes the following documents and any conflict between the documents shall be resolved by giving priority to the documents in the order as they appear:

- (a) executed agreement between WorkplaceNL and the Contractor to which this document is appended (if applicable);
- (b) WorkplaceNL Confidentiality Schedule (if applicable);
- (c) WorkplaceNL Standard Terms and Conditions;
- (d) Declaration(s) of Confidentiality/Conflict of Interest;
- (e) procurement documents (including purchase orders) issued by WorkplaceNL; and
- (f) Contractor's bid, proposal or quote.

This Agreement constitutes the whole agreement of the parties relative to the purchase of Services from the Contractor by WorkplaceNL and supersedes all prior negotiations, representations, or agreements, either written or oral.

**2. Services** – Services means all goods, materials and/or services required under this Agreement.

The Contractor shall provide the Services. WorkplaceNL is responsible for the evaluation of the scope and suitability of the Services provided by the Contractor.

**3. Independent Contractor Status** - The Contractor is an independent contractor as to all Services. Neither the Contractor, its employees, officers, associates nor approved sub-contractors, if any, are to be construed as constituting employees, agents, or representatives of WorkplaceNL. As an independent contractor, the Contractor assumes all legal and contractual obligations arising out of the performance of the Services.

The Contractor shall not enter into any contract or commitment in the name of or on behalf of WorkplaceNL, or bind WorkplaceNL in any respect or make statements or representations of any kind or take any other actions that would be binding on WorkplaceNL except as specifically provided in this Agreement.

The Contractor shall be fully responsible for any and all employee benefits to be provided to the Contractor's employees. Neither the Contractor nor its employees, officers, associates or approved sub-contractors shall be entitled to participate in or receive any benefits whatsoever from WorkplaceNL as a result of performing Services. The Contractor is solely responsible for deducting the appropriate withholdings from the Contractor and its employees' pay cheques and for the remittance of such withholdings to the appropriate regulatory body as required by law.

Prior to commencing provision of Services the Contractor shall provide to WorkplaceNL a list of employees, officers, associates and approved sub-contractors assigned to perform the Services including their job titles and qualifications for the provision of Services. The employees, officers, associates and sub-contractors assigned to perform Services shall not change except with prior written consent of WorkplaceNL.

WorkplaceNL may, in its sole discretion, request that any employee, officer, associate or approved sub-contractor of the Contractor be prohibited from the performance of Service and/or from access to any files and/or to WorkplaceNL's premises, and the Contractor shall immediately comply with this request. The Contractor hereby releases and forever discharges and holds harmless WorkplaceNL from any costs, claims, losses, and damages of any kind whatsoever based on negligence, defamation, wrongful discharge/dismissal or otherwise which the Contractor may suffer, sustain, pay or incur as a result of any actions under this paragraph and will indemnify, defend and hold harmless WorkplaceNL against any third party claims based on actions hereunder.

**4. Sub-Contractor** - Without the prior written consent of WorkplaceNL, the Contractor shall not sub-contract any part of the Services, assign or transfer any interest, or delegate any responsibility arising out of this Agreement, to anyone other than the approved employees, officers, associates, or sub-

contractors of the Contractor in accordance with the provisions of this Agreement. Prior to approval of a sub-contractor, the Contractor must establish to the satisfaction of WorkplaceNL, that the sub-contractor also meets the requirements of this Agreement.

**5. Payment** - Provided the Contractor has complied with all terms, conditions and provisions of this Agreement, WorkplaceNL shall make payments to the Contractor of those fees as set forth in this Agreement, following appropriate invoicing by the Contractor. WorkplaceNL shall not be liable to the Contractor for any other costs or expenses, unless such costs or expenses are approved in advance and in writing by WorkplaceNL, or are specifically set out in this Agreement. The Contractor shall submit expense claims in a format acceptable to WorkplaceNL.

WorkplaceNL shall effect payment of invoices within thirty (30) days of receipt of an acceptable invoice by WorkplaceNL provided that the amounts so billed are correct and properly payable under this Agreement. All invoices shall include the Contractor's registration number for Harmonized Sales Tax (HST) and shall separately identify the amounts of such tax. Payment of invoices may be delayed through failure of the Contractor to identify the registration number and the amount of HST. The Contractor shall maintain records sufficient to verify invoices submitted to WorkplaceNL and WorkplaceNL shall not be responsible for reconciliation and/or review of incorrect bookkeeping by the Contractor.

WorkplaceNL will not pay interest on late or overdue accounts.

Payment for Services shall be made by direct deposit. The Contractor shall supply the necessary banking information to WorkplaceNL within seven (7) working days of awarding the contract.

Purchase orders and notices of payments will be forwarded to the Contractor from WorkplaceNL. The Contractor shall supply facsimile information to WorkplaceNL within seven (7) working days of awarding the contract.

Services which have been performed prior to the issuance of a purchase order shall not be invoiced to WorkplaceNL. Only Services rendered within the date range delineated on the purchase order will be paid by WorkplaceNL.

The Contractor shall only submit an invoice for payment once. If the Contractor has not received payment for an invoice, the Contractor may contact the Accounts Payable Department of WorkplaceNL but it shall not resubmit the invoice unless expressly requested by WorkplaceNL. If the Contractor sends a Statement of Account, it shall be clearly marked "Statement of Account" at the top of the page.

**6. Set-Off** - At its sole option and without notice to the Contractor, WorkplaceNL shall have the right to set-off any amount due to WorkplaceNL by the Contractor under this Agreement or otherwise against any amount due and owing by WorkplaceNL to the Contractor under this Agreement.

**7. Non-exclusive** - This Agreement does not create an exclusive relationship between the Contractor and WorkplaceNL. WorkplaceNL may also, at any time retain other contractors to perform work in relation to the Services or any changes or additions to such Services. The Contractor is free to, and it is anticipated that the Contractor will, engage with other clientele in addition to its engagement herein with WorkplaceNL.

**8. Conflict of Interest** – The Contractor shall not provide Services if the Contractor is in a conflict of interest. The Contractor shall not permit any actual, possible or perceived conflict of interest between the interest of WorkplaceNL and/or its clients and the interest of the Contractor. The Contractor shall immediately disclose any such conflict of interest to WorkplaceNL in writing. WorkplaceNL shall, in its sole discretion, determine if an actual, possible or perceived conflict of interest exists and determine the appropriate course of action to be taken by WorkplaceNL and/or the

## STANDARD TERMS AND CONDITIONS

Contractor. WorkplaceNL's decision in this regard shall be final and conclusive.

The Contractor:

- (a) shall conduct all duties related to this Agreement with impartiality;
- (b) shall not influence, seek to influence, or otherwise take part in a decision of WorkplaceNL and/or WorkplaceNL's client, knowing that the decision might further its private interests;
- (c) shall not offer, solicit, receive or accept any communication, discount, allowance, payment, gift, or other benefit that is connected, directly or indirectly, with the performance of any Services, that causes, or would appear to cause, a conflict of interest; and
- (d) shall have no financial interest in the business of a third party that causes, or would appear to cause, a conflict of interest in connection with the performance of any Services.

**9. Confidentiality** - All data and information of or concerning WorkplaceNL, WorkplaceNL clients, or of third parties to whom WorkplaceNL owes a duty of confidence, obtained by the Contractor, its employees, officers, associates, and/or approved sub-contractors, is:

- (a) to be treated as confidential;
- (b) to be used only to supply or perform Services to WorkplaceNL pursuant to this Agreement;
- (c) not to be reproduced or disclosed to anyone other than WorkplaceNL personnel as required in the performance of this Agreement;
- (d) not to be removed from the offices of WorkplaceNL without prior written consent of WorkplaceNL;
- (e) to be delivered to WorkplaceNL without cost forthwith upon demand, including all copies and records of same; and
- (f) to be protected by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure, disposal, and disaster.

Nothing in the Agreement will prohibit or limit either Party's use or disclosure of information (including, but not limited to, ideas, concepts, knowledge, techniques, and methodologies) which is:

- (a) previously known to it without an obligation of confidence;
- (b) independently developed by or for it;
- (c) acquired by it from a third party which is not under an obligation of confidence with respect to such information; or
- (d) required by law. In the case of a disclosure required by law, the Contractor shall notify WorkplaceNL in writing prior to the disclosure to provide an opportunity to restrain the disclosure.

The Contractor will notify WorkplaceNL both verbally and in writing in the event of any unauthorized access to or disclosure of data or information.

The Contractor acknowledges that WorkplaceNL is bound by the terms of the **Workplace Health, Safety and Compensation Act**, RSNL 1990, c. W-11, as amended (the "**Act**"), the **Access to Information and Protection of Privacy Act**, 2015, SNL 2015, c. A-1.2, as amended ("**ATIPPA**"), the **Management of Information Act**, SNL 2005, c. M-1.01, as amended, the **Privacy Act**, RSNL 1990, c. P-22, as amended, and the **Personal Health Information Act**, SNL 2008, c. P-7.01, as amended, and agrees to abide strictly by the terms of these and any other applicable laws and professional standards respecting the collection, use and disclosure of data or information that the Contractor, its employees, officers, associates, and/or approved sub-contractors, could become exposed to directly or indirectly during the performance of Services. WorkplaceNL may be compelled to disclose data or information pursuant to **ATIPPA**.

The Contractor shall observe all requirements, standards and protocols of WorkplaceNL, relating to confidentiality, conflict of interest, and collection, storage, transfer, copying, modification, use, disclosure and disposition of information. The Contractor shall comply with the provisions of the attached "Declaration of Confidentiality/Conflict of Interest" and shall provide to WorkplaceNL executed copies of the said Declaration of Confidentiality/Conflict of Interest by the Contractor and all of the Contractor's employees, officers, associates, and/or approved sub-

contractors who will perform Services under the Agreement prior to the provision of Services.

Without limiting the generality of the foregoing, the Contractor acknowledges that WorkplaceNL shall have the right to obtain injunctive relief for violation of the terms of the clause. All those carrying out this Agreement on the Contractor's behalf are subject to this Agreement and may be liable to suit by WorkplaceNL for breaching this clause.

When deemed appropriate by WorkplaceNL, in its sole discretion, WorkplaceNL may also require the Contractor and its employees, officers, associates, and/or approved sub-contractors to comply with the WorkplaceNL Confidentiality Schedule. The Contractor must initial the WorkplaceNL Confidentiality Schedule which will form part and parcel of this Agreement.

**10. Ownership of Information** - All materials, data, designs, plans, drawings, specifications, research, reports, notes, estimates, summaries, calculations, surveys, papers, completed work, and work in progress and such other information and materials or parts thereof as are compiled, drawn and produced by the Contractor in performing the Services, including without limitation computer printouts and computer models and all copyrights thereto and all patents, trademarks and industrial designs arising therefrom are the sole and exclusive property of WorkplaceNL and the contents thereof are privileged and confidential. Nothing in the Agreement shall give the Contractor a right, however arising, to assert any lien, claim, demand, property right, remedy or security right of any kind over the information provided to the Contractor pursuant to the terms of the Agreement. The Contractor acknowledges that WorkplaceNL's right to this information shall at all times be paramount to any rights of the Contractor, at law or in equity, and that the Contractor's remedies against WorkplaceNL for WorkplaceNL's breaches under the Agreement do not include the right to deprive WorkplaceNL of access to WorkplaceNL's information in the Contractor's possession.

**11. Access to Information** - WorkplaceNL is subject to the **ATIPPA** and consequently the public has a right of access to WorkplaceNL's records. WorkplaceNL shall not be liable for any claims, costs, losses or damages experienced by the Contractor as a result of WorkplaceNL's release of information to another party pursuant to the provisions of **ATIPPA** or due to any other legal requirements.

**12. Warranty and Liability** - The Contractor represents, warrants and covenants that:

- (a) the information contained in its bid, proposal or quote is true and accurate;
- (b) all equipment supplied meets and is operated in accordance with the manufacturer's specifications and applicable regulatory requirements;
- (c) all Services provided are free from any defects in design, materials and workmanship, and that the Services fully comply with specifications and are suitable and fit for its intended purpose;
- (d) the supply of Services will not infringe any patent, trademark or copyright;
- (e) the Contractor provides good and clear title to the Services to WorkplaceNL;
- (f) the Contractor, its employees, officers, associates and approved sub-contractors have the necessary skills, expertise, materials and experience, are qualified in the safe work procedures and operations of equipment, and shall provide and perform the Services in accordance with the provisions of this Agreement;
- (g) the Contractor shall provide and perform the Services in accordance with all applicable law and professional standards, and in a skilful, safe, efficient and professional manner satisfactory to WorkplaceNL;
- (h) the Contractor, its employees, officers, associates and approved sub-contractors shall comply with all safety and security rules and workplace policies and procedures in effect from time to time while using or accessing WorkplaceNL's premises, assets, and/or resources;



## STANDARD TERMS AND CONDITIONS

- (i) the Contractor, its employees, officers, associates, and/or approved sub-contractors will not commence work while under the influence of alcohol, marijuana or illegal drugs;
- (j) the Contractor, its employees, officers, associates, and/or approved sub-contractors shall comply with the **Occupational Health and Safety Act**, RSNL 1990, c. O-3, and the Regulations thereto, as amended; and
- (k) if the Contractor is carrying on an undertaking in the Province of Newfoundland and Labrador, the Contractor will during the term of this Agreement continue to be registered and authorized to carry on business in compliance with the laws of the Province of Newfoundland and Labrador.

The Contractor shall supply all labour, materials, and supervision to complete the Services in accordance with the Agreement. The Contractor shall obtain all permits and licences, pay such fees, and give all notices necessary for the lawful performance of the Services. Except as otherwise specifically stated in this Agreement, all facilities and equipment required for the provision of the Services shall be provided by the Contractor and shall remain the property and responsibility of the Contractor.

The Contractor is fully and solely responsible for the actions of the Contractor and its employees, officers, associates, and/or approved sub-contractors in performance of the Services and to ensure compliance with this Agreement. WorkplaceNL's approval of employees, officers, associates, or sub-contractors does not relieve the Contractor of the Contractor's responsibilities under this Agreement.

**13. Indemnity** - The Contractor shall indemnify and hold harmless WorkplaceNL from and against all claims, actions, losses, expenses, costs and direct damages of every nature and kind whatsoever which WorkplaceNL or its employees, officers, associates, or agents may suffer where the same are based upon or arise out of anything done or omitted to be done by the Contractor or its employees, officers, associates, and/or approved sub-contractors.

**14. Insurance** - The Contractor shall, at its own expense and without limiting its liability herein, insure its operations under a contract of General Liability Insurance, with an insurer licensed in Newfoundland and Labrador, in an amount not less than Two Million Dollars (\$2,000,000) per occurrence, with an annual general aggregate, if any, of not less than Four Million Dollars (\$4,000,000) for each of its locations, insuring against any and all bodily injury, personal injury and property damage including loss of use thereof. Such insurance shall include blanket contractual liability and shall be in effect for the duration of the Agreement and any extensions or renewals. The deductibles applicable to the insurance required shall not exceed Five Thousand Dollars (\$5,000) per occurrence.

Certificates of insurance shall be provided to WorkplaceNL prior to the provision of Services under this Agreement and within thirty (30) days of any insurance renewal. All insurance called for under this Agreement shall be endorsed to provide WorkplaceNL with thirty (30) days advance written notice of cancellation, failure to renew or material change (material defined as any change restricting or reducing required coverage). WorkplaceNL may, at any time, request certified true copies of the policies and they shall be provided within fourteen (14) working days of the request. All insurance called for under this Agreement shall be primary insurance and shall not require the pro rata sharing of any loss by WorkplaceNL or any insurer of WorkplaceNL.

**15. Good Standing and Safety** – If the Contractor is engaged in, about or in connection with an industry in the province of Newfoundland and Labrador under the **Act**, prior to commencing provision of Services and during the term of this Agreement, the Contractor and any approved sub-contractors must be registered as an employer or have independent operator coverage under the **Act**, must be in good standing with WorkplaceNL, and shall comply with the **Act** and the Regulations thereto, as amended. The Contractor authorizes WorkplaceNL to obtain confirmation of the same.

### **16. Performance Standards**

Time is of the essence in the performance of the Agreement.

WorkplaceNL may notify the Contractor of any deficiencies, and in the event that the Contractor has failed to rectify the deficiencies within the time allocated by WorkplaceNL, WorkplaceNL may, at its discretion, obtain the Services, complete the work or rectify the deficiencies to its satisfaction and shall be entitled to deduct and set-off the costs of such work or rectification from any moneys due to the Contractor.

WorkplaceNL shall not be obligated to make any payments for Services rendered by the Contractor to remedy errors or omissions for which, in the reasonable opinion of WorkplaceNL, the Contractor is responsible.

**17. Inspection** – All Services are subject to final inspection and acceptance by WorkplaceNL. Services failing to conform to the specifications of this Agreement will be held at the Contractor's risk and may be returned to the Contractor. If so returned, all related costs are the responsibility of the Contractor. Services failing to conform to specifications of the Agreement may result in WorkplaceNL making adjustments to invoices.

**18. Non-waiver** – Mere acceptance of shipment of the Services specified and any inspection thereto by WorkplaceNL, shall not alter, limit or affect the obligations of the Contractor or the rights of WorkplaceNL herein or at law.

**19. Title and Risk** - Title to Services shall not pass to WorkplaceNL until delivered to a WorkplaceNL location and until such time shall be at the sole risk of the Contractor.

**20. Canadian Standards Association (CSA) Approval** – The Contractor shall ensure that all electrical, materials, hardware and assemblies supplied under the Agreement are fully CSA approved.

**21. Workplace Hazardous Materials Information System (WHIMIS)** – When dealing with materials designated as hazardous, the Contractor shall ensure all goods and materials are provided with appropriate labels and material safety data sheets where required by WHIMIS legislation.

**22. Changes** – WorkplaceNL, without invalidating the Agreement, may alter, add to or delete from the work, the Agreement sum being adjusted accordingly provided the Contractor has agreed to the same in writing. All such changes shall be governed by the conditions of the original Agreement. Any changes and unforeseen extras must be documented by change orders and approved by WorkplaceNL prior to proceeding. Supplementary invoices not supported by change orders will not be honored. The Contractor must notify WorkplaceNL of changes in the Contractor's policy or organization that affects its ability to meet its obligations outlined in the Agreement.

**23. Termination** - This Agreement may be terminated at any time by the mutual consent of the Parties.

WorkplaceNL may terminate this Agreement at any time, without cause, by giving thirty (30) calendar days written notice to the Contractor. WorkplaceNL shall not be subject to a claim for damages by the Contractor for any such termination.

WorkplaceNL may, in addition to and not in lieu of any other right or remedy available, at law or in equity, on the terms outlined in this paragraph terminate this Agreement at any time without notice, for cause and without compensation to the Contractor should:

- (a) the Contractor, its employees, officers, associates, and/or approved sub-contractors be in breach of any provision of this Agreement;
- (b) WorkplaceNL determine, in its sole discretion, that the Services are being provided in a manner inconsistent with this Agreement;
- (c) the Contractor fail to make adequate progress in the performance of the Agreement, or alternatively, an indication by the Contractor that

## STANDARD TERMS AND CONDITIONS

they cannot or will not meet any or all of the requirements of the Agreement;

- (d) WorkplaceNL determine, in its sole discretion, that the invoicing practices of the Contractor are unsatisfactory or improper; or
- (e) the Contractor becomes insolvent or bankrupt or makes an assignment for the benefit of creditors or receivers appointed of its business, or a voluntarily or involuntary petition in bankruptcy is filed, or proceedings for the reorganization or winding up of the Contractor is instituted.

WorkplaceNL may terminate the Agreement immediately or may provide the Contractor with written notice of the above noted default and provide the Contractor an opportunity to rectify the said default within 72 hours. If the default is not rectified to the satisfaction of WorkplaceNL within 72 hours, then WorkplaceNL can proceed to terminate this Agreement, for cause, without further notice.

Where this Agreement is terminated, either by mutual consent or otherwise, the Contractor shall, without any further fee or cost whatsoever to WorkplaceNL:

- (a) upon the effective date of termination of this Agreement cause all Services being provided under this Agreement to be discontinued, unless WorkplaceNL has provided its express, written consent to the continuation of Services; and
- (b) within thirty (30) working days of the effective date of termination, provide all work product and all final invoices for Services completed to the date of termination pursuant to this Agreement. The obligations of WorkplaceNL to make payment to the Contractor shall continue for Services performed up to and including the date of termination but do not continue beyond that time period. If the Agreement stipulates a lump sum payment, any such payment for Services performed shall be valued proportionately to the value of the contract.

The Contractor shall not be entitled to any other payment in respect of such termination including, without prejudice to the generality of the foregoing, any payment for any consequential loss or damage or loss of profits arising from termination of this Agreement or in any other way related thereto.

**24. Force Majeure** – Neither the Contractor nor WorkplaceNL shall be deemed to be in default of its obligations under this Agreement, if, and for as long as, any delay or non-performance is directly or indirectly caused by or results from events of Force Majeure beyond the control of that party. These events shall include, but not be limited to, strikes, civil disturbances, wars, fires, acts of God, and acts of any government or branch or agency thereof.

Force Majeure shall not include the following:

- (a) late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, an oversold condition of the market, inefficiencies, or similar occurrences; and
- (b) late performance by a sub-contractor(s) unless the delay arises out of a Force Majeure occurrence in accordance with this clause.

**25. Records and Audit** - The Contractor shall maintain appropriate records and files in relation to the Services provided under this Agreement for seven (7) years, at which time the Contractor will destroy any and all copies and versions of the said records and files. The Contractor will retain copies of the records and files only to the extent required by law and applicable professional standards. The Contractor shall provide a copy of the said records and files within seven (7) working days of receipt of a written request from WorkplaceNL.

In addition to any other rights of inspection or audit that WorkplaceNL may have under this Agreement or under statute, WorkplaceNL or a person

authorized by WorkplaceNL, may, at any reasonable time and upon reasonable notice to the Contractor, inspect, audit and evaluate the Contractor's compliance with the terms of this Agreement, including but not limited to compliance with Service and invoice obligations, privacy, security and information management, under this Agreement through any means including but not limited to the following means:

- (a) on-site visit and examination of records and files, and inspection of electronic devices upon WorkplaceNL's request;
- (b) observation of the performance of the Services in progress;
- (c) full access to records and files and the ability to make copies of the record; and
- (d) oral or written communication pertaining to Services with any clients, employees, associates, directors, officers, agents and approved sub-contractors of the Contractor.

Notwithstanding any other provision of this Agreement, WorkplaceNL shall not be responsible for the Contractor's costs or fees associated with compliance with this section.

**26. General** - The paragraph headings shall not be considered in interpreting the text.

**27. Invalid or Unenforceable Provision** - If any term or provision of this Agreement is found to be illegal, invalid, or unenforceable, notwithstanding this Agreement may, at WorkplaceNL's option, remain in full force and effect and such term or provision shall be deemed removed from this Agreement and the remaining provisions form a valid agreement.

**28. Waiver** - Any waiver of, or consent to depart from, the requirements of any provision of this Agreement shall be effective only if it is in writing and signed by the party giving it, and only in the specific instance and for the specific purpose for which it has been given. Failure on the part of any party to exercise, and/or delay in exercising, any right under this Agreement shall not operate as a waiver of such right. No single or partial exercise of any such right shall preclude any other or further exercise of such right or the exercise of any other right.

**29. Governing Law** - This Agreement shall be governed by and interpreted in accordance with the laws of the Province of Newfoundland and Labrador, and the forum for all disputes shall be the Courts of the Province of Newfoundland and Labrador.

**30. Survival of Obligations** – All the obligations of the Contractor under this Agreement, including but not limited to independent contractor status, confidentiality, warranty and liability, records and audit, termination, indemnification and insurance provisions, shall survive the termination or completion of this Agreement.

**31. Promotion** - The Contractor shall not associate WorkplaceNL in any advertising or other promotional materials or messages associated with it without WorkplaceNL's prior written consent. The Contractor, its employees, officers, associates and/or approved sub-contractors shall not approach WorkplaceNL personnel, to in any way promote the business of the Contractor.

**32. Enurement** – Subject to the express limitations set out in the Agreement, this Agreement shall enure to the benefit of and be binding upon the respective heirs, executors, administrators, successors and permitted assigns of the Parties.

**33. Agreement Amendment** - The Agreement may only be modified by a written agreement signed by persons duly authorized by the Contractor and WorkplaceNL.

## STANDARD TERMS AND CONDITIONS

### DECLARATION OF CONFIDENTIALITY/CONFLICT OF INTEREST

I, \_\_\_\_\_, of \_\_\_\_\_ do declare that:  
(Print name of individual) (Print name of contractor)

1. I am either a) an owner of the Contractor; b) an employee of the Contractor; c) an independent contractor or d) I have been determined to be an employee of the Contractor by WorkplaceNL pursuant to the **Workplace Health, Safety and Compensation Act**. I am not an employee of WorkplaceNL.
2. I will perform Services pursuant to the Agreement between the Contractor and WorkplaceNL in relation to WorkplaceNL and/or in relation to clients of WorkplaceNL. All data and information received or obtained in the course of performing the Services, either directly or indirectly, is confidential information. I shall conduct myself in accordance with applicable privacy legislation and professional standards and I shall keep in confidence any such confidential information. I shall not collect, use, or retain any such confidential information whatsoever except to the extent necessary to perform Services. I will protect this information from disclosure to any other person or other entity whatsoever.
3. I acknowledge that I have read and understand paragraph 9 of the WorkplaceNL Standard Terms and Conditions and any applicable WorkplaceNL Confidentiality Schedule and I, hereby, agree to comply with all terms and conditions outlined therein.
4. Upon termination of my employment with the Contractor or when required, I shall return to the Contractor any and all confidential information obtained in the course of performing Services which is in my possession and/or control. When required, I shall return to WorkplaceNL any and all confidential information obtained in the course of performing Services which is in my possession and/or control. I will retain copies of confidential information only to the extent required by law and applicable professional standards.
5. I will not permit any actual, possible or perceived conflict of interest between the interests of WorkplaceNL and/or its clients and the interests of either myself or the Contractor, and will immediately disclose any such conflict to WorkplaceNL in writing.
6. I agree:
  - (a) to conduct all duties related to Services with impartiality;
  - (b) that I shall not influence, seek to influence, or otherwise take part in a decision related to WorkplaceNL and/or its client, knowing that the decision might further my private interests or the interests of the Contractor;
  - (c) that I shall not accept any communication, discount, allowance, payment, gift, or other benefit that is connected, directly or indirectly, with the performance of Services, that causes, or would appear to cause, a conflict of interest; and
  - (d) that I shall have no financial interest in the business of a third party that causes, or would appear to cause, a conflict of interest in connection with the performance of Services.
7. I acknowledge having read, understood and obtained receipt of a copy of this declaration.

SWORN/AFFIRMED at \_\_\_\_\_,  
in the Province of Newfoundland and Labrador, this  
\_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, before me:

\_\_\_\_\_  
Commissioner of Oaths

\_\_\_\_\_  
Signature of Individual

## CONFIDENTIALITY SCHEDULE

1. For the purposes of this Schedule, references to Contractor(s) shall include the Contractor, its employees, officers, associates, and/or approved sub-contractors and employees, officers, and associates of approved sub-contractors.
2. For the purposes of this Agreement "Confidential Information" means:
  - (a) all communications and instructions from WorkplaceNL respecting the Services;
  - (b) all information acquired by the Contractor respecting policy development, consideration and development, business decisions, internal deliberations, discussions and considerations and any other aspect of the decision-making process of WorkplaceNL;
  - (c) all oral, written, electronic, and machine readable information and data and any accompanying supporting materials and documentation, including without limitation, materials, documents, reports, databases, information and data of whatever nature and kind concerning WorkplaceNL, WorkplaceNL employees, injured workers or employers, disclosed directly or indirectly to the Contractor during the performance of the Services or in any way related thereto;
  - (d) all personal information, as defined under the **Access to Information and Protection of Privacy Act, 2015**, SNL 2015 c. A-1.2, as amended, ("ATIPPA") and the **Personal Health Information Act**, SNL 2008, c. P-7.01, as amended, ("PHIA") which is, directly or indirectly, disclosed to or collected by the Contractor during the performance of the Services or in any way related thereto;
  - (e) all information that is developed based upon Confidential Information including the work product of the Contractor; and
  - (f) Confidential Information shall not include any information which:
    - (i) at the time such information was provided to the Contractor was or thereafter became part of the public domain through no act or omission of the Contractor or its representatives; or
    - (ii) is information which the Contractor can show possession of prior to the date of the Agreement and which was received or developed by the Contractor free of obligations of confidentiality to WorkplaceNL.
3. The Contractor shall not directly or indirectly collect Confidential Information in the performance of the Services unless the collection is necessary to carry out the duties associated with the Agreement.
4. The Contractor shall only use the Confidential Information acquired in the performance of the Services for the purposes specified in the Agreement, and shall not permit the use of the Confidential Information for any other purposes.
5. The Contractor shall treat all Confidential Information acquired by the Contractor in the performance of the Services as privileged and confidential and shall not directly or indirectly disclose the same to any person or persons at any time without the express written approval of WorkplaceNL, unless required to do so by law. In the event that such disclosure is required, the Contractor shall notify WorkplaceNL prior to the disclosure to provide an opportunity to restrain the disclosure.
6. Upon request by WorkplaceNL, the Contractor shall provide to WorkplaceNL and solely to WorkplaceNL all Confidential Information acquired during the performance of the Services, or shall, at the request of WorkplaceNL, destroy any and all copies and versions of the Confidential Information in the possession and/or control of the Contractor and shall certify the destruction of same to WorkplaceNL. The Contractor shall retain copies of Confidential Information only to the extent required by law and applicable professional standards.
7. To assist and further ensure compliance with the Agreement, the Contractor shall have in place and follow the appropriate systems, processes, protocols and policies to maintain the physical and electronic security of all Confidential Information, which are acceptable to WorkplaceNL and consistent with all applicable privacy legislation, including but not restricted to the following:
  - (a) at a minimum, using the same level of physical and electronic security as the Contractor employs to avoid disclosure or dissemination of the Contractor's own confidential information, to prevent the disclosure of any of the Confidential Information to any third party, or to any of its employees, officers, associates, and/or approved sub-contractors other than those who are required to have access to properly perform the Services under the Agreement;
  - (b) establish and maintain security policies, standards and safeguards to prevent unauthorized access, collection, use, disclosure or disposal of the Confidential Information;
  - (c) prior to execution of the agreement, provide to WorkplaceNL copies of its policies and standards in relation to confidentiality, conflict of interest, and collection, storage, transfer, copying, modification, use, disclosure, disposition, and access of information;
  - (d) advise WorkplaceNL of any changes in its security systems, procedures, practices, policies and standards that may affect the Confidential Information and seek WorkplaceNL's written consent prior to such changes;
  - (e) complete training relating to **PHIA** which WorkplaceNL deems necessary, in WorkplaceNL's sole discretion;
  - (f) report to WorkplaceNL at least annually, but more often if required by WorkplaceNL, the status of its security measures and any further measures that may be taken to ensure confidentiality is maintained; and
  - (g) satisfaction of the foregoing commitments includes, but is not restricted to, compliance with the requirements set out in the Protocols for Security of WorkplaceNL Information on Information Technology Assets ("Protocols") which forms part and parcel of this Schedule, unless otherwise advised by WorkplaceNL, and this includes:
    - (i) complying with all alterations or updates of the Protocols as may be provided to the Contractor from time to time; and
    - (ii) adhering to any additional instructions (including oral instructions) from WorkplaceNL as it relates to the subject matter contained in the Protocols and this Schedule.
8. The Contractor shall only disclose Confidential Information to persons other than its approved employees, officers, associates, and/or sub-contractors with the prior written consent of WorkplaceNL, and then only to those persons who need to know the information in order to carry out the duties associated with the Agreement and only after confirming that such persons agree to comply with the provisions of the Agreement including the requirements set out in the Protocol by requiring such persons to execute the Declaration of Confidentiality/Conflict of Interest attached to the Agreement.
9. The Contractor shall:
  - (a) notify WorkplaceNL promptly of any unauthorized possession, use or knowledge, or attempt thereof, of Confidential Information in the possession of the Contractor, including but not limited to data processing files, transmission messages or other Confidential Information by any person or entity which may become known to the Contractor;
  - (b) promptly furnish to WorkplaceNL full details of the unauthorized possession, use or knowledge, or attempt thereof, and assist WorkplaceNL in investigating or preventing the recurrence of any unauthorized possession, use or knowledge, or attempt thereof, of Confidential Information;
  - (c) use reasonable efforts to cooperate with WorkplaceNL in any litigation and investigation against third parties deemed necessary by WorkplaceNL;
  - (d) promptly use all reasonable efforts to mitigate the damages related to the unauthorized use, possession, or knowledge and to prevent a recurrence of any such unauthorized possession, use or knowledge of Confidential Information; and
  - (e) follow the privacy breach protocol of the Government of Newfoundland and Labrador as it exists at the time of the breach as per the **ATIPPA** website: <http://www.atipp.gov.nl.ca/info/Privacy-Breach-Protocol.pdf>.



## **CONFIDENTIALITY SCHEDULE**

### **Protocols for Security of WorkplaceNL Information on Information Technology Assets**

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These requirements apply to the Contractor and all employees, officers, associates, and/or approved sub-contractors of the Contractor, and it is the responsibility of the Contractor to ensure that all such employees, officers, associates, and/or approved sub-contractors are aware of these restrictions and are in compliance herewith.

#### **GENERAL**

- Portable storage devices or media (e.g., flash drives, memory sticks, portable hard drives, writeable compact discs or digital video discs, etc.) may only be used to transport and/or store Confidential Information where either the Confidential Information or the device or media is encrypted.
- Contractors must implement and maintain up to date versions of all ordinary business software for the reasonable protection of information on computers attached to the Internet which will have access to or store Confidential Information, including security firewall and anti-viral software.
- Contractors are not permitted to use any Peer to Peer file sharing program (e.g., LimeWire, etc.) or chat program (e.g., MSN, Skype) on any information technology asset which will contain Confidential Information, or which will be connected via a network to any computer which will contain Confidential Information.
- Email must not be used as a method to transmit Confidential Information across public networks such as the Internet unless the email and/or its attachments are encrypted or zipped in a secure manner.

#### **USE OF APPROVED DEVICES ON WORKPLACENL NETWORK**

The following protocols apply to computing devices (desktop, laptop, mobile or other device) that have been approved for use on the WorkplaceNL network (Network). This may be a WorkplaceNL-issued device.

- The Contractor will permit WorkplaceNL to access and audit the device and all WorkplaceNL records on the device:
  - to validate the security of the device or for maintenance or security of the Network.
  - to add, remove, update and/or block any content, technical or otherwise, necessary for the maintenance or security of the Network or Confidential Information.
  - to determine if the device or inappropriate use of the device had adversely impacted the Network or Confidential Information.
  - to respond to an Access to Information and Protection of Privacy or legal discovery request.
- It is not permissible to:
  - use the Network or device for illegal purposes, for personal gain or to contravene legislation, policies, directives or standards.
  - attempt to gain unauthorized access to the Network or to initiate or participate in any activity that negatively impacts the Network's security or performance.
  - share personal computer drives or folders on a computer accessing the network.
  - access the network remotely, either through wired or wireless connections, except through the use of secure ID and virtual private network systems.

## CONFIDENTIALITY SCHEDULE

- copy or transfer personal or Confidential Information from the Network to any media without the prior written approval of the business owner and/or the Director responsible for Information Technology Services. If copying or transferring personal or Confidential Information from the Network to any media is approved, then proper WorkplaceNL security procedures and protocols must be followed in the copying or transferring of that information.
- The Contractor must:
  - securely manage and protect Network and device usernames and passwords.
  - take reasonable precautions to prevent the introduction of viruses, SPAM or other malicious content.
  - immediately notify the IT Service Desk (service.desk@workplacnl.ca or 709.778.1555) if potential harm to the Network or any device is known or suspected.
- There is no reasonable expectation of privacy when using the Network or when accessing Confidential Information. Equipment and resources will be monitored and/or searched, where necessary, by those authorized to do so on behalf of WorkplaceNL or law enforcement agencies.
- Where a determination is made that the Network or Confidential Information on the device could be or has been used for an improper or illegal purpose, WorkplaceNL may forward the device or information to law enforcement agencies for investigation.
- WorkplaceNL is within its rights to deny or sever access to the Network or application if the Contractor is found to be in violation of any protocol outlined herein.
- WorkplaceNL devices must be returned to a manager or direct supervisor upon departure from WorkplaceNL.

### USE OF NON-WORKPLACENL DEVICES

- Unless specifically separately authorized by the Contractor's Agreement or otherwise, the Contractor is not permitted to attach non-WorkplaceNL computers or other information technology systems to any WorkplaceNL network. (e.g., plug your computer directly into a Network jack in a WorkplaceNL building).
- To obtain access to the Network, the Contractor must submit a request in writing to WorkplaceNL's Security Manager. If permission is granted, the Contractor must adhere to the terms and conditions of the Security Manager.