
SAS ADMINISTRATOR

Introduction

Health Quality Alberta is a provincial agency that brings together patients, families, and our partners from across healthcare and academia to inspire improvement in patient safety, person-centred care, and health service quality. We assess and study the healthcare system, identify effective practices, and engage with Albertans to learn about their experiences. Our responsibilities are outlined in the *Health Quality Council of Alberta Act*. We encourage you to visit our [website](#) to learn more about us, our survey and measurement work, and the variety of products we produce.

Health Quality Alberta is looking for qualified vendor to provide operational administration and ongoing support for SAS platforms underlying infrastructure, including regular patching and updates of production and development servers to ensure security, stability, and compliance (e.g., RHEL, SAS platform updates). The vendor will manage and troubleshoot SAS Viya–based platform issues, ensuring high availability, performance, and reliability of services. Oversees user authentication and authorization systems such as Keycloak, including user provisioning, role management, and access control. The vendor will collaborate with infrastructure, security, and analytics teams to resolve incidents, implement best practices, support upgrades and migrations, and maintain system documentation and operational standards.

Proposals are due June 26, 2026. A written report is to be submitted to Health Quality Alberta by Dianne.Schaeffer@hqa.ca. Late submissions will not be accepted.

Project description

Health Quality Alberta is strengthening its enterprise analytics platform and requires specialized operational support for its SAS environments. The organization currently relies on SAS Viya and supports infrastructure across multiple environments, requiring consistent administration, monitoring, and secure identity integration. **Estimated weekly hours will average about 20 to 25 hours. Vendors must provide hourly pricing and clearly articulate any variations in rates for weekend and statutory holiday hours.**

Health Quality Alberta is seeking a vendor with demonstrated expertise in:

- SAS platform administration (SAS Viya), including maintenance, patching, upgrades, and environment management across production and non-production environments
- Linux system administration (e.g., RHEL) supporting SAS deployments
- Identity and access management, including integration with Keycloak, OpenLDAP, and enterprise authentication/authorization systems
- Platform monitoring, performance tuning, and troubleshooting to ensure stability, availability, and security
- Directory services lifecycle management, including evaluation and transition planning for OpenLDAP or successor technologies
- Secure handling of sensitive health data and alignment with healthcare security and compliance requirements

- Sustained operational support, including documentation, user utilization reporting, incident response, and collaboration with infrastructure and analytics teams.

Project deliverables

The selected vendor will be responsible for delivering operational, technical, and advisory support required to sustain and evolve Health Quality Alberta's SAS platform environment.

- Ongoing administration of SAS Viya environments across Dev, Test, UAT, and Production
- Routine maintenance, patching, and upgrades of SAS software and supporting operating systems (RHEL)
- Implementation and support of authentication and authorization services (Keycloak, OpenLDAP)
- User, role, and access provisioning processes for SAS platforms
- Monitoring, health checks, and performance optimization procedures
- Troubleshooting and resolution of platform, identity integration, and infrastructure issues
- Assessment of directory services (OpenLDAP) and recommendations for future-state architecture
- Migration planning and support for identity/directory service transitions where required
- Development and maintenance of operational documentation and runbooks
- Knowledge transfer sessions for Health Quality Alberta technical staff
- Ongoing advisory support for platform improvements, upgrades, user report utilization tracking, and scalability

Key activities

1. Platform Administration

- Maintain and administer SAS Viya environments across all stages
- Perform patching, upgrades, and system maintenance for SAS and RHEL environments
- Monitor platform performance, availability, and stability

2. Identity & Access Management

- Configure and manage authentication/authorization services (Keycloak, OpenLDAP)
- Administer user accounts, roles, permissions, and service identities
- Support access control and resolve identity integration issues

3. Security & Compliance

- Ensure secure operation aligned with healthcare data governance requirements
- Support identity and infrastructure security practices
- Participate in troubleshooting and incident response

4. Directory Services & Architecture

- Evaluate OpenLDAP usage and compatibility with current/future RHEL versions
- Provide recommendations on directory service modernization or replacement

- Support migration planning and transition to supported identity solutions

5. Operational Support & Collaboration

- Provide ongoing platform support and issue resolution
- Collaborate with infrastructure, security, and analytics teams
- Maintain documentation, SOPs, and operational runbooks
- Conduct knowledge transfer and advise on best practices
- Track user utilization of reports

Requirements for quotation

Eligibility

Vendors must demonstrate capability to support enterprise SAS platforms in secure, regulated environments. Eligible vendors must meet the following requirements:

1. Platform & Application Expertise

- Proven experience administering SAS Viya in production environments
- Strong Linux (RHEL) systems administration experience
- Familiarity with containerized or cloud-based deployments

2. Identity & Access Management

- Experience with Keycloak, OpenLDAP, and enterprise IAM integrations
- Demonstrated ability to manage authentication, authorization, and access controls
- Experience supporting directory services in production environments

3. Data Security & Compliance

- Experience working with sensitive or regulated data (healthcare preferred)
- Ability to maintain secure platform configurations and access controls
- Familiarity with security best practices and compliance requirements

4. Platform Operations & Support

- Proven ability to monitor, troubleshoot, and optimize platform performance
- Experience supporting upgrades, migrations, and operational improvements
- Ability to deliver clear documentation and knowledge transfer

5. Architecture & Advisory Capability

- Experience assessing and recommending directory or identity solutions
- Ability to support migration planning and future-state architecture design

6. Organizational Eligibility

- Ability to assign qualified resources for ongoing support
- Demonstrated experience delivering similar services in public sector or data-sensitive environments
- Capacity to support long-term operational needs

Health Quality Alberta reserves the right to exclude proposals that do not clearly demonstrate value for money, capacity to deliver at scale, or alignment with stated objectives.

Responses received after the submission deadline will not be considered.

RFQ content

Each quote must include the following information. It is important that each section be addressed in sufficient depth to allow for a complete assessment of capacity and capabilities, and proposals that omit required information will be deemed non-eligible.

1. Portfolio / Work Samples

- Examples of SAS Viya administration and support engagements
- Experience with IAM integrations (Keycloak, OpenLDAP, etc.)

2. Vendor Information

- Organizational overview
- Summary of relevant expertise (SAS, Linux, IAM, security)
- Client references (healthcare or public sector preferred)

3. Additional Details

- Understanding of Health Quality Alberta's platform and operational needs
- Proposed support and delivery model
- Approach to collaboration and incident management
- Hourly pricing and rates for weekend and statutory holiday hours

4. Other Supporting Information

- Any additional information demonstrating technical capability or value

Quote process

While Health Quality Alberta has made every considerable effort to ensure that accurate information is contained in this RFQ, the information is supplied solely as a guideline. The information is not guaranteed or warranted to be accurate, nor is it necessarily comprehensive or exhaustive. Nothing in this RFQ is

intended to relieve the potential contractor from forming their own opinions and conclusions in respect of the matters addressed in this RFQ.

Please note that the lowest price quote will not necessarily be selected. Only where two or more proposals offer work judged to be of equal value, quality, and reliability, will cost be the determining factor. Health Quality Alberta reserves the right not to award a contract to the highest evaluated proposal or to any proposal.

Confidential information

All quotes received are confidential and shall be treated as such. All documents submitted to Health Quality Alberta are subject to the protection and disclosure provisions of the Access to Information Act (ATIA), the Protection of Privacy Act (POPA) and the Health Information Act (HIA). While these Acts allow a person a right of access to records in Health Quality Alberta's custody or control, it also prohibits Health Quality Alberta from disclosing personal or business information where disclosure would be harmful to business interests or would be an unreasonable invasion of personal privacy.

Applicants are encouraged to identify what portions of their submissions are confidential and what harm could reasonably be expected from its disclosure.

The Acts named above can be obtained through the Alberta King's Printer Bookstore or website:

<http://www.qp.alberta.ca>

The selected vendor is required to manage identifiable personal and health information in compliance with the HIA, ATIA, and the POPA, as an agent under contract with Health Quality Alberta. Specific confidentiality and privacy requirements are included in Health Quality Alberta's contract. These requirements will apply to all sub-contractors, and all sub-contractors engaged by the vendor must be identified clearly to Health Quality Alberta.

RFQ timeline

Activity	Deadline
RFQ RELEASE DATE	June 10, 2026
RESPONSE DEADLINE	June 26, 2026
VENDOR SELECTION	July 10, 2026
PROJECT KICKOFF	July 20, 2026

Questions and submission

Submissions and any questions regarding the intent or content of this RFQ should be directed to:

Dianne Schaeffer – Dianne.schaeffer@hqa.ca