

REQUEST FOR PROPOSAL

PROJECT No. 2017-01 **Service Integration Project Facilitator**

CLOSING DATE AND TIME:

Friday, March 24th 2017 at 4:00 PM

LOCATION:

Counselling and Support Services of Stormont, Dundas & Glengarry
26 Montreal Road, Cornwall, Ontario, K6H 1B1



COUNSELLING AND SUPPORT SERVICES of S.D. & G.
SERVICES DE COUNSELLING ET DE SOUTIEN de S.D. & G.

INTENT OF PROJECT

In the spirit of reducing organizational barriers to services for children and adults within the local developmental services sector in SD&G, Counselling and Support Services and SD&G Developmental Services Centre are seeking support to plan, organize and implement an integration of services (amalgamation) between the two organizations.

The Service Integration project seeks to:

Streamline services from children to adult case management services funded under the Developmental Services (DS) portfolio and bring the remainder of DS services (both Ministry of Child and Youth Services and Ministry of Community and Social Services) under one agency to provide a continuum of services from children through to later adulthood within the DS service system. It is understood that the provisions and guidelines identified herein are inclusive of all existing programs and services sponsored by both individual agencies at the time of this exercise, and will continue to apply should any new programs and services be acquired by either agency in future, until the completion of the project.

A Service Integration Planning (SIP) Committee, comprised of Board of Directors and Management Staff from each respective organization, has been formed. It will engage a facilitator to support the SIP Committee, potential working groups and stakeholder groups in the planning and organizing of the project. The facilitator, although under a purchase of Service Agreement with Counselling and Support Services of SD&G, will be accountable to and report to the SIP Committee.

Further information on the two organizations is available below:

Counselling and Support Services of SD&G – www.css-sdg.ca

SD&G Developmental Services Centre – www.developmentalservices.ca

SECTION ONE:

RFP SUBMISSION PROCESS/GENERAL INFORMATION

CLOSING DATE AND LOCATION:

Proposals will be received until:

Friday, March 24th 2017 at 4:00 PM local time at:

Counselling and Support Services of Stormont, Dundas & Glengarry
26 Montreal Road, Cornwall, Ontario, K6H 1B1

Bidders will provide four signed originals and four copies of their submissions.

Note: The project number **PROJECT No. 2017-01 Service Integration Project Facilitator** shall appear on the outside of the envelope/package. It is the bidder's sole responsibility to ensure their submission is received when, where and how it is specified in the RFP. All submissions will be date and time stamped upon receipt. CSS-SDG will supply a receipt if requested.

OPEN FOR ACCEPTANCE:

Bidder's offer shall remain open for thirty business days from the closing date of the RFP. In the event that the SIP Committee requires more time, an additional time period will be requested from all bidders.

INQUIRIES:

All inquiries regarding the RFP are to be directed to the siprfp@css-sdg.ca . All bidders are encouraged to visit <http://www.css-sdg.ca/news/index.html> regularly for updates with regards to Questions & Answers made available throughout the RFP process.

FACILITATOR REQUIREMENTS:

- Experience with facilitating multi-sector amalgamations with proven results in successful service integration
- Excellent communication skills including strong report writing skills and the ability to organize large amounts of feedback and/or data into meaningful themes
- Experience facilitating meetings and focus groups within the defined areas of Stormont, Dundas, Glengarry, Akwesasne (Cornwall Island) and the City of Cornwall, with an ability to lead productive conversations about potentially complicated and challenging subjects
- Ability to communicate and facilitate in French and English to meet with French Language Service designation requirements
- Experience working with children and adult developmental services and/or Transfer Payment Agencies under the supervision of the Ministry of Community and Social Services and the Ministry of Children and Youth Services
- Experience in project management and working with organizations in the not-for-profit sector
- Demonstrated analytical, risk management and problem solving skills
- Knowledge of systems, legislation and financial aspects of social programs
- Ability to provide a clear Vulnerable Sector Check that is less than thirty (30) days old prior the start date of the position
- Not currently a manager or service provider of special needs services in the SD&G region

SECTION TWO:

PROJECT REQUIREMENTS

PURPOSE:

CSS-SDG and the SDGDSC are exploring integrating their two services and are requesting proposals that would provide assistance in facilitating the integration process. The successful proponent will provide the oversight of the Service Integration project. The SIP Committee reserves the right to accept or reject any and all proposals, to waive any irregularities or informalities in any proposal(s) and to award the contract in the best interests of the SIP Committee.

All proposals are subject to the terms and conditions outlined herein. All responses shall be controlled by such terms and conditions, and the submission of other terms and conditions, and other documents as part of a Bidder's response will be waived and have no effect either on this RFP or any contract that may be awarded resulting from this solicitation. The submission of any other terms and conditions by a Bidder may be grounds for rejection of the Bidder's proposal.

Bidders specifically agree to the conditions set forth in the above paragraph by the signature of their authorized representative(s) on the execution of proposal page contained herein.

DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

SPECIFICATIONS:

- Research and report the anticipated monetary costs and financial considerations of service integration, and potentially any on-going additional costs associated with the new organization
- Develop an implementation plan which includes, but is not limited to:
 - Governance
 - Shared Vision, Mission and Values
 - Policy & Procedure Integration
 - Financial Integration
 - Staffing requirements
 - Human Resource Structure
 - Change Management
 - Collective Agreements
 - Legal Requirements (Corporation, Revenue Canada)
 - Information Technology requirements
 - Data Integration
 - Program Integration
 - Service Structure
 - Facility Requirements
 - Communication Strategy
- Create a time frame for completion of the project based on outcomes as determined by the SIP Committee
- Organize, guide and inform planning and discussion process for SIP Committee, provide concrete support and assistance to co-chairs as necessary or requested to promote and support effective and efficient participatory decision-making processes
- Attend and assist in facilitating SIP Committee meetings (twice monthly or more) and assist administrative support person in capturing key concepts, expected outcomes, functional dynamics, mitigation strategies and action items.
- Ensure good communication and conflict resolution throughout the project and between the two entities.
- Prepare interim reports and communiques as directed by Committee
- Assist the Committee in designing a process to help address staff, client and stakeholder concerns
This process will include:
 - identifying stakeholder groups and developing and implementing appropriate tools and processes to solicit input from each of the identified groups
 - Compiling, analyzing, sharing, interpreting and presenting results from engagement processes with the SIP Committee
- Ensure that both entities meet with the Partnership Agreement expectations and outcomes throughout the process.
- Prepare risk management plan to help mitigate any potential issues that may arise upon full implementation of new organization

WORKPLACE SAFETY & INSURANCE BOARD CERTIFICATE OF CLEARANCE:

A generic and/or specific Certificate of Clearance shall be provided to CSS-SDG and the Certificate shall be valid for sixty (60) days from the date of the commencement of the project.

All bidders shall furnish their Workplace Safety & Insurance Board account number in the Form of Tender. Prior to release of each and every progress draw, if the payment falls out of the 60 day validity period, the successful bidder shall be required to provide a new Certificate of Clearance. The Certificate shall indicate that the bidder has complied with the requirements of the Workplace Safety & Insurance Board and is in good

standing in the records of the Board.

LIABILITY INSURANCE:

The successful bidder must have at minimum \$2,000,000 *liability insurance*. The successful bidder will be required to provide a certificate of insurance and will be required to sign a confidentiality agreement.

SECTION THREE: EVALUATION PROCESS

EVALUATION:

This section details all of the criteria against which Consultants will be evaluated. Consultants should ensure that they fully respond to all criteria in order to receive full consideration during the evaluation. Evaluations will be by a subcommittee of the SIP Committee.

Stage One – Mandatory Requirement

For a Proposal to be eligible for evaluation for Stage Two (described below) the mandatory requirements listed below must be met on a pass/fail basis. Proposals not substantially complying with any of the mandatory requirements, in the sole opinion of the Corporation, will be rejected.

Mandatory requirements are:

- o Cover Letter
- o Description of Qualifications and Experience
- o Project Approach – refer to Section Four
- o Total Cost (inclusive of all incidentals) – refer to Section Four
- o Conflict of Interest – refer to Section Five
- o Two References for Facilitator

Stage Two – Points Rated Evaluation Criteria

Each Proposal shall demonstrate a thorough understanding of the Project and be organized so as to follow the Evaluation Criteria numbers 1 through 5. A total of 100 points is available under the Evaluation Criteria in these five areas. Evaluation of this component of a Proposal shall be as follows:

Understanding of the Project Requirements	25%
Bidder's Qualifications & Experience (Please include: - Proponent's Curriculum Vitae - Proponent profile - Describe capability - Time commitment - Listing of Proponent's team assigned to this project, including their position, experience, qualifications	20%
References Please include two references from similar projects, with contact information. This category includes the proficiency and professionalism exhibited through other similar projects.	10%
Approach and Work Plan (Evaluation in this category will be based on the solution methodology that is detailed within the proposal and how the consultant approaches the project.)	25%
Project Cost	20%
Total Weighted Score	100%

Submissions will be evaluated based on the weighted averages above

Evaluation Process

The evaluation committee will review all Proposals received and score the Proposals using a “consensus” approach. The Committee will meet with or interview only short-listed Proponents.

SECTION FOUR: PROJECT APPROACH AND WORK PLAN

NOTE: Your response to this Attachment must NOT exceed 5 pages.

1. Describe your anticipated approach to this project.
2. Itemize and describe any difficulties, challenges or risks your firm foresees in providing services to the committee on this project, how you expect to manage those difficulties, challenges or risks, and what assistance will be required from the committee.
3. Itemize and describe any value-added services, or other benefits or advantages that will be afforded in selecting you, or your company, for the Project.
4. Identify any concerns you noted in your review of the RFP Documents (as defined in the RFP) for this Project.
5. Provide a detailed breakout of an all-inclusive fee proposal, including (but not limited to) administrative support, travel, meals, accommodations, meeting refreshments and all other applicable incidentals.

SECTION FIVE: CONFLICT OF INTEREST AND STATEMENT OF FULL DISCLOSURE

CONFLICT OF INTEREST:

We ask that all bidders disclose any financial transactions, activities or relationships, real or perceived, which may be viewed as a potential conflict of interest. If information has been previously disclosed, an update should be provided if changes or new activities are initiated and should be disclosed throughout the project.

POTENTIAL CONFLICT WITH CSS-SDG or SDGDSC:

Non Compliance or failure to review all transactions may lead to suspension of future business relations.

Printed Name of Bidder

Printed Name of Authorized Representative

Signature Date

Please mark “N/A”, if this form is not applicable to you. Please include this page in your RFP response.