MÉTIS NATION OF ONTARIO
REQUEST FOR PROPOSALS

The Métis Nation of Ontario (MNO) Healing and Wellness Branch is seeking the services of a Contractor to assist with the development of infrastructure to support MNO’s evidence-based approach to health, healing and wellness programming for the Métis people of Ontario.

RFP Reference: INFRASTRUCTURE DEVELOPMENT PROJECT

Release Date: January 18, 2016
Closing Date: January 26, 2016

1. BACKGROUND

MNO Healing and Wellness
The MNO delivers a range of health, healing and wellness services to clients in 20 communities across Ontario under the following programs: Community Wellness and Métis Healthy Babies Healthy Children programs (funded through Ontario’s Aboriginal Healing and Wellness Strategy) and Community Support Services (funded through Ontario’s Ministry of Health and Long-Term Care). The MNO health, healing and wellness model involves client-driven wellness planning as well as assessments, treatment and support services.

The MNO is committed to a client-centred, evidence-based approach to healing and wellness policy, program development, and service delivery for the Métis people of Ontario. A key component of such an approach is the ongoing assessment of client needs combined with systematic evaluation of program impacts and outcomes.

To support this approach, the MNO is in need of professional services to integrate and extend its existing data sources to better support MNO’s current accountability capabilities. The present project forms a key component of MNO’s infrastructure development and capacity building, in support of improved health and wellness outcomes for the Métis people of Ontario.

Specifically, this infrastructure development project includes creating a dedicated Métis health and wellness database to support MNO’s ongoing evaluation, monitoring and tracking activities. While the MNO has made use of the MNO Citizen Registry information in the past for such purposes, including in a landmark series of studies conducted with the Institute for Clinical Evaluative Sciences to examine key determinants of health and wellness and chronic disease rates among the provincial Métis population, the existing Registry database is quite limited in this regard. Specifically, it is not designed for this type of purpose or use and therefore there are substantial information gaps. Neither does it include any data on Métis children. It is also slightly biased towards male adults.

The proposed project would address current shortcomings in the availability of Métis-specific information for MNO tracking and evaluation purposes, and assist MNO Healing and Wellness
build the internal infrastructure required to strengthen its current accountability capacity. Having more comprehensive Métis health and wellness information will also increase MNO capacity to proactively identify the ongoing service needs of the Métis provincial population, including children, youth and families, further supporting MNO’s evidence-based and client-centred approach to program and service delivery. Finally, such a resource will help ensure that valuable resources are being directed to where they are likely to be most effective in improving healing and wellness outcomes for Métis families across the province.

In carrying out this work, the MNO is seeking the services of a qualified professional team with the expertise, ICT and other infrastructure required to conduct a large scale survey of up to 18,000 Métis Citizens. This survey will include both a telephone and an online component.

To complement the above work, the MNO will independently develop a comprehensive evaluation framework for the MNO Healing and Wellness Branch that will include a set of targeted performance indicators that will be directly linked to the healing and wellness data that are collected. Together these initiatives will enable MNO to significantly strengthen its capacity to track and monitor key program impacts and Métis health and wellness outcomes over the longer term.

MNO considers this infrastructure development to be a foundational piece in ensuring the appropriateness and effectiveness of its programming and services, and in supporting MNO’s accountability functions and commitment to evidence-based decision-making in all aspects of its healing and wellness activities and operations.

2. PURPOSE OF THE PROJECT

The MNO is seeking competitive proposals for a professional/team of professionals to assist the MNO Healing and Wellness Branch in the development and implementation of a large scale survey of all MNO Citizens and their families, in support of an enhanced infrastructure capability and evaluation capacity.

3. NATURE AND SCOPE OF WORK

The successful proponent(s) must clearly demonstrate that they have the necessary experience, expertise, capacity, and internal infrastructure to be able to successfully carry out a large scale telephone and online survey of this scope and nature in a timely and cost-efficient manner. This includes the capacity to securely collect, house and work with confidential data and information.

Under the direction of the MNO Project Lead, and building on the development work that has been completed to date, the Contractor will be expected to:

- Design a survey of MNO Citizens which includes both telephone and online survey options
- Develop and implement a survey registration process
• Assist MNO in the development of the telephone and online survey tools (including for an initial pilot, and for the subsequent, full survey)

• Circulate survey registration information

• Complete an online survey registration process for registered MNO Citizens

• Design and conduct a pilot to ensure effectiveness and appropriateness of survey tools, logistics, mechanisms and procedures.

• Based on the results of the pilot, program and conduct a full survey of MNO Citizens

• Complete cleaning and processing of all survey data

• Prepare final survey data file

• Develop survey codebook

• Provide final technical report

• Assist MNO with the development of an internal MNO Healing and Wellness Branch evaluation framework, logic model and associated set of performance indicators. MNO will assume the lead on this latter deliverable, with the Contractor providing technical support, as required, and as this relates to the collection of baseline indicator data during the proposed survey of MNO Citizens.

4. FINAL DELIVERABLES

• Project work plan, with timelines and milestones

• Final survey design with questionnaires (including telephone and online options for both pilot and full survey)

• Final MNO Healing and Wellness survey database

• Final Codebook

• Final Technical Report

• Associated PowerPoint deck summarizing the project and project outcomes.

5. BUDGET

The total budget for this project will be determined based on proposals received. Terms and timelines for payment will be specified in the contract for services.

6. PROPOSAL RESPONSE GUIDELINES

To ensure a proposal is considered for evaluation it must include all the information requested and be presented in the order described below:

6.1. Cover Letter

The cover letter must:

• Be dated and signed by a person authorized to negotiate, make commitments, and provide any clarifications with respect to the proposal on behalf of the bidding proponent or firm;
• Provide the name of a single point of contact for this RFP, if different from above.
• Include a statement indicating your company’s understanding of the proposed project and the deliverables required;
• Indicate the capacity of the organization to complete the project, including: project organization and project management; and
• Provide an indication of any proposed deviations or exceptions to the terms and conditions outlined in this RFP document.

6.2. Proposed Project Plan
   The proposed project plan must:
   • Outline the specific steps to be taken from the start of the contract, through production and completion of the final products; and
   • Include specific project milestones and timelines.

6.3. Project Resources
   The proposal must:
   • Provide examples of previous survey working with Métis or Aboriginal issues and/or organizations;
   • Identify the qualifications and experiences of the consultant/project team:

6.4. Costs and Charges (Budget)
   • Provide an all-inclusive fixed cost quotation in Canadian funds for the project;
   • Identify the expected costs and their allocation.

7. SUBMISSION

As a potential supplier of these professional services, you are invited to submit a proposal in accordance with the terms and conditions detailed in this document to the following contact:

MNO INFRASTRUCTURE DEVELOPMENT PROJECT RFP
Attention: Senior Policy and Research Analyst (Healing and Wellness) – Métis Nation of Ontario
500 Old St. Patrick Street
Ottawa, ON
K1N 9G4
Email: WhitneyM@metisnation.org

Closing date and time: by 1700 hrs (Eastern Time) January 26, 2015 – via email.
Proposals received after the closing time will not be considered.
8. PROJECT SCHEDULE

- RFP Release Date: January 19, 2016
- Closing Date: January 26, 2016
- Selection of Proponent: By January 29, 2016
- Project Commencement: February 1, 2016
- Project Completion: To be determined in consultation with successful proponent. Not to exceed two fiscal years

9. RFP PROCESS

Upon closing, the Project Lead will review all proposals for completeness. Only completed proposals will be brought forward to the selection committee for further consideration and final decision.

Eligible proposals will be evaluated based on the response guidelines in Section 6 and financial competitiveness:

- Quality of the proposal and work plan (including proposed approach and timelines) – 25 points;
- Demonstrated knowledge and experience working with Métis and/or other Aboriginal organizations – 25 points;
- Qualifications and experience of the proponent – 25 points;
- Budget/costs – 25 points

10. PERIOD OF AGREEMENT

The term of any contractual agreement will be from the date of award to date determined in collaboration with the successful proponents.

11. SELECTION OF SUCCESSFUL PROponent

Selection will be based on the proponent’s qualifications and knowledge; related work experience and depth of experience; overall strength of proposal; and proposed remuneration, and subject to the evaluation criteria as above.

Proponents and their team members may be required to participate in an interview prior to awarding the contract. The MNO reserves the right to reject any or all proposals and to accept the proposal deemed most favourable to the interests of the MNO and its partners.

12. TERMS AND CONDITIONS

12.1. The Métis Nation of Ontario (MNO) will not be responsible for any costs incurred by a proponent in preparing and submitting proposals and/or attending interviews. The MNO accepts no liability of any kind to a proponent prior to the signing of a contract.

12.2. Submission of a proposal shall not obligate, nor should it be construed as obligating the MNO to accept any such proposal or to proceed further with the project. The MNO may, in their sole discretion, elect not to proceed with the project, and may elect not to accept any or all proposals for any reason.
12.3. Proponents may amend or withdraw their proposals prior to the closing date and time specified in the RFP by way of written or emailed notice to the Project Lead.

12.4. The proponent must identify any information in its proposal that it considers to be confidential or proprietary.

12.5. All proposals and accompanying documentation received under this competition will become the property of the MNO and will not be returned.

12.6. The MNO reserves the right to accept or reject, in whole or in part, any or all proposals.

12.7. The MNO reserves the right to cancel and/or re-issue this RFP at any time for any reason without penalty.

12.8. The proponent’s proposal shall form part of the contractual agreement by attachment and will be incorporated by reference.

12.9. By submitting a proposal the proponent agrees and acknowledges that it will provide for the duration of the project, the full complement of staff required to perform the work of the project, including the specific individuals identified in its proposal. These key personnel shall remain assigned for the duration of the project unless otherwise agreed to in writing by the MNO. In the event the proponent wishes to substitute any of the key personnel, the individuals(s) proposed must demonstrate similar qualifications and experience as required to successfully perform such duties and must be approved by the MNO.