



**Ontario Aboriginal Responsible Gambling Program (OARGP)
Métis Nation of Ontario (MNO)**

Request for Proposal:

For a Program Evaluation Framework for the Ontario Aboriginal Responsible Gambling Program, including, but not limited to, the preparation of a Final Report which contains recommendations on a culturally appropriate approach to program evaluation, program performance measures, and evaluation tools and templates to measure program impact and effectiveness.

RFP Reference Number: OARGP RFP 2013-001

Release Date: May 27, 2013

Closing Date: June 17th

1. INTRODUCTION

For 2013 – 2014, the Métis Nation of Ontario (MNO) is providing coordination and evaluation support to the OARGP (Ontario Aboriginal Responsible Gambling Program)

The OARGP is comprised of the following Member Organizations:

- Nishnawbe Aski Nation
- Ontario Native Women's Association
- Independent First Nations
- Kenora Chiefs
- Association of Iroquois and Allied Indians
- Métis Nation of Ontario
- Union of Ontario Indians
- Ontario Federation of Indian Friendship Centres

Eight Aboriginal organizations are funded \$1 million annually to implement prevention activities such as training workshops, community and community education both on and off reserve.

Previous reviews have identified the need for a coordinated approach in program planning, implementation and evaluation among funded organizations. Further reviews supported an identified need to improve integration, collaboration and partnerships amongst relevant players mandated to address problem gambling issued. A recent strategic planning session held with the OARGP sites in February 2011, confirmed the need and support by eight aboriginal organizations for coordinated initiatives and evaluation.

Evaluation of program impact and effectiveness are identified as a need by the eight sites to help inform continuous quality improvement of programs. Previous efforts were made to create an evaluation plan and to develop evaluation tools for local initiatives. In 2008 and 2009, community needs assessments for each funded program was conducted, and evaluation

tools, process indicators and a logic model for the program developed. However, further effort is needed in this area. Previous strategic plans and evaluation documents will be provided to the selected vendor which should be referenced and used as foundational documents.

The MNO is seeking competitive proposals for a professional 3rd Party Consultant to undertake the following:

- The development of a culturally appropriate Program Evaluation Framework for the OARGP, which includes outcome-based performance measures, and evaluation tools and templates to measure program impact and effectiveness;
- A summary of findings from interviews with key informants to determine system capacity for OARGP program evaluations. Key informants must include: eight OARGP member organizations, the Ministry of Health and Long-Term Care (MOHLTC), University of Waterloo - COMAP, and other stakeholders; and,
- A Final Report with Recommendations on a culturally appropriate OARGP Program Evaluation Framework, outcome-based performance measures and evaluation tools to measure program impact and effectiveness

PURPOSE OF THE PROJECT:

The purpose of the project is to assist the OARGP in developing a Program Evaluation Framework, which includes outcome-based performance measures, and evaluation tools and templates to measure program impact and effectiveness.

2. BACKGROUND

For a number of years, the eight Aboriginal organizations have made efforts to meet as a provincial working group to information share and collaborate on joint initiatives. These efforts continued, however, due to demands of programming, staff turnover, as well as capacity issues, an absence of sustained leadership has limited the potential of the working group. In the past, opportunities were provided for the working group to meet, through special forum or teleconference, however, regular, more structured opportunities to meet and plan together are required.

The Métis Nation of Ontario provides leadership to the eight organizations by providing coordination support that will bring together the many aspects of problem gambling policy and programming to improve consistency and efficiency in program planning, development and implementation. The Métis Nation of Ontario began providing this support in January 2013 until March 2014.

The OARGP strives to provide pertinent and up to date information about gambling and gambling related issues to First Nations, Métis and Inuit to assist them in making healthy choices about gambling.

The Provincial Goals & Objectives which direct the work of the OARGP are:

Goal #1: Increase awareness of the risks associated with gambling.

Objectives:

1A. Increase in public perceptions that gambling has the potential to cause harm to health, social, and financial well-being.

1B. Increase in number of Ontarians who are able to recall low risk gambling practices

1C. Reduction in misconceptions regarding gambling among Ontarians

Goal #2: Increase public awareness of services available for the treatment of problem gambling and how to access them.

Objectives:

2A. Increase in public awareness of services available to assist problem gamblers, their families, and friends; this includes but not limited to services provided by the Problem Gambling Helpline.

2B. Increase in public awareness of how to access problem gambling services.

Goal #3: Prevention programs provide effective, evidence-based services that are culturally, linguistically, age and gender appropriate.

Objectives:

3A. Support the development of new and existing prevention program to meet the needs of specific populations (i.e. ethno cultural and Aboriginal communities)

3B. Population-specific agencies receive training on problem gambling

3C. Identify additional populations for whom services need to be strengthened.

Goal #4: Decrease negative attitudes towards problem gamblers.

Objectives:

4A. Decrease the stigma associated with problem gamblers, which may act as a barrier to seeking treatment.

PROJECT DELIVERABLES:

The deliverables of this project are:

- i. Review and present the evidence in literature and from other jurisdictions about problem gambling prevention evaluation frameworks, performance measures and evaluation tools;
- ii. Determine and document past challenges and successes, as well as current challenges and successes of program evaluation efforts by OARGP sites;
- iii. Interviews with relevant stakeholders to determine system capacity and culturally appropriate approaches for OARGP program evaluations ;
- iv. Review operating plans and activity reports to identify consistent program delivery across all OARGP sites to support the development of evaluation tools with universal program application;
- v. Examination of previous studies and reports and summarizing of same as an addendum to the Final Report;

- vi. Determine the capacity of the current database housed at the University of Waterloo with a view to identifying future requirements to support integrated planning and on-going continuous quality improvement in program implementation;
- vii. A Final Report with recommendations on OARGP provincial program evaluation framework, outcome-based performance measures, and evaluation tools and templates to measure program impact and effectiveness.

3. NATURE AND SCOPE OF WORK:

The vendor must include and describe in detail how it plans to perform and complete the following which will for part of the services and deliverables.

3.1. Start-up:

- Develop, in conjunction with the OARGP Coordinator, a detailed work plan and schedule for the overall project including OARGP member consultation schedule;
- Consult with the OARGP Coordinator for contact information for stakeholders;
- In consultation with OARGP Coordinator, review issues and opportunities identified by each OARGP member and other stakeholders and identify key synergies to be pursued and potential issues to be resolved.

3.2. Research:

- Undertake literature / document / internet review of program related information to determine program relevance in context of OARGP's program objectives;
- Review and summarize previous reports and studies of the OARGP, assisted by the OARGP Coordinator and member organizations;
- Reference data from outside Ontario that may be relevant to Aboriginal Responsible Gambling and related issues.

3.3. Consult & Facilitate Input:

- Organize and hold one in person group meeting of the OARGP member organizations at the mid-term mark of the Program Evaluation Framework to share progress to date and to seek verification and clarification of the work to date;
- Organize and hold one in person meeting of the MOHLTC officials and University of Waterloo COMAP to seek clarification of programme related information;
- Organize and hold one final in person group meeting of all OARGP stakeholders for a penultimate review of the Final Draft Report.
- Work closely with steering committee and/or evaluation project lead to ensure that the review, including methods, tools, analysis and recommendations, meet Ministry expectations including telephone or in person meetings where necessary
- Develop and deliver a presentation to steering committee at the following key milestones:
 - Initial presentation on work plan, methodology, tools and timelines
 - Interim presentation to discuss status of the project and initial findings

- Final presentation to discuss finds and recommendations proposed for the written report.

3.4. Delivery of Final Product:

- A final written report to include, but not limited to:
 - Table of contents
 - Executive Summary
 - Introduction
 - Description of methodology
 - Synthesis of the jurisdictional scan with details of relevant initiatives identified
 - Summary of literature review highlight effective and promising problem gambling prevention approaches/interventions
 - Summary of the key findings from previous related reports
 - Discussion of the key findings including an analysis and discussion
 - Recommendations
 - Work plans to implement recommendations
 - Annotated bibliography; and
 - Appendices including results of any data collection activities
- The Final Program Evaluation Framework Report of the Ontario Aboriginal Responsible Gambling Program will be shared with the OARGP in printed form, electronically as an email attachment and on USB stick.

4. BUDGET:

The total budget for this project is not to exceed \$75,000 including all eligible taxes, disbursements and contingencies. Terms and timelines for payment will be negotiated in the contract for services, based on written invoices from the 3rd Party Contractor for services completed.

5. 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:

5.1. Cover Letter

- A covering letter, 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 consultant or firm;
- Include a statement indicating your company's understanding of the proposed project and the deliverables required.
- The covering letter must reference the title of the RFP;
- Indicate the capacity of the organization to complete the project, including: project organization; project management;
- Provide an indication of any proposed deviations or exceptions to the terms and conditions outlined in this RFP document;

- Provide the name of a single point of contact for this RFP if different from above.

5.2. Proposed Project Plan

- A proposed project plan, with timelines, that indicates the steps to be taken from the start of the contract to the Program Evaluation Framework Final Report;
- A data collection plan with timelines.

5.3. Project Resources

- Provide examples of previous experience of working with Aboriginal organizations or individuals or within an Aboriginal related context;
- Identify the qualifications and experiences of the project team:
 - Identify the lead consultant and provide a breakdown of qualifications for each member of the project team including: Name, Role, Responsibility, Location, Estimated amount of time each person resource will be dedicated to the project; and
 - CV's for each of the project team.

5.4 References

- Please supply three client references for your company or lead consultant including the name, title, telephone and address (email and Street) of the contact person.
- Describe how the services provided to these references are similar to the services proposed in the Programme Evaluation Framework.

5.5 Innovation

- Provide details of any possible innovative ideas, suggestions, improvements, recommendations, or opportunities for improvement that would enhance the project, process or required outcomes indicated within this RFP.

5.6. Costs and Charges (Budget)

- Provide an all-inclusive fixed cost quotation in Canadian funds for the project;
- Identify the expected costs and their allocation.

6. SUBMISSION

As a potential supplier of these professional services, you are invited to submit a proposal to provide professional 3rd Party Contractor Services in accordance with the terms and conditions detailed in this document. Five complete hard copies of your proposal and a Microsoft Word version on a USB memory stick or compact disk indicating the RFP Reference # are to be forwarded to:

OARGP Coordination and Evaluation
Attention: Mr. Ted Norris – Métis Nation of Ontario
500 Old St. Patrick Street
Ottawa, ON
K1N 9G4
Email: responsiblegambling@metisnation.org

Closing date and time:

June 17, 2013 – receipt by mail or courier by 1700 hrs Ottawa time.

Proposals received after the closing time will not be considered.

7. REVIEW SCHEDULE

- RFP Release Date: May 27, 2013
- Last day for written questions: June 14, 2013
- Closing Date: June 17, 2013
- Tentative Review and Selection of Consultant: June 24 – July 5, 2013

8. INQUIRIES

Inquiries, interpretations, and questions regarding this RFP are to be directed only to Ted Norris, in writing, at responsiblegambling@metisnation.org Please do not contact other members of the OARGP prior to consideration of your submission. Written e-mail questions may be received up to June 14, 2013.

9. RFP PROCESS

Upon closing, the OARGP Coordinator, along with OARGP sub-committee members will review all proposals for completeness. Only completed proposals will be brought forward to the MNO, MOHLTC & OARGP member organizations 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– 20 pts;
- Demonstrated knowledge and experience working with Aboriginal peoples – 20 pts;
- Qualifications and experience of the proponent – 20 pts;
- Feasibility of proposed approach and timelines – 20 pts;
- Knowledge of Problem Gambling -- 10pts
- Budget / costs – 10pts

10. PERIOD OF AGREEMENT

The term of any contractual agreement will be from the date of award up to March 31, 2014.

11. SELECTION OF SUCCESSFUL CONSULTANT

The selection committee will consist of the OARGP Coordinator, OARGP sub-committee members and a representative of the MOHLTC. Selection will be based on the consultant'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.

Consultants and their sub-consultants may be required to participate in an interview prior to awarding the contract. The MNO and its OARGP partners reserve 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.

The MNO reserves the right to seek clarification and supplementary information from Consultants after the RFP submission deadline.

12. CONTRACT NEGOTIATION

The Métis Nation of Ontario will negotiate a contractual agreement with the preferred consultant. If the MNO is unable to negotiate an acceptable contractual agreement with the preferred consultant, then the second preferred consultant may be selected and a contractual agreement developed. The MNO, at any time and without liability, may withdraw from negotiations with any potential consultant.

13. TERMS AND CONDITIONS

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

13.2. 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.

13.3. Consultants 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 OARGP Coordinator. After the closing date and time, proposals may only be withdrawn by way of written notification.

13.4. Proposals submitted shall be final and may not be altered by subsequent offerings, discussions, or commitments unless the consultant is requested to do so by the MNO.

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

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

13.7. The MNO has reserved the right to waive minor non-compliance by a consultant with the requirements of the RFP. This will allow the MNO to consider and possibly accept any proposal which is advantageous even though the proposal may be non-compliant in some minor respect.

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

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

13.10. Prices quoted are to be held firm for a minimum of 120 days following the RFP closing date, and shall remain in effect through the duration of an agreement.

13.11. The consultant's proposal shall form part of the contractual agreement by attachment and will be incorporated by reference. Claims made in the proposal shall constitute contractual warranties. Any provision in the proposal may be included in the contractual agreement as direct provision thereof.

13.12. The successful consultant agrees to obtain and maintain all professional certifications and licenses necessary to lawfully provide the services required under this request for proposals.

13.13. By submitting a proposal the consultant 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 consultant 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.

END