

Request for Proposal

1) Statement of Purpose:

The South Georgian Bay Community Health Centre, in collaboration with the Georgian Family Health Team, and the Collingwood General and Marine Hospital (herein after known as the Collaborative) which are all situated in South Georgian Bay, are seeking a Consultant(s) to assist in the development of a process that will lead to improved utilization of current healthcare and social services in the region. This will be done through development of a shared vision amongst providers and a readily adaptable integration model.

2) Background Information:

Despite the increasing of funds spent on healthcare and social services, there continue to be challenges in meeting the demands for services. Additionally, service demands are projected to increase in our local community given population growth forecasts. The geographic area under review is Collingwood and Area as defined by the North Simcoe and Muskoka Local Health Integration Network <http://www.nsmhlin.on.ca>.

3) Scope of Work of the Project:

Within three months, the Consultant(s) will:

- a) Carry out a community scan to identify key community stakeholders who can move the initiative forward and out into the general community;
- b) Scan the current healthcare and social service landscape to identify service gaps and carry out a related S.W.O.T. analysis with participation by the Collaborative and invited participants;
- c) Develop key and broader stakeholder maps;
- d) Facilitate the identification of priority populations and a possible order in which they need to be addressed giving consideration for an early win (with supporting rationale); and will,
- e) Present a written and oral report that captures the S.W.O.T analysis, stakeholder map and priority populations.

Within six months, the Consultant(s) will:

- f) Develop a key stakeholder engagement plan with the goal of developing a shared vision and strategy for the delivery of Healthcare in the South Georgian Bay area that is endorsed by a critical mass of providers.
- g) Put in place the structures and process to begin to implement this vision for at least one population. and will,

Request for Proposal

Page 2 of 5

- h) Present a written and oral report to the Collaborative and invited participants that captures the stakeholder engagement plan and structures and process required for implementation.

Within ten months, the Consultant(s) will:

- i) Facilitate the implementation of at least 3 initiatives that will make a tangible difference to the priority populations and will,
- j) Document the Project's process and present a concise report that depicts the key elements of both the developed model and the activities carried out in this exercise, which can then be replicated with stakeholders related to other populations.

4) Outcomes and Performance Standards

- a) By the end of twelve months, the consultant will have facilitated the development of a shared vision and strategies amongst a critical mass of the providers of healthcare and social services in the Georgian Bay area such that the strategies can be consistently replicated to improve services to various populations served; and will
- b) Provide a a concisely written report for a readily adaptable healthcare and social services service integration model is fully developed, shared, and endorsed by the Collaborative.

5) Deliverables

The Consultant(s) will

- a) Facilitate the development of a shared vision and agreed upon strategies that are endorsed by a critical mass of healthcare and social service providers as well as other key stakeholders in the South Georgian Bay area thereby creating an endorsed model for integration that will improve delivery of services and meet the ongoing demand for services and will.
- b) Prepare the documentation identified within the scope of the project outlined above.

6) Terms of The Service Agreement Contract (hereafter referred to as The Contract)

- a) The Contract will start early January, 2010 and to run until January 4th, 2011.
- b) The following payment schedule is conditional on all deliverables being completed in the manner and by the prescribed due date(s):
 - i) At three months – 20% of the agreed upon total Contract fee will be paid;
 - ii) At six months – 25% of the agreed upon total Contract fee will be paid;
 - iii) At ten months – 30% of the agreed upon total Contract fee will be paid; and,
 - iv) At twelve months – 25% of the agreed upon total Contract fee will be paid.
- c) Intellectual and copyright rights to all material produced shall be owned outright and without reservation by the Collaborative.
- d) Performance Default: Failure to provide deliverables in the prescribed manner and by the schedule due dates may result in termination of this Contract by the Collaborative wherein all materials prepared by the Consultant(s) up to that point shall be turned over to the Collaborative and a final payment shall be made based on an assessment made by the Collaborative for work carried out up to that point by the Consultant(s).
- e) All reports are to be provided in hard copy (three copies per report) with an additional, electronic version provided in MS Word format.
- f) The Contract may be terminated by either party with thirty days written notice being provided to either party to this Contract. The Consultant(s) shall notify the Executive Director of the South Georgian Bay Community Health Centre by written notification if the Consultant(s) intends to terminate the Contract. All materials prepared by the Consultant(s) up to that point shall be turned over to the Collaborative and a final payment shall be made based on an assessment made by the Collaborative for work carried out up to that point by the Consultant(s).
- g) The Consultant(s) shall be required to sign a confidentiality agreement prior to commencing work of the Contract. Any and all information acquired during the course of the Contract is to be deemed confidential unless otherwise identified by the Collaborative. Confidentiality shall be binding beyond the term of the Contract.
- h) If at any time during the course of the Contract a conflict of interest arises with the Consultant(s), the Consultant(s) are to declare the conflict of interest to the Collaborative without delay and a determination will be made by the Collaborative how the Consultant/(s) shall proceed thereafter.
- i) It is the intent of the Collaborative that the Consultant(s) have one Advisor accountable for the scope of the Contract who reports to and can be contacted by the Collaborative. The Collaborative further intends that the Advisor remain constant through the life of the Project and to this effect the Collaborative requires the Advisor to detail who will be assigned to the Project, his/her role, and the time each Consultant will be assigned to the Project.

Request for Proposal

Page 4 of 5

- j) There shall be no sub-contracting of the Contract without the prior, express, written consent of the Collaborative.
- k) The Consultant(s) shall retain the research rights of the Project and have the right to present and or use any or all of the reports generated during the course of the Project save for those elements deemed confidential by the Collaborative.
- l) The Project, by its nature, may be extended and if that is the case the Collaborative will determine how to proceed. Extension of the work does not necessarily guarantee the Consultant(s) shall be the ones to carry on with the Project beyond the original term of this Contract.

7) Requirements of the Contract

The preferred Consultant(s)'s will have:

- a) A minimum of ten years of experience and knowledge in working in the healthcare and social service sectors
- b) Experience in projects that engaged multiple organizations in change initiatives
- c) Research experience specific to the healthcare and social services field

8) Requirements of the Proposal

The Proposal will include:

- a) A detailed description of the approach and processes that will be used by the consultant(s) to carry out actions identified with the scope of the project and the deliverables
- b) An outline of time that will be committed to the work outlined in 3, 6, 10 and 12 months and the cost to complete each of these milestones
- c) The *Curricula Vitae* of all those that will be assigned to the Project, his/her experience as it is related to this Contract, research and publications related to the Project carried out/produced by the Consultant(s), and his/her specific role and time allotment for each element of the Project.
- d) A list of all published healthcare and social services research for each Consultant and the role each Consultant performed in both carrying out the research and in the writing of the report(s).
- e) A complete background on the Consultant(s)' Firm.
- f) At least two references from the previous 36 months for like projects in the healthcare and social services fields. Associated copies of any related reports would be welcomed.
- g) A description of the Consultant(s)' Firm's approach to accessing related research and reports pertinent to the Project.

9) Evaluation and Award Process

1. The proposals shall be reviewed for their completeness regarding the requirements, an understanding of the Project, and the approach to the work being proposed by the Consultant(s);
2. A small team of no more than two Consultants, both assigned for the duration of the Contract, where one is appointed the Advisor, is preferred;

10) Schedule

1. Three hard copies of the Consultant(s)'s proposal are to be submitted on or before 3:00 p.m. on Friday, December 3rd, 2010 to:

Albert Henriques, Executive Director
South Georgian Bay Community Health Centre
14 Ramblewood Drive, Suite 202
Wasaga Beach, ON, L9Z 0C4

2. Select Consultant(s) will be invited to an interview before representatives of the Collaborative.
3. The Contract will be awarded by December 17th, 2010.
4. The first meeting will be scheduled with the successful Consultant/(s) for an early date in January 2010.

Contact

For any questions related to this request for proposals or the Contract please contact:

Albert Henriques, Executive Director
South Georgian Bay Community Health Centre
14 Ramblewood Drive, Suite 202
Wasaga Beach, ON, L9Z 0C4

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