

Request for Proposals (RFP)

NAHO Evaluation

Issuing Office:

Organization for the Advancement of Aboriginal Peoples Health (OAAPH)/
National Aboriginal Health Organization (NAHO)
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Table of Contents

1. Statement of Work	3
1.1 TITLE	3
1.2 OBJECTIVES	3
1.3 SCOPE/STATEMENT OF WORK	3
1.4 DELIVERABLES/MILESTONES	4
1.5 THE NATIONAL ABORIGINAL HEALTH ORGANIZATION'S ROLE	4
1.6 CONFIDENTIALITY	5
1.7 TIME FRAME	5
2. Proposal Instructions	5
2.1 CORPORATE /COMPANY NAME	6
2.2 CORPORATE/COMPANY REFERENCES AND RESUMES OF PROPOSED RESOURCES	6
2.3 PROPOSAL SUBMISSION	6
2.4 TECHNICAL PROPOSAL	6
2.5 PRICE PROPOSAL	7
2.6 NON-COMPLIANCE/UNACCEPTABLE PROPOSALS	7
2.7 ACCEPTANCE OF PROPOSALS	7
2.8 RIGHTS OF NAHO	8
2.9 TIME EXTENSION TO CLOSING DATE	8
2.10 CAPABILITY SURVEY	8
2.11 ENQUIRIES	8
2.12 PROPOSAL ASSESSMENT METHOD	8
2.13 CLOSING DATE	8
2.14 CERTIFICATION	9
3. BID SELECTION PROCESS	9
3.1 REQUIREMENTS	9
4. BASIS OF AWARD/CONTRACT AWARD	10
5. SAMPLE CONTRACT FORM	100
6. RATING GUIDE	11

1. Statement of Work

1.1 TITLE

National Aboriginal Health Organization Process and Impact Evaluation

1.2 INTRODUCTION

NAHO/OAAPH is an Aboriginal-designed and -controlled organization with a mission to influence and advance the health and well-being of Aboriginal Peoples by carrying out knowledge-based strategies. NAHO/OAAPH is a leading organization in knowledge translation for Aboriginal Peoples in Canada and NAHO/OAAPH recognizes the importance of culturally safe care to the improvement of health outcomes for First Nations, Inuit and Métis in Canada.

Objects of the National Aboriginal Health Organization

1. Improve and promote health through knowledge-based activities.
2. Promote understanding of health issues affecting Aboriginal Peoples.
3. Facilitate and promote research and develop research partnerships.
4. Foster participation of Aboriginal Peoples in delivery of health care.
5. Affirm and protect Aboriginal traditional healing practices.

Principles of Uniqueness

NAHO/OAAPH is unique in that it:

- is founded on and committed to unity while respecting diversity.
- gathers, creates, interprets, disseminates, and uses knowledge on Aboriginal traditional and western contemporary healing and wellness approaches.
- views community as the primary focus and views research methodologies as tools for supporting Aboriginal communities in managing health.
- reflects the values and principles of traditional knowledge and practices.

The Funding Agreement between the legal entity Organization for the Advancement of Aboriginal People's Health (OAAPH) operating as NAHO/OAAPH and Health Canada dated March 2005 states in section 20 that OAAPH must "engage an independent evaluator to conduct an evaluation of the effectiveness of this Agreement for the first four Fiscal Years of this Agreement (from April 1, 2005 through to December 31, 2008) in accordance with the Evaluation Framework."

1.3 SCOPE/STATEMENT OF WORK

1.3.1 This is an open call to individuals, firms, or organizations to provide a

comprehensive proposal for the coordination of the planning, evaluation and reporting from start-up to finish of an evaluation of the effectiveness of NAHO/OAAPH activities, as per NAHO/OAAPH's Management Plan 2005-2010 work plans, and as reflected in the NAHO/OAAPH Evaluation Framework.

- 1.3.2 The individual, firm, or organization's proposal will demonstrate a solid grasp of the scope of the project, addressing the following items with appropriate recommendations:
- Explain the evaluation approaches and methodologies.
 - Outline performance measurement criteria for Objects 1 through 5.
 - Detail the approaches used to gather information with regards to data sources, types, collection methods, and related roles.
 - Provide an outline that delineates the proposed evaluation work plan, including deliverables and milestones with critical dates (see 1.4).
- 1.3.3 For the key evaluation issues [1) relevance; 2) progress/success; 3) cost-effectiveness; and, 4) implementation] the proposal will identify a sample of key evaluation questions to be answered. The proposal will also include the potential data sources and indicators used to draw conclusions about each question.

1.3 DELIVERABLES/MILESTONES

The following tentative list of deliverables and milestones has been identified as key to guiding the completion of the Evaluation report. Guided by the NAHO/OAAPH Evaluation Framework, the individual, firm, or organization's proposal will use these and other relevant milestones deemed critical in the completion of the evaluation report:

- Detailed performance measurement criteria – Objects 1 through 5.
- Documentation of information gathering approach.
- Case study and indicator evaluation outline.
- Detailed work plan, including critical path, deliverables, timelines and detailed budget.
- Successive draft(s) of the Evaluation report.
- Revisions of Evaluation report.
- Final Evaluation document.

1.5 THE NATIONAL ABORIGINAL HEALTH ORGANIZATION'S ROLES AND RESPONSIBILITIES

- The primary contact at NAHO/OAAPH is Mark Buell, Manager, Communications and Research Unit. He can be reached by email at mbuell@naho.ca. Support will be provided by Danielle Soucy, Research Officer, Communications and Research Unit. All requests should be directed to the NAHO/OAAPH primary contact.

- NAHO/OAAPH commits to respond to requests within three business days.
- Appropriate access to NAHO/OAAPH files on the shared drive will be granted to the consulting firm upon request through the NAHO/OAAPH primary contact.
- The consulting firm will be provided with physical space within NAHO/OAAPH in order to conduct confidential interviews.
- NAHO/OAAPH and its Evaluation Working Group will be involved throughout the evaluation, through an approval process of the decisions made and the documentation produced by the consulting firm.

1.6 CONFIDENTIALITY, PRIVACY AND COPYRIGHT

It is a condition that, prior to performance of any obligation under any contract resulting from this RFP, the Contractor and any of the Contractor's employees assigned to the performance of such contract respect the confidentiality of participants taking part in the conduct of the evaluation.

The Contractor and any of the Contractor's employees assigned to the performance of such contract also have to adhere to the NAHO/OAAPH Privacy Policy, as stated in the National Aboriginal Health Organization Policies and Procedures.

Any materials developed by the Contractor through this Contract will remain the sole property of NAHO/OAAPH. All written material will adhere to the NAHO/OAAPH Communications Guidelines. Also, any documentation, files or material (electronic or hard copy) used by the Contractor in the course of this contract will remain the property of NAHO/OAAPH and will be returned upon completion of the present Contract.

1.7 TIME FRAME

The services of the Contract will be required for a period commencing on or about April 1, 2008 to June 30, 2009, with key deadlines as follows:

- Draft report due February 15, 2009.
- Presentation of report to the NAHO/OAAPH Evaluation Working Group and Senior Management Committee due March 1, 2009.
- Incorporation of NAHO/OAAPH revisions due March 31, 2009.
- Incorporation of revisions from the Minister of Health due June 30, 2009.

2. Proposal Instructions

The specifications of the proposal are as follows:

- The core of the proposal should be no longer than 30 pages. This limit does not apply to annexes or samples of previous work.
- The proposal should be submitted in the letter format, 8 ½ X 11, and should be

easily printable by the NAHO/OAAPH representative. It should also have standard margins.

- The proposal should be submitted in Times New Roman with a font size of 12.

2.1 CORPORATE /COMPANY NAME

The proposal shall contain a statement of the name and laws under which the company was legally incorporated (if applicable).

2.2 CORPORATE/COMPANY REFERENCES AND RESUMES OF PROPOSED RESOURCES

Qualifications, previous experience and resumes of each resource.

2.3 PROPOSAL SUBMISSION

2.3.1 You are invited to submit a proposal, with three paper copies, to fulfill all the requirements of this RFP. When responding, your proposal is to be submitted directly to the attention of the NAHO/OAAPH representative whose address is shown on the front cover page of this RFP package entitled Issuing Office.

2.3.2 NAHO/OAAPH requires an electronic copy of the proposal, in Microsoft Word format sent to the email address shown on the front cover of this RFP package.

2.3.3 Your proposal price must remain firm for a period of sixty (60) days from the closing date.

2.3.4 No payment will be made for costs incurred in the preparation and submission of a proposal in response to this RFP.

2.3.5 No costs incurred before receipt of a signed contract or specified written authorization from NAHO/OAAPH representative can be charged to the proposed contract.

2.3.6 NAHO/OAAPH reserves the right not to award a contract as a result of this RFP.

2.4 TECHNICAL PROPOSAL

Your technical proposal component must be concise and address the elements listed in Section 3 entitled Bid Selection Process in addition to the following points:

- 2.4.1 State your request for any changes to the Statement of Work. Such changes shall be clearly identified and shall be priced separately as an option. However, your technical proposal must meet the requirements of the Statement of Work as specified therein.
- 2.4.2 Identify the proposed personnel who will be assigned to this requirement showing category and qualifications.

2.5 PRICE PROPOSAL

The price proposal component shall contain a detailed breakdown of the total quoted price. Provide a breakdown for individual phases or major tasks separately, if applicable. The price proposal should address each of the following, as applicable.

- 2.5.1 Based on the individual and/or labour category to be employed on the project, indicate the proposed time rate. Although detailed support for the rates is not requested at this time, you should be prepared to provide same if requested.
- 2.5.2 Other Expenses
List any other expenses which may be applicable, giving an estimated cost for each (e.g. travel, long distance communications, reproduction, shipping, equipment, rentals, materials, etc.).
- 2.5.3 Goods and Services Tax
Various items in your cost proposal may be subject to Goods and Services Tax (GST) and custom duties, and this charge must be included in the cost estimates where applicable.

2.6 NON-COMPLIANCE/UNACCEPTABLE PROPOSALS

- 2.6.1 Failure to comply with the requirements of this RFP may result in your proposal being declared non-responsive.
- 2.6.2 Proposals received after the proposal closing time will not be considered.
- 2.6.3 Incomplete proposals will be rejected.

2.7 ACCEPTANCE OF PROPOSALS

Proposals sent by fax, telex, and telegraphic means will **not** be accepted.

2.8 RIGHTS OF THE NATIONAL ABORIGINAL HEALTH ORGANIZATION

NAHO/OAAPH reserves the right to:

- Enter into negotiations with one or more bidders on any or all aspects of this proposal.
- Accept any proposal in whole or in part.
- Cancel and/or re-issue this requirement at any time.
- Award one or more contracts.
- Verify any or all information provided by the bidder with respect to this requirement.

2.9 TIME EXTENSION TO CLOSING DATE

No time extension will be given for the submission of proposals.

2.10 CAPABILITY SURVEY

If an offer submitted in response to this solicitation is favorably considered, a review committee may contact your organization to determine your technical and financial ability to perform. If so, current financial statements and other pertinent data should be available at that time, if not already on file with NAHO/OAAPH.

2.11 ENQUIRIES

All enquiries (in writing only) and other communications related to this RFP, throughout the solicitation period and until contract award, **MUST** be directed **ONLY** to the NAHO/OAAPH representative shown on the front cover page of this RFP package.

2.12 PROPOSAL ASSESSMENT METHOD

Each proposal will be evaluated solely on its content. In order to qualify, a proposal must meet all mandatory requirements, and achieve a minimum total rating of 45 points for the rated criteria and offer the required services within the project budget (this includes travel and GST). Proposals not meeting these requirements will not be considered further.

2.13 CLOSING DATE

2.13.1 The electronic copy of the proposal must be received by 3:00 p.m., EST, on February 29, 2008. Electronic copies of proposals received after this time will result in the whole proposal (paper copy and electronic copy) not being considered.

2.13.2 All paper proposals must be postmarked by February 29, 2008. Proposals postmarked after this time and received by NAHO/OAAPH will be returned unopened.

2.14 CERTIFICATION

The bidder must certify that the information provided in all the personnel resumes has been verified to be true and accurate. Furthermore, the contractor must certify that the personnel offered in the proposal shall be available to perform the tasks described herein within the allotted time frame.

3. BID SELECTION PROCESS

3.1 DETAILS OF THE MANDATORY REQUIREMENTS

3.1.1 The proposal should clearly demonstrate the consulting firm's knowledge and experience in working with Aboriginal Peoples.

3.1.2 At least one primary resource of the consulting firm has a First Nations, Inuit or Métis background.

3.1.3 Any and all relevant experience should demonstrate that the contractor has the capacity, knowledge and experience to do the work mentioned in Section 1.3. Any or all relevant experience should be demonstrated.

3.1.4 The proposal must demonstrate an understanding of the NAHO/OAAPH requirements and expectations of the proposed evaluation. The proposal should also state any assumptions or concerns.

3.1.5 The bidder must specify the individual(s) who will be carrying out this work. If more than one person will be involved, the primary resource must be identified. A resume for each individual responsible for carrying out the terms and conditions of the contract must be included with the proposal.

3.1.6 A detailed work plan is provided by the consulting firm. The work plan should include the critical path, the list of deliverables, the specific timelines for each step of the project and a detailed budget.

3.1.7 The detailed budget, including per diem rates, all fees, related expenses and applicable taxes, including the firm's GST number is included in the proposal.

3.1.8 The proposal states the approach(es) and proposed methodology(ies) to accomplish the statement of work, deliverables, and respective time frames. The individual, firm, or organization's proposed methodology for the project, including the mechanism by which relevant information will be gathered, is presented.

3.1.9 A contingency plan should also be provided, along with the risks assessment. The consulting firm should analyze and determine any major difficulties that may be anticipated and propose a plan to overcome the possible obstacles.

3.1.10 Provide a sample of previous work, including a work plan and an evaluation report, that demonstrates experience and that would assist in the evaluation of the proposal. Provide contact information of a minimum of three recent references (in the last three years) relating to similar work that was completed by the same or similar project team who will be assigned to this project.

4. BASIS OF AWARD/CONTRACT AWARD

It is understood by the parties submitting proposals that, to qualify, bidders **MUST** meet all mandatory requirements. After that, the contract will be awarded based on a determination of best value taking into account both the technical merit of the proposals, the clarity of the proposal and the price evaluations. To arrive at an overall score achieved by a firm, a weighting has been established whereby technical merit will be valued at 60 per cent of the bid and price at 40 per cent. Proposals must achieve a minimum point score of 52.5 on the Rated Criteria to be considered.

Rating Scale						
Score of	Excellent	Good	Average	Fair	Poor	Unacceptable
5	5	4	3	2	1	0
10	10 - 9	8 - 7	6 - 5	4 - 3	2 - 1	0

5. SAMPLE CONTRACT FORM

In the event of being awarded the work, the successful bidder will enter into agreement with NAHO/OAAPH. A copy of a sample contract is available upon request.

6. RATING GUIDE – Mandatory Requirements and Rated Criteria

See the following sections for rating guides.

MANDATORY REQUIREMENTS

MANDATORY REQUIREMENTS	Yes	No	COMMENTS
1. The consulting firm demonstrates involvement with First Nations, Inuit and/or Métis.			
2. At least one member of the consulting firm is First Nations, Inuit or Métis.			
3. The consulting firm demonstrates clear capacity to do the work by providing sufficient resources and experienced workers.			
4. A detailed work plan is provided, including a critical path, a list of deliverables, timelines and a detailed budget.			
5. A detailed methodology for the NAHO evaluation is provided by the consulting firm.			
6. A contingency plan and risks assessment of the NAHO evaluation are also included in the methodology.			
7. The proposal was submitted to NAHO in a timely manner and addressed all the elements listed in the Request For Proposals.			
FINAL DECISION REGARDING THE PROPOSAL:			

RATED CRITERIA		Rating	COMMENTS
Aboriginal Involvement - Degree of First Nations, Inuit and/or Métis involvement - Demonstration of knowledge and experience working with First Nations, Inuit and/or Métis - Demonstration of a sound process for achieving ethics approval with First Nations, Inuit and/or Métis	5 5 5		
Capacity to do the Work - Sufficient resources are assigned to the project team to meet project deadline - The proposed team is composed of a logical balance of the various professional and technical resource disciplines - The bidder and/or assigned team members have completed other similar work	5 5 10		
Management of the work - The work plan provides for attainment of the objectives within the time frame given by NAHO - The work plan is organized and consistent with the statement of work - Proposed reporting system satisfies the statement of work	10 10 5		
Methodology - The proposed approach to the work indicates a sound and logical understanding of the project - The proposal indicates an appropriate understanding of the area to be studied	5 5		
Quality of Proposal - Evaluation of the general presentation of the proposal: clear, concise and well organized	5		
Total Score	75		