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1. Statement of Work

1.1 TITLE

First Nations, Inuit and Métis Health Careers Strategic Framework and Implementation Plan

1.2 OBJECTIVES and BACKGROUND

NAHO's Object 4 is: 'To foster the recruitment, retention, training and utilization of First Nations, Métis and Inuit people in the delivery of health care'.

This RFP refers to two key elements in the Object 4 workplan. Namely, the development of a strategy to increase First Nations, Inuit and Métis participation in health careers; and the development of standard criteria to measure and evaluate best practices in health careers.

1.3 SCOPE/STATEMENT OF WORK

1.3.1 This is a select call to individuals, firms, or organizations to provide a comprehensive planning proposal to develop:

- a Strategic Health Careers Framework/Implementation Plan targeting the specific needs of First Nations, Métis and Inuit; and,
- criteria for evaluating current best practices for the recruitment, retention, training and utilization of First Nations, Inuit and Métis in health careers.

1.3.2 The successful candidate, firm, or organization will demonstrate a solid grasp of the scope of the project, addressing the following items with appropriate recommendations. The role played by the successful party would be as the principal researcher and writer of this work. This work would be done using the guidance, direction and input the NAHO team. The proposed plan will include:

- A proposed research methodology to review and synthesize current literature, which will inform the development of criteria for evaluating current best practices for the recruitment, retention, training and utilization of First Nations, Inuit and Métis in health careers.
- A proposed research methodology to review and synthesize current literature, which will identify gaps in current approaches to recruit, retain, train and utilize First Nations, Métis and Inuit people in health careers. A group-specific approach will be necessary.
- An expanded Table of Contents, detailing the document content as described

above, while building on the recommendations from the NAHO Health Careers Advisory Group meeting of May 2003, the expanded Table of Contents should define the key elements specific to First Nations, Métis and Inuit health careers. These key elements should evolve from the four areas, namely, the recruitment, retention, training and utilization of First Nations, Inuit and Métis in health careers, reflecting the different issues and needs for each of the three groups.

- Up to 25 key informant interviews (NAHO to provide list), in-person or by phone where cost effective, to provide feedback on the initial draft of the expanded Table of Contents for the strategic framework/implementation plan.
- First and subsequent drafts of the document, with identification of clear timelines for this work, reflective of desired NAHO milestones detailed below.

1.4 DELIVERABLES/MILESTONES

- March 22 - April 9, 2004: First draft submitted to NAHO Issuing Office, (will include feedback to expanded Table of Contents provided by NAHO Centres, Executive Director, and Staff). Draft will be reflective on NAHO's writing, terminology, and plain language guidelines as per the potential contract, and to ensure cultural safety in developing this information for the target audience (maximum 15 days work);
- April 9 to 23, 2004: First draft circulated by Issuing Office to NAHO Centres, Executive Director, and select subject-matter experts, for review and written feedback; potential meeting with contractor week of April 16th;
- April 23 to 30, 2004: Second draft submitted to NAHO Issuing Office, (will include consolidated feedback to 1st draft as noted above. Second draft will continue to reflect NAHO's writing, terminology, and plain language guidelines (maximum 7 to 10 days work);
- April 30 to May 14, 2004: Second draft circulated by Issuing Office to NAHO Centres, Executive Director, and select subject-matter experts, for review and written feedback; potential meeting with contractor week of May 10th;
- May 14 to May 21, 2004: Final draft submitted to NAHO Issuing Office, (will include consolidated feedback to 2nd draft as noted above (maximum 3 to 5 days work);
- May 21 to June 4, 2004: Final draft circulated by Issuing Office to NAHO Centres and Executive Director, for review, approval, and signoff; once signed off, final draft to NAHO Communications for writing, terminology, and plain language edit;

- June 4, 2004: Final draft circulated to NAHO Board for review and approval at their next Board meeting.

1.5 CONFIDENTIALITY

- 1.5.1 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 in the informant interviews and focus groups.

1.6 TIME FRAME

- 1.6.1 The services of the Contract will be required for a period commencing on or about **March 22, 2004, up to and including June 4, 2004.**

2. Proposal Instructions

2.1 CORPORATE /COMPANY NAME

- 2.1.1 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

- 2.2.1 Qualifications, previous experience and resumes of each resource.

2.3 PROPOSAL SUBMISSION

- 2.3.1 You are invited to submit a proposal, with 3 copies, to fulfill all the requirements of this RFP. When responding, your proposal is to be submitted directly to the attention of the NAHO representative whose address is shown on the front cover page of this RFP package entitled Issuing Office.
- 2.3.2 If mailed, the proposal must reach **NAHO** at least one (1) day prior to the closing date to allow for internal mail distribution.
- 2.3.3 **NAHO** requires an Electronic copy of the proposal, in Word format, to also be sent by the deadline noted on the front cover, sent to the attention of rstout@naho.ca
- 2.3.4 Your proposal price must remain firm for a period of sixty (60) days from the closing date.

- 2.3.5 No payment will be made for costs incurred in the preparation and submission of a proposal in response to this RFP.
- 2.3.6 No costs incurred before receipt of a signed contract or specified written authorization from the **NAHO** representative can be charged to the proposed contract.
- 2.3.7 **NAHO** 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 labor 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 may be rejected.

2.7 ACCEPTANCE OF PROPOSALS

- 2.7.1 Proposals sent by fax, telex, and telegraphic means will **not** be accepted; hardcopy and email versions only.

2.8 RIGHTS OF NAHO

NAHO reserves the right to:

- 2.8.1 reject any or all proposals received in response to this RFP;
- 2.8.2 enter into negotiations with one or more bidders on any or all aspects of this proposal;
- 2.8.3 accept any proposal in whole or in part;
- 2.8.4 cancel and/or re-issue this requirement at any time;
- 2.8.5 award one or more contracts;
- 2.8.6 verify any or all information provided by the bidder with respect to this requirement.

2.9 TIME EXTENSION TO CLOSING DATE

- 2.9.1 No time extension will be given.

2.10 CAPABILITY SURVEY

- 2.10.1 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**.

2.11 ENQUIRIES

2.11.1 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** representative shown on the front cover page of this RFP package.

2.12 PROPOSAL ASSESSMENT METHOD

2.12.1 Each proposal will be evaluated solely on its content. In order to qualify, a proposal must meet all requirements, achieve a minimum total rating of 45 points 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 All proposals must be received by **5:00 P.M., EST, on March 19, 2004**. Proposals received after this time will be returned unopened.

2.14 CERTIFICATION

2.14.1 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 REQUIREMENTS

3.1.1 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 individual, firm, or organization's proposed methodology for the project, including the mechanism by which relevant information will be gathered.

3.1.2 The proposal must demonstrate an understanding of the scope of the work as related to the education and recruitment of health professionals and para-professionals within a First Nations, Métis and Inuit context. The proposal should also state any assumptions or concerns.

- 3.1.3 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.
- 3.1.4 Demonstrate knowledge and experience in working with First Nations, Inuit and Métis peoples.
- 3.1.5 State the approach and proposed methodology to accomplish the statement of work and deliverables, respective time frames and any major difficulties that may be anticipated (i.e. work plan).
- 3.1.6 A detailed budget, including per diem rates, all fees, related expenses and applicable taxes, including the firm's GST number.
- 3.1.7 A sample of previous work that demonstrates experience and that would assist in the evaluation of the proposal, and a minimum of three references relating to similar work, which 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%** of the bid and **price** at **40%**.

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 PRU**. A copy of a sample contract is available upon request.

6. RATING GUIDE

See following page for rating guide.

REQUIREMENT			COMMENT
First Nations, Métis and Inuit Involvement			
- Degree of First Nations, Inuit and/or Métis involvement	5		
- Demonstrate knowledge and experience working with First Nations, Inuit and/or Métis	5		
- Demonstrate a sound process for achieving ethics approval with First Nations, Inuit and/or Métis	5		
Capacity to do the Work			
- Sufficient resources assigned to the project team to meet project deadline	5		
- Proposed team composed of a logical balance of the various professional and technical resource disciplines	5		
- The bidder and /or assigned team members have completed other similar work	10		
Management of the work			
- Work plan provides for attainment of objective within the time frame given	10		
- Work plan is organized and consistent with statement of work	10		
- Proposed reporting system satisfies the statement of work	5		
Methodology			
- Approach to the work indicates a sound and logical understanding of the project	5		
- Proposal indicates an appropriate understanding of the area to be studied	5		
Quality of Proposal			
- Clear, concise and well organized	5		
Total Score	75		