



Family and Children's
Services OF FRONTENAC,
LENNOX and ADDINGTON

Safety. Comfort. Hope. **Together.**

REQUEST FOR PROPOSAL

RFP # 181409
Psychological Consultation

Date of Issue: September 20, 2017

Submission Deadline

1:00pm

Friday · October 13, 2017

Bid Administrator

Sonia Gentile

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I. Definitions

Throughout this document, the following terminology applies:

Agency	Family and Children’s Services of Frontenac, Lennox and Addington
Blackout Period	A Blackout Period is in effect from the date an RFP is published until two (2) business days following the Submission Deadline. No communication between a Proponent and/or their staff, other than written communication sent directly to the Bid Administrator, is permissible during the Blackout Period.
Confidential Information	Refers to any information pertaining to Agency or of third persons to whom the parties owe a duty of confidentiality, and shall include all information about or received from the Agency, whether or not marked confidential.
Contract	The written agreement issued by the Agency, if any, resulting from this solicitation.
MCYS	Ministry of Children and Youth Services
Proponent	Each organization receiving this package
Proposal	A Proponent's submission in response to this request
Request for Proposal (RFP)	A document used to request suppliers to supply solutions for the delivery of complex products or services or to provide alternative options or solutions. Evaluation occurs through a process using predefined criterion in which price is not the only factor.

II. Goal

The Ontario Broader Public Sector (BPS) Supply Chain Code of Ethics Goal is to ensure an ethical, professional and accountable BPS supply chain.

1. Personal Integrity and Professionalism

Individuals involved with Supply Chain Activities must act, and be seen to act, with integrity and professionalism. Honesty, care and due diligence must be integral to all Supply Chain Activities within and between BPS organizations, suppliers and other stakeholders. Respect must be demonstrated for each other and for the environment. Confidential information must be safeguarded. Participants must not engage in any activity that may create, or appear to create, a conflict of interest, such as accepting gifts or favours, providing preferential treatment, or publicly endorsing suppliers or products.

2. Accountability and Transparency

Supply Chain Activities must be open and accountable. In particular, contracting and purchasing activities must be fair, transparent and conducted with a view to obtaining the best value for public money. All participants must ensure that public sector resources are used in a responsible, efficient and effective manner.

3. Compliance and Continuous Improvement

Individuals involved with purchasing or other Supply Chain Activities must comply with this Code of Ethics and the laws of Canada and Ontario. Individuals should continuously work to improve supply chain policies and procedures, to improve their supply chain knowledge and skill levels, and to share leading practices.

III. Agency Background

Children's Aid Societies have mandate under the Child and Family Services Act to provide child protection services according to geographic areas in Ontario. Further, each Society is an independent, non-profit organization with a local Board of Directors. The Frontenac Children's Aid Society and Lennox and Addington Family and Children Services amalgamated to form a new Children's Aid Society on April 1, 2012. The new Agency is Family and Children's Services of Frontenac, Lennox and Addington.

Mission

Our mission is strengthening families, protecting children and youth and promoting their well-being.

Vision

Children Growing Up in Families

Funding

As an organization funded by Government of Ontario, the Agency is eligible for discounts afforded to the Government or pricing under Ontario's Vendor of Record (VOR) arrangements.

Charity Status

The Agency is a not-for-profit, charitable organization. Registration number is 11901 3332 RC

Locations

817 Division Street · Kingston • 99 Advance Avenue · Napanee • 1020 Elizabeth Street · PO Box 250 · Sharbot Lake • 12497A Hwy. 41 · PO Box 92 · Northbrook

IV. Guiding Principles

- a. Safety and well-being of children and youth is paramount and is a shared responsibility.
- b. Focus is on the family's and child's strengths.
- c. Our Vision is "Children Growing Up in Families" and providing a safe and nurturing home
- d. Collaboration and cooperation amongst all stakeholders, including caregivers and community partners, is a key tenet which guides our practice.
- e. "Caregiver" refers to parents and alternative permanent families in the community, as well as those who provide care to children, such as Foster parents, Kin In Care foster parents, Adoptive parents, Group home or Foster home staff, Kinship Service caregivers, and Alternate care providers.
- f. By empowering caregivers, children will remain in permanent families thus there will be a reduction of the number of children coming and staying in care.
- g. We recognize, respect and value children/youth/families', as people worth doing business with and we will learn what they want. We will integrate these values into service delivery to meet the needs of each child/youth/family's unique situation.
- h. Early Help has been identified, as a key component for effective provision of services. "Early Help is providing the 'right services at the right time' ... and is used in all levels of involvement with children, youth, and families (Primary, Secondary, and Tertiary)".

V. Psychological Consultation Services Program

Background

The Psychological Consultation Services Program was implemented to provide clinical consultation and training to workers, managers and foster parents in the Agency. From an Attachment approach, the program provides support through consultations to caregivers, while also participating in the development of a recommended service plan for any children and family serviced by Family and Children's Services of Frontenac, Lennox and Addington. The consultations attempt to help caregivers understand the needs of their children accurately, and then to develop responses that are both reassuring and accurate in their problem-solving or problem-management helpfulness.

Criteria for Referrals

The intent of the Program continues to address the following ...

- a. Child/youth in the care of the Agency
- b. Child/youth in the community receiving family services
- c. Child/youth whose placement is at risk
- d. Recent stressors in the home
- e. Post-adoption consultations

VI. Requirements

Submission Deadline

Acceptance of submissions will cease at exactly 1:00pm Friday · October 13, 2017

Registration of Intent to Bid

Proponents may register intent to submit a proposal to ensure that you receive any addenda, clarification, or supplementary information provided by the Agency subsequent to the initial RFP. To register, send an email to procurement@facsfcla.ca which declares your intention to submit a Proposal. Include at least Company name, the name and contact information for the appropriate contact for this process.

Proponents will receive confirmation of registration via email from the Bid Administrator.

Supplemental Information

To ensure fairness and consistency, this process requires that all questions be in writing to the Bid Administrator at least 48 hours prior to Submission Deadline. The Evaluation Team will be consulted to determine if the provision of information is required and/or feasible. The Bid Administrator will provide supplemental information and/or additional instructions via email to registered bidders simultaneously.

Questions received after 48 hours prior to Submission Deadline will not be answered.

Blackout Period

No communication between the Agency and a Proponent and/or their staff, other than written communication sent directly to the Bid Administrator, is permissible during the Blackout Period. Any Proponent who bypasses the Bid Administrator and contacts any Agency employee or Director during this period may be disqualified.

A Blackout Period is in effect from the date an RFP is published until two (2) business days following the Submission Deadline.

Delivery Instructions

Include ALL supporting information at the time of your submission and deliver your proposal either in person or by email.

In Person Submissions:

Before the Submission Deadline, deliver your package to Family and Children's Services of Frontenac, Lennox and Addington Reception at 817 Division Street, Kingston.

Provide three (3) identical copies of your Proposal plus all other information except for pricing in a sealed package.

Pricing information must be sealed and contained in a separate envelope within your package. Pricing envelopes will not be opened until the Evaluation Team has completed all other ratings.

Clearly label the exterior envelope with the following information:

- a) Confidential Submission
- b) Attention: Sonia Gentile, Bid Administrator
- c) RFP # and Title

The time at which each submission is received will be listed and recorded on each envelope, using the time shown on the Receptionist's computer. No information will be accepted after the deadline.

Email Submissions:

Send Submissions to: procurement@facsfra.ca and attach any relevant files to your email.

Multiple emails are acceptable if they are clearly labeled, and are received before the Submission Deadline. Attach a separate pdf file containing the completed Pricing Schedule (Appendix 'A') to your email. Indicate that pricing is enclosed and note your company name, RFP Number and Title.

Pricing files will be opened once the Evaluation Team has completed all other ratings

In the subject line of your e-mail, include the following:

- a) RFP # and Title
- b) Phone number
- c) Contact information

Note: the Agency will deem receipt of submissions as date and time stamped in the Bid Administrator's inbox. The Agency will not be responsible for any technical delivery problems.

VII. Instructions to Proponents

Evaluation of Proposals is more efficient when Proponents respond in a similar manner. In order to provide consistency in Proponent response and to ensure all Proposals receive full consideration, provide the following information in the sequence shown below.

1. Title Page

Show RFP # and Title, Proponent name and address, contact information for this process and reference the Submission Deadline date and time.

2. Company Profile

Provide an overview of your company, its history, philosophy, and years of experience including services with not-for-profit organizations and/or volunteer Boards.

3. Previous Experience

Describe previous experience with non-profit organizations, especially ones working with Children's Aid Societies and those funded by MCYS.

4. Proposal

Describe your solution(s) to complete the requirements; refer to Appendix 'C'. Include a description of all processes and/or deliverables you propose.

5. Pricing Schedule

Complete the Pricing Schedule (Appendix A).

6. Proposed Personnel

Provide a list of all proposed staff working on the project. Include educational background and any specialized skills and/or training that may be useful.

Sample:

Employee Name	Role	Qualifications	Attached? Y/N

7. Guarantee

Outline your commitment to the success of your work. Describe any actions or other measures you are willing to take if proposed processes, deliverables and/or schedule commitments are not achieved.

9. Documentation

Complete and sign the following:

Appendix 'A' Pricing Schedule

Appendix 'B' Proponent's Sign-Off

10. References

Provide a written summary of three (3) jobs completed within the last 18 months that are similar in scope to this RFP. Include contact information for each and your permission that the Agency may contact to discuss your company's performance in its past work.

VIII. Evaluation Process

Previous experience in providing products or services to the Agency will not affect this procurement process. The Evaluation Process and Evaluation Criteria as described in this section form the sole basis of comparing Proposals. The Evaluation Team will follow an administratively fair process and members will be required to act objectively and in the sole interest of the Agency.

Step 1: Mandatory Condition Verification

Proposals are opened by a minimum of two Agency staff that ensures the Mandatory Conditions list below has been satisfied. Submissions meeting **ALL** Mandatory Conditions move to the next step. Late Submissions are returned unopened.

MANDATORY CONDITIONS
Proposal was received before the Submission Deadline
Completed and signed Appendix 'A' Pricing Schedule
Completed and signed Appendix 'B' Proponent Sign Off

Step 2: Evaluation of Specified Criteria / Weighted Evaluation Criteria

The Evaluation Team rate submissions individually based on the criteria listed below. These criteria represent the Agency's expectations and those failing to meet or offer less than expected receive a lower score. Submissions that exceed expectation will receive a higher score.

CRITERIA FOR EVALUATION OF WRITTEN PROPOSALS	Max Score
Proposal Addresses Scope of Work	30
Experience with Similar Non-Profit Organizations	20
Experience with Attachment Based Interventions and Training	10
Evidence of Collaborative Work with Other Professionals	10

Step 3: Pricing Evaluation

The lowest price will receive 100% of possible points. All other submissions will be allocated a percentage of available points based on the calculation:

$$\text{Score} = \text{Lowest Price} / \text{This Price} \times \text{Available Points}$$

Step 4: Value Added Incentive Evaluation

Value added incentives have no bearing on the evaluation of submissions in this process.

Step 5: Comparison of Scores

An average of the scores awarded by Evaluation Team members plus the total points awarded for pricing and value-added incentives summarized in a Scoring Matrix (below). The totals for each vendor are compared and the vendor with the highest total is selected. However, in the unlikely event a Submission ranks highest based primarily on price but does not meet the minimum level of qualifications the Agency reserves the right to disqualify the Proponent.

EVALUATION SUMMARY	
Average Score from Step 2	70
Pricing	30
Value Added Incentives (have no effect on this process)	0
Maximum Total Score	100

Tie Scores

Ties will be resolved based on scores for pricing and then on the total of Evaluation Team scores for each of Evaluation Criteria, individually in the order listed in Step 2, until a winner is identified.

Step 6: References

The Bid Administrator or designate checks the highest scoring vendor's references. As long as references are acceptable to the Agency, the Contract (if any) will be awarded to the Proponent receiving the highest score.

IX. Communication of Results

The selected Vendor receives immediate notification. The Agency and the successful Vendor will enter into a written contract prior to any work beginning. Such agreement or contract is limited to the scope of work and pricing as identified within this process.

Proponents who meet the Submission Deadline will receive written notification of the outcome of this procurement simultaneously via email. Note: The Notice of Award will also be posted on the Agency website <http://www.facsfla.ca/work-with-us/procurement>

Debriefing

Proponents may request a meeting to debrief at the end of this process for a period of 60 days. Contact the Bid Administrator in writing using the contact information on the title page of this document. Any debriefing will focus solely on the submission of the Proponent.

Terms & Conditions

1. The responsibility for submitting a response on or before the stated time and date will be solely and strictly the responsibility of the Proponent. The Agency will in no way be responsible for delays caused by Canada Post or any other method of delivery.
2. Trademarks, Patent, Copyright, Intellectual Property. The Successful Proponent covenants that there has been no violation or infringement of trademarks, patent, copyright or any other intellectual property right of another person or organization in the manufacture, production, or sale of the goods, materials, or services supplied under this Agreement.
3. Any purchase made because of this process is subject to Ontario's trade agreements.
4. This competition will be cancelled if bids exceed allocated budget, do not meet requirements, or do not represent fair market value.
5. Confidential information may be disclosed where the Agency is obliged to do so under FIPPA, by an order of a court or tribunal or otherwise required at law.
6. The Successful Proponent and any sub-Contractor used by the Successful Proponent in connection with this Process must carry in full force and effect:
 - a) Professional errors and omissions insurance with a minimum limit of coverage of not less than one million dollars (\$1,000,000.00 per occurrence.
 - b) Comprehensive general liability insurance with a minimum limit of coverage of not less than one million dollars (\$1,000,000.00) per occurrence.
 - c) Comprehensive automobile liability insurance with a minimum limit of coverage of not less than one million dollars (\$1,000,000.00) per occurrence.
 - d) Proof of Workplace Safety & Insurance Board (WSIB) coverage must be provided, as requested by the Agency.
 - e) At the request of the Agency, the Successful Proponent must provide certificates from the Successful Proponent's insurers showing that such coverage is in effect.
 - f) Further, the Successful Proponent agrees to give the Agency thirty (30) days prior notice of cancellation of any portion of coverage.
7. All documents submitted to the Agency become the property of the Agency. The Agency may reproduce any of the Proponent's Proposal and supporting documents for internal use or for any other purpose required by law.
8. Information pertaining to the Agency obtained through this process is strictly confidential and shall not be disclosed. Breach of confidentiality may result in disqualification of the vendor and/or legal action. No Proponent shall make any news release or other release concerning this Process or resulting Contract(s), if any, without the express written consent of the Agency.
9. Proponents are solely responsible for their own expenses in preparing and submitting a Proposal and for costs related to subsequent negotiations with the Agency. The Agency will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the Proposal, including but not limited to loss of anticipated profit in connection with any final Contract, or any other matter whatsoever
10. By submission of a clear and detailed written notice, the Proponent may amend or withdraw their Proposal prior to the Submission Deadline date and time. Upon Submission Deadline, all Proposals become irrevocable. By submission of a Proposal, the Proponent agrees that, should their organization be successful, the Proponent will enter into a mutually acceptable Contract with the Agency.

11. No changes to the Proposal will be accepted after the submission deadline date and time. The Agency may however contact any Proponent for purposes of clarification.
12. While the Agency has used considerable effort to ensure accurate information, such information is not guaranteed to be accurate by the Agency, nor is it necessarily comprehensive or exhaustive. Nothing in this process relieves Proponents from forming their own opinions and conclusions with respect to the requirements or from requesting clarification from the Bid Administrator.
13. The Agency reserves the right to enter into negotiations with one or more Proponents on any or all aspects of the Proposal(s). If the Agency receives no compliant submissions, the Agency reserves the right to enter into negotiations with one or more Proponents who submitted non-compliant Proposals, or with third parties. During any negotiation, the Agency reserves the right to add or delete from the Proposal(s) made by any involved Proponent(s).
14. The Agency may, because of this process, develop a short list of Proponents and enter into detailed discussions and/or negotiations. The Agency reserves the right to negotiate with more than one Proponent concurrently or consecutively.
15. If a mutually acceptable Contract agreement cannot be negotiated within thirty (30) days of notification, the Agency may negotiate with another Proponent of their choice.
16. The Agency reserves the right, in their sole discretion, to cancel this process at any time before or after the Submission Deadline. The Agency will not be liable for any expense, cost, loss, or damage incurred or suffered by any Proponent because of such cancellation.
17. Any implication that the lowest price Submission will be accepted is hereby expressly negated. This Proposal does not commit the Agency to award a Contract or Contracts.
18. Pricing as noted in a Proponent's Submission is to be structured as indicated in Appendix 'A'; any additional costs will not be paid by the Agency unless approved in advance.
19. The successful Proponent(s), if any, shall indemnify and save the Agency, their representatives, employees and agents, harmless from and against all claims, loss, costs, charges, damages, awards, liens, privileges and demands or proceedings arising there from, brought or prosecuted in any manner based upon, occasioned by, or attributable to, any injury or agents or firms in the performance of this Contract.
20. The laws of the Province of Ontario shall govern any agreement resulting from this process. All notices, requests, demands or other communications hereunder will be in writing and delivered either personally, sent by recorded delivery, or by post to the address of the other party as appearing herein. Such notices, requests, demands or other communication is deemed received when personally delivered, actually received by recorded delivery or five (5) days following posting. Either party will provide any change to contact info in writing.

Appendix 'A' | Pricing Schedule

- All pricing MUST be sealed in a separate envelope with your Submission package **or** attached as a separate pdf file saved with your Submission email clearly labeled
- Pricing Schedule MUST be signed by a signing officer for the Proponent

LEGAL NAME OF PROPONENT

FIXED PRICE FOR WORK SPECIFIED HEREIN		
In the following table enter the price before HST in respect of each particular Service to be performed and/or Deliverables to be provided, which amount is fixed and not subject to change unless otherwise agreed in advance and confirmed in a Change Order.		
Fixed Price for each Service and/or Deliverable	Rate Full Day	Total Price
Term: Dec. 1, 2017 – Mar. 31, 2020	\$	\$
Subtotal:		\$
HST:		\$
Total:		\$
Fixed Price for each Service and/or Deliverable	Rate ½ Day	Total Price
Term: Dec. 1, 2017 – Mar. 31, 2020	\$	\$
Subtotal:		\$
HST:		\$
Total:		\$

Option to Extend		
Agency may opt to extend Term two additional years. In the following table enter the price before HST in respect of each particular Service to be performed and/or Deliverables to be provided, which amount is fixed and not subject to change unless otherwise agreed in advance and confirmed in a Change Order.		
Fixed Price for each Service and/or Deliverable	Rate Full Day	Total Price
Term: Apr. 1, 2020 – Mar. 31, 2022	\$	\$
Subtotal:		\$
HST:		\$
Total:		\$
Fixed Price for each Service and/or Deliverable	Rate ½ Day	Total Price
Term: Apr. 1, 2020 – Mar. 31, 2022	\$	\$
Subtotal:		\$
HST:		\$
Total:		\$

Date Signature

Name: _____

Title/Position: _____ Corporation: _____

Appendix 'B' | Proponent Sign-Off

Acknowledgement of Terms & Conditions

I/we have carefully examined the documents in respect to RFP 181409 Psychological Consultation and have a clear understanding of the requirements of the Request for Proposal and the process. By submitting the Proposal, I/we acknowledge that I/we have read and understood all information contained in the Request for Proposal and have submitted all substantiating information as requested. I/we further acknowledge receipt of the following addenda:

No.	Date Received

In the event that the Agency selects the submission of _____, in whole or part, I/we agree to finalize and execute a mutually acceptable Contract in accordance with the Proposal submitted.

Initial

Conflict of Interest Declaration

I/We declare that no person, firm or corporation has any interest in this Proposal or any other than _____ and I/we agree that:

I/we will identify any potential conflict of interest that may arise because of my/our response to this Proposal with the understanding that non-disclosure of any potential conflict of interest may result in the disqualification of the Proposal.

Should _____ be successful in receiving award of a Contract, I/we understand that if I/we fail to disclose any conflict of interest that may arise thereafter, fail to cure any conflict, or otherwise fail to comply with the conflict of interest provisions of the Agency, the Agency shall be entitled to terminate the Contract immediately and any monies due and payable may be withheld by the Agency as liquidated damages.

The Agency shall have the right to judge, at their sole discretion, whether or not declared situations constitute an actual or potential conflict of interest.

Initial

Confidentiality Agreement

I/We declare that I have the authority to bind _____ and the corporation agrees to ensure all information pertaining to the Agency obtained in relation to this Proposal and/or to any subsequent contract or purchase order, is strictly confidential and shall not be disclosed. Breach of confidentiality may result in disqualification of the vendor and/or legal action. No Proponent shall make any news release or other release concerning this Proposal or resulting Contract(s), if any, without the express written consent of the Agency.

Initial

Declaration of Agreement to Terms & Conditions

I/We declare that I have the authority to bind _____ and the corporation agrees to be bound by the Terms and Conditions listed within RFP 181409 Psychological Consultation.

Initial

Date Signature

Name: _____

Title/Position: _____ Corporation: _____

Appendix 'C' | Scope of Work

SCOPE OF WORK
Proponent to provide professional consultation services to the Agency's Psychological Consultation Services Program, with commitment to devote a minimum of a six (6) hour day, once a week, or at the Agency's discretion additional time as necessary to properly and efficiently discharge duties.
All psychological services related to the Psychological Consultation Services Program will be carried out by the Psychologist in consultation with an Agency Service Manager.
These services will include: <ul style="list-style-type: none">- Clinical consultation with youth, families, workers, managers, and other staff and foster parents in the Agency (collateral partners may also be included as applicable).- Participation in the development of a recommended service plan for children/families service by the Agency- Conduct training sessions with Agency staff, foster parents, and parents in consultation with the Manager assigned to the program- Provide practical interventions and skill development recommendations based on an Attachment Parenting approach
The following mandated training required (or if completed via another employer or on own then a copy of the certificates to be provided to the Agency prior to commencement of work): <ul style="list-style-type: none">· AODA· Occupational Health and Safety Awareness· Workplace Hazardous Materials Information System (WHMIS)· Workplace Violence and Harassment