



Request for Proposal

LAMP Community Health Centre

RFP RELEASE DATE: July 14th, 2017

RFP CLOSING DATE & TIME: July 31st, 2017

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1 Introduction

1.1 Invitation

LAMP Community Health Centre is inviting individual Consultants to submit a proposal for consideration of an Accessible and Engaging Website.

1.2 LAMP Community Health Centre

LAMP Community Health Centre is a nonprofit organization that provides health care and community services to South Etobicoke and East Mississauga residents and Central Etobicoke. For other related information, see the LAMP CHC website at www.lampchc.org

1.3 Purpose

The purpose of the Request for Proposal (RFP) is to find the most qualified candidate with the relevant skills and experience to develop an accessible website that meets the multi-faceted needs of users and AODA standards. The users include people from the community, volunteers, employees, board members, partners, businesses, funders, and interested parties. The qualified consultant will be expected to submit a proposal by July 31st, 2017.

2 Services

2.1 Scope of Services and Deliverables

The primary responsibility of the selected Consultant will be to develop an engaging website that meets WCAG 2.0 Level AA and standards, is user friendly and has clean and clear design that enhances our image as a leader in community health and wellbeing linked to the social determinants of health. The Consultant will be responsible for the below:

Website hosting (LAMP is with GO Daddy at the moment)

- WCAG 2.0-Level A and Level AA compliance
- Useable with any web ready device
- Easy to navigate
- Suggested content management system that is user friendly
- An online calendar that can be filled out by employees
- Interactive survey monkey/fluid survey or blog
- Events distinction
- Careers
- Advisory feature Open/ Close notices: Opening hours
- Link from Homepage to a program page posts
- Access to shared drives through employee portal
- Client resources
- Links to other resources
- Link to online self-referral system
- Ticket purchase online, table rentals etc.
- Search engine optimization

- Newsletter/eblast sign ups
- Board of directors accessibility
- Google translate
- Contact us and all of our satellite locations
- Accessibility add-ons
- Review Logos (footer)
- Remote logins
- Buttons part of Page design i.e. Facebook
- A brief Project Plan with key deliverables, scheduling milestones and communication protocols.
- A project strategy report outlining the key accessibility requirements and the proposed strategy for updating the website to achieve compliance.
- A pilot version of the proposed accessible website, including the complete navigation strategy, graphic approach “look and feel” as well as some sample webs pages with typical content.
- A completed draft version of the accessible website.
- Based on feedback and adjustments from user testing, a final version of the accessible website.
- Training links

Deliverables

Key Activities	Description	Timeline

2.2 Desired Skills and Experience

- a) English;
- b) Demonstrated up-to-date knowledge
- c) Professional experience with delivering evidence-informed training;
- d) Knowledge of workshop and webinar design and delivery;
- e) Knowledge of and experience with training for community-based organizations and community health organizations an asset;
- f) Strong written and verbal communication skills;
- g) Experience in evaluating capacity building an asset.

2.3 Reporting and Working Relationship

- Reports to Jasmin Dooh and Anne Brennan

2.4 Timeline

- The contract is expected to begin as soon as possible.
- Completion of contract by October 1st, 2017.
- Proposal Submission Guidelines

3. PROPOSAL SUBMISSION GUIDELINES

3.1 Communication after Issuance of RFP

The Client Representatives are:

Anne Brennan – Director, Human Resources and Operations
E-mail: anneb@lampchc.org
Telephone: 416-252-6471, ext. 226

Jasmin Dooh – Community Relations Officer
E-mail: jasmind@lampchc.org
Telephone: 416-252-6471, ext. 308

Vendors or Consultants are prohibited from contacting any employees to obtain any information pertaining to this RFP, RFP Process, or to demonstrate or justify the Vendor's services or relay other benefits of doing business with LAMP CHC. It is inappropriate for the Vendor to initiate contact with any member of the RFP Evaluation Committee or any other employee unless specifically requested to do so by the Client Representative. Please note that it is inappropriate for the Vendor to engage in any entertaining of any employee connected with this RFP. Any Vendor who fails to comply with this requirement will be disqualified from the bidding process.

3.2 RFP Schedule

The following is a summary of the key dates in the RFP process.

Event	Date
RFP Release	July 14 th , 2017
Final Date for RFP Inquiries	July 31, 2017
RFP Closing Date	July 31, 2017
Interview Dates	August 1 st , 2017
Anticipated Start Date (Approximate)	ASAP

The RFP schedule is tentative and may be changed by LAMP at its sole discretion.

3.3 When and Where to Submit a Proposal

To be eligible for consideration, proposals must be received by the date provided in Section 3.2 (the "RFP Closing Date"). Proposals may be submitted by email to the Client Representative outlined in Section 3.1. All submissions submitted by the Vendor via e-mail to the Client Representative are deemed received once the email has entered the e-mail inbox of the Client Representative. Submissions are to be directed only to the Client Representative. The Client

Representative shall not be responsible for any e-mail delivery issues or technical problems with regard to the submissions.

3.4 Mandatory Submission Requirements

The Vendor **must** deliver the following:

- a) One (1) proposal and (1) pricing proposal sent in 2 separate documents by electronic format using any MS Word version or Adobe Acrobat.
- b) The following is a list of items that are to be included in the proposal:
- c) **A Cover Letter:** An introduction to the Vendor's organization, including:
 - (i) A clear statement that the Terms and Conditions of this RFP have been read, are understood and agreed to in their entirety and confirming that the information provided in the proposal is accurate.
 - (ii) The letter must also be signed by an authorized representative from the Vendor's organization **and** include a clear statement noting that the individual signing the proposal has the authority to bind the Vendor's organization.
- d) **Organization Profile:** A description of the business and contact details of the Vendor's organization, including:
 - (i) The full legal name of the Vendor's organization
 - (ii) Any other relevant name under which the Vendor's organization carries on business
 - (iii) The address, telephone and facsimile numbers for the Vendor's organization
 - (iv) The name and title of a primary contact for all questions and clarifications arising from the RFP
 - (v) The address, email, telephone and facsimile number for the primary contact
 - (vi) The name and title of the proposed individual who will be performing the services for LAMP CHC.
 - (vii) Confirmation that the Vendor accepts the terms and conditions set out in the RFP.
- e) **Conflict of Interest Form:** Complete and attach the Conflict of Interest Form included in Schedule A.
- f) **References:** Identify three (3) references for projects that have been successfully completed by the Vendors proposed Consultants in this RFP, since January 1, 2017. References should include a brief description of the project; project timeline; summary of key results achieved; client name; and client contact information (individual's name, title, mailing address, phone number, fax number and e-mail address).
- g) **Knowledge / Experience Profile:** Demonstrate the Vendor's ability to deliver the relevant skills and experience for the provision of services required by the LAMP. Health care experience preferred.

- h) **Vendor(s) Résumé(s):** Submit a résumé for the Vendor Consultant(s) proposed for the delivery of services to LAMP.
- i) **Pricing Information:** All pricing information must be in a separate document.

3.5 Withdrawal or Amendment of Proposal

A Vendor may withdraw or amend its proposal any time prior to the RFP Closing Date by written notice to the Client Representative

3.6 Proposal Irrevocable

Subject to the Vendor's right to withdraw a proposal prior to the RFP Closing Date, proposals will be irrevocable by the Vendor and will remain in effect and open for acceptance by until two (2) months from the RFP closing date

3.7 Addenda

The issuance of addenda will be the only method recognized for revisions to the RFP document. LAMP will make its best effort to issue addenda within a reasonable period of time.

3.8 Clarification and Verification of Proposal

LAMP reserves the right to seek clarification and supplementary information from Vendors after the bid submission deadline. The response received by LAMP from a Vendor shall, if accepted by LAMP, form an integral part of that Vendor's submission.

LAMP reserves the right to verify any Vendor statement or claim by whatever means LAMP deems appropriate and may reject any Vendor statement or claim, if in the judgment of LAMP, the statement or claim appears unwarranted or not credible.

3.9 Vendor Inquiries

All inquiries regarding this RFP should be directed in writing to the Client Representative. LAMP will issue a summary of questions and answers to all prospective Vendors. Vendors that submit inquiries will not be identified in communication with other prospective Vendors.

3.10 Conflict of Interest

Each proposal must include confirmation that the Vendor does not and will not have any conflict of interest (actual or potential) in submitting its proposal, or if selected, with its contractual obligations under the Contract. Where applicable, the Vendor must disclose in its proposal, information pertaining to any situation which may be a conflict of interest in submitting a proposal or, if selected, with the contractual obligations of the Vendor under the Contract. Each Vendor will sign and return an original copy of the Conflict of Interest Form attached in Schedule A.

The proposal of any Vendor may be disqualified where that Vendor fails to provide confirmation of the foregoing or makes misrepresentations regarding any of the above. Further, LAMP, in addition to any other remedies it may have in law or in equity, shall have the right to rescind any contract awarded to a Vendor if LAMP, in its sole discretion, determines that the Vendor made a misrepresentation regarding any of the above.

3.11 Type and Term of Contract for Services

The selected Vendor will be required to enter into a Services Agreement with LAMP as set out in Schedule B for the period mentioned in Section 2.4. LAMP may extend the term of the Agreement. Subject to Section 4.1, the RFP and the Vendor's Proposal will become part of the Services Agreement for the selected Consultant.

3.12 No Guarantee of Volume of Work or of Exclusivity of Services

LAMP makes no guarantee of the value or volume of work that will be available to the selected Consultant.

4 RFP Terms & Conditions

4.1 Reservation of Rights of LAMP

In addition to any other express rights or any other rights which may be implied in the circumstances, without liability, cost or penalty to LAMP, LAMP may at any time prior to or after the RFP Closing Date:

- a) Waive formalities and accept proposals that substantially comply with the requirements of this RFP;
- b) Waive irregularities in any Vendor's proposal;
- c) Check references other than those provided for a Consultant;
- d) Disqualify a Vendor whose proposal contains misrepresentations or any other inaccurate or misleading information;
- e) Disqualify a Vendor or the proposal of a Vendor who has engaged in conduct prohibited by this RFP;
- f) Accept or reject a proposal if only one proposal is submitted;
- g) Select any Vendor other than the Vendor whose proposal reflects the lowest pricing;
- h) Cancel this RFP process at any stage;
- i) Cancel this RFP and issue a new RFP for the same or similar services;
- j) Discuss with any Vendor different or additional terms to those contemplated in this RFP or in any Vendor's proposal;

- k) Accept a Vendor's Proposal as is, or negotiate with any Vendor any new requirements or terms, or changes that may be deemed necessary by LAMP;
- l) Reject any or all proposals in the absolute discretion of LAMP.
- m) Any amendment or supplement to this RFP will be communicated to interested parties in the same manner in which this RFP was issued.
- n) Any reference to RFP in this document will mean this RFP and all addenda, amendments or supplements, if any.

4.2 Costs

The Vendor will bear all costs associated with or incurred in the preparation and presentation of its proposal. Neither the failure of the Vendor to understand the RFP, nor LAMP's rejection of any or all proposals, will render the LAMP and their respective affiliates liable for any costs, penalties or damages. The Vendor will not hold the LAMP and their respective affiliates liable for any error or omission in any part of this RFP. LAMP does not guarantee or warrant that such information is accurate, comprehensive or exhaustive.

4.3 Confidentiality

All information distributed in connection with this RFP is confidential, and is to be used for the sole purpose of completing submissions and are to be used for no other purpose unless prior written consent has been provided by LAMP. All material and information distributed will remain the property of LAMP to be used at their discretion.

All candidates electing not to submit a proposal will dispose of any and all confidential information in a responsible manner.

4.4 Governing Law

The RFP, the Vendor's proposal and every document that will be required to be executed by the parties pursuant to the RFP will be governed by the laws of Ontario and the laws of Canada applicable therein, without reference to their respective conflict of laws principles.

5 Evaluation of Proposals

5.1 RFP Evaluation Process

The evaluation of the proposals will be conducted by the LAMP selection committee in five (5) stages. A proposal must meet the requirements of each applicable stage to proceed to the next stage.

Stage 1 consists of validating that all proposal requirements are included and complete according to section 3.4 - Mandatory Requirements.

Stage 2 consists of evaluating the components of the proposal as listed below.

Stage 3 consists of evaluating the pricing information. Please submit pricing in a separate document. All prices and monetary values must be quoted in Canadian funds.

Stage 4 consists of interviews for those vendors who have successfully completed stages 1 to 3 above AND have been invited for an interview.

Stage 5 consists of verifying references information for the selected Consultant.

The points allocated to each stage of the evaluation process are as follows:

Stage	Evaluation Process	Points	Minimum Score
1	Mandatory Requirements (section 3.4 of this RFP)	Pass / Fail	Pass
	English (section 2.2)	5	60
	Demonstrated up-to-date knowledge of web design and WCAG (section 2.2)	10	
	Professional experience with delivering ODA compliance (section 2.2)	10	
	Knowledge of workshop and webinar design and delivery (section 2.2)	10	
	Knowledge of and experience with training for community-based organizations (section 2.2).	10	
	Strong written and verbal communication skills (section 2.2)	10	
	Experience in evaluating capacity building an requirement (section 2.2g)	5	
3	Pricing	25	25
4	Interviews	15	15
5	Reference Verification	Pass / Fail	Pass

5.2 Selection of a Vendor

Each stage is evaluated separately and in sequential order. Eligible Consultants must achieve a score higher than the minimum score in each stage to participate in the next stage. Selected Consultants may be invited to participate in an interview. A maximum of three (3) eligible Consultants with the highest point scores in Stage 2 – Service Requirements will be invited to participate in Stage 4 – Interview.

5.3 Pricing Information (Stage 3)

IMPORTANT: Please submit all pricing information in a separate document labeled pricing with your company name. All pricing information will be in Canadian funds. ***Please note: the submission with the lowest price does not automatically translate into nor does it guarantee that the submission will result in a winning proposal.***

Please provide a firm quotation for the hourly rate(s) to be charged for each Consultant in your proposal. A sample template is provided below. The quotation shall include: consultant name and title, consultant hours proposed, consultant hourly rate, short description of the work to be performed by the consultant and total price excluding HST. The proposed pricing schedule of the successful candidate will be entered into the contract found in Schedule “B”.

CONSULTANT NAME & TITLE	CONSULTANT HOURS PROPOSED	CONSULTANT HOURLY RATE	DESCRIPTION OF WORK TO BE PERFORMED BY CONSULTANT	TOTAL PRICE (excluding HST)
				TOTAL: (proposed price of entire contract)

PART 1: Total Hours of Work

The selection committee will review the proposed hours of work along with the division of hours of work amongst the proposed consultant(s) to ensure a good balance of expertise and number of hours dedicated to the project.

5.4 Interview Process (Stage 4)

Eligible Consultants moving on to stage 4 (Interview) will follow the three part process below:

Part I

- 10 minute presentation on your related experience
- 10 minute Q&A on your related experience

Part II

- 15 minute presentation on your proposed approach
- 15 minute Q&A on your proposed approach

Part III

- 15 minute general Q&A

5.5 Contract Award

LAMP will make the award to the successful Vendor that can provide the relevant solution for the LAMP. The selected Vendor's entire proposal will be evaluated on the basis of the response to all information requested in this RFP. The successful Vendor will be invited to enter into a Services Agreement with LAMP as per the template in Schedule "B". Notice of selection to the Vendor will be in writing.

5.6 Failure to Enter into Agreement

If a selected Vendor fails to execute the Services Agreement within a period of 30 days of notice of selection, LAMP may, in its sole and absolute discretion and without incurring any liability, rescind the selection of that Consultant.

5.7 Notification to Other Vendors

Once an Agreement is executed by the successful Vendor and LAMP, the other Vendors will be notified by LAMP in writing of the award of the contract to the successful Consultant.

Schedule “A”

Conflict of Interest Form

If the box below is left blank, the Vendor will be deemed to declare that: (1) there was no Conflict of Interest in preparing its submission; and (2) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the Request for Proposal.

Otherwise, if the statement below applies, check the box.

- The Vendor declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Vendor foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the Request for Services.

If the Vendor declares an actual or potential Conflict of Interest by marking the box above, the Vendor must set out below details of the actual or potential Conflict of Interest:

Officer of the Company

Date