1. Schedule A – RFP Response Form and Bid Questions

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| Deadline for Proposal Submission: is December 1st, 2023 at 4:30 PM MSTPlease submit proposals and any questions to LHAtenders@shaw.ca  |
| Please complete this form in its entirety and submit with subject line: **2023-RFP-004-Response** |
| Applicant/Agency/Organization Name (as formally registered) |  |
| Applicant Address |  |
| Primary Contact Name & Position |  |
| Phone # |  |
| Email Address |  |
| Secondary Contact Name & Position(if different from Primary Contact) |  |
| Email Address |  |
| **Project Outline** |
| **Provide a detailed outline of your understanding of the project by answering the questions below.**  |
| Organizational Capacity | Using a profile of your organization, describe your previous experience as an ICM provider and how you are uniquely positioned to provide these services to clients in need of these supports in Lethbridge.If you are a new provider, explain how you are wanting to change the landscape of Case Management in Lethbridge and how are you uniquely positioned to provide these services.  |  |
| What staffing model are you proposing?  |  |
| What is your contingency plan for staffing shortages? How many backup staff do you have and how will staff be notified of potential shortages to ensure no clients are left without supervision? |  |
| How will Individual Service Plans (ISPs) for each client be monitored and how often will they be reviewed for changes or new paths?Organizational Capacity |  |
| Provide details and descriptions of your current staffing model (with job descriptions) and how will this change if successful in this bid? |  |
| Detail how you will ensure your team is skilled in working with people with a history of chronic homelessness, as well as Indigenous peoples. |  |
| Do you utilize specific hiring practices or training that will be of benefit to New Comers? |  |
|  | Provide a service orientation for a prospective client, as to what your expectations are of them and for your organization. |  |
| What services will set your program apart? When do you anticipate each stage becoming active/available and what staff member(s) will be responsible for the service? |  |
| Detail how do you intend to provide a culturally relevant and safe environment and specific programming for Indigenous and minority groups. |  |
| What do you see as the three (3) greatest needs for clients during the first sixty (60) days of programming and how will you address those needs?Vision |  |
| What do you see as a successful Graduate of your program? Detail how they will achieve this and what specifically will your program do to help with client success and progression. |  |
| Explain how the recovery-focused lens applies to your program. How do you address addiction? |  |
| Community Alignment | Are you accredited? If so, with whom? What advantages does this provide to the program and what additional procedures are you required to follow? |  |
| Describe how you expect to implement good neighbor policies into your program and how you will enforce them. |  |
| Describe your current success stories and what can you take from that experience to apply to this program. |  |
| What volunteer programs or school practicum programs do you utilize?  |  |
| Describe how your program will contribute to or complement the work done by other service providers currently providing services to clients in Lethbridge. |  |
|  | Will/Does your organization utilize additional funding- what programs and amounts? |  |
| Detail your plan for the client’s transition into this program and how you expect to alleviate the client’s stress. |  |
| What start-up costs are you anticipating for this program and how do you intend to cover any overages?Budget |  |
| Who is handling reporting to ETO? What background do you have with the program and how often are you providing updates? |  |

1. References or attach Letters of Support

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| **Description** | **Reference #1** | **Reference #2** | **Reference #3** | **Additional Reference** |
| Company Name |  |  |  |  |
| Address |  |  |  |  |
| City |  |  |  |  |
| Province |  |  |  |  |
| Postal Code |  |  |  |  |
| Contact Name |  |  |  |  |
| Contact Title |  |  |  |  |
| Email |  |  |  |  |
| Phone |  |  |  |  |
| Description of work performed |  |  |  |  |
| Comments |  |  |  |  |

1. Scoring

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| --- | --- |
| **Category** | **Available Points** |
| Organizational Capacity | 40 |
| Relevance of previous service experience (5 points)Staff Model and Descriptions (10 points)Staff planning model for shortages/issues (10 points)Staff Training/Certification (5 points)Staff Availability (10 points) |
| Vision | 35 |
| Service description for prospective clients (10 points)Intention for cultural relevance in all aspects of service. (5 points)Understanding of and ability to respond to participant needs and strengths. (10 points)Recovery-focused modeling. (10 points) |
| Community Alignment | 25  |
| Contribution or cooperative work done with other community organizations (10 points)Good neighbor policies and mitigation within the community of the program participants (10 points)Success stories and work within the community (5 points) |
| Budget | 15 |
| Key considerations for the transition of participants to the new service (5 points)Appropriate and feasible budget outline for a staff model that meets expectations(10 points) |
| Total Points  | **115** |

1. Rating

Proposals will be evaluated and ranked according to the outline below. The evaluation will be based on a 0-10 scale or 0-5 scale.

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| **Rating** | **Description** |
| 10 | 5 | Exceeds expectations; Proponent clearly understands the requirement; comprehensive response with relevance and includes improvement through innovation and added value; excellent probability of success. |
| 8 | 4 | Meets expectations; Proponent has a good understanding of the requirement; comprehensive response in terms of detail and relevance to the requirements; good probability of success. |
| 6 | 3 | Partially meets expectations; Proponent has a good understanding of the requirement, however, fails in some areas, an acceptable level of detail of accuracy; fair probability of success. |
| 4 | 2 | Limited information was provided with an inadequate response. Only partially demonstrates an understanding of the requirements; low probability of success. |
| 2 | 1 | Inadequate detail was provided. Questions unanswered or addressed. Meets mandatory requirements only. Extremely limited chance of success. |
| 0 | 0 | Lack of response or a complete misunderstanding of the requirements, no probability of success. |