THE BLOOM GROUP COMMUNITY SERVICES SOCIETY
Request for Proposal (RFP) for:
Consulting Support (MH&A Collective Impact Project)

RELEASE DATE: February 6th 2017
CLOSING DATE: February 24th, 2017, 4:00pm PST
TO: Open
SUBJECT: Facilitation / Management Support – MH&A Collective Impact Project

The Bloom Group Community Services Society (“the Society”) is soliciting proposals from qualified proponents.

Nature of the Society’s Activities:

- The Bloom Group Community Services Society (formerly St. James Community Service Society) is a charitable, non-profit society. We respond to the community’s most urgent needs. We embrace transformative solutions for resolving pressing and complex challenges. We fill the gaps in areas that are critical to building a resilient community.

- Since 1961, The Bloom Group has led many of our community’s most progressive social services to reduce homelessness, provide end-of-life care for individuals with mental health challenges and addictions, ensure women-led families in crisis can stay together as they rebuild their lives, and much more. Our ‘low-barrier’ services are inclusive and available to all individuals in need, regardless of their circumstances, and without conditions. Our broad and positive impact is a reflection of our staff’s hard work and dedication. The Bloom Group is accredited with the Commission on Accreditation of Rehabilitation Facilities (CARF).

- Further details of the Society, including copies of recent annual reports, are available on our website, at www.thebloomgoup.org

- The Bloom Group also has a strategic goal to support positive change in the care systems in which we operate. To this end, we are part of a consortium of partners that has been exploring the applicability of the Collective Impact theory of change to the Vancouver mental health and addictions system. This project is now embarking on a 2nd phase and The Bloom Group is acting as the not-for-profit sponsor of this work, in partnership with institutional sponsors Vancouver Coastal Health (VCH), the City of Vancouver (CoV), and BC Housing (BCH). Together the 4 groups form a “Shared Leadership Backbone” group for the project.

Nature of the Opportunity

- The first phase of the Vancouver MH&A Collective Impact Project was an initiative that developed out of the recommendations of the Mayor of Vancouver’s Task Force on MH&A. The following goals for the 1st phase of work were successfully undertaken:

  1. “Readiness”: Assessing the readiness and capacity of organizations and groups the broad MH&A system to adopt a Collective Impact approach to working;

  2. “Common Vision”: Establishing agreement on the system parameters and the common vision for the MH&A system to be the focus of the initiative;
3. “Shared Measurement”: Developing a prototype set of objectives and metrics dashboard for one section part of the overall system vision, assessing the possible indicator set against data already collected.

4. “Next Phase”: Developing a set of goals and a project plan for a 2nd Phase of the initiative, including a process for increased participation of individuals with lived experience, family members, and the broader community.

- It was agreed that the broad goals Phase 2 of the project be threefold. Together, it is hoped these goals will lead to a business case and recommendations as to the sustainability and viability of establishing an ongoing 3-5 year initiative:
  1. Build on the work of Phase 1 to further develop goals, metrics, and a governance framework for ongoing action.
  2. Develop and prototype processes for action and impact.
  3. Broaden stakeholder engagement to included community members/people with lived experience.

- Each of the 3 institutional sponsors (VCH, CoV, and BCH) is supporting this work with project management and technical support through a designated staff liaison. In addition, The Bloom Group is undertaking the recruitment of a Project Facilitator / Manager.

- Further background information about the project (including the Phase 1 project report) is available to proponents who complete an "Intent to Submit a Proposal" form included in this RFP.

**Service Requirements**

- Reporting to the project’s Strategic Advisory Group (SAG), the role of a Project Facilitator / Manager will encompass the following deliverables:

  **Process Facilitation**
  1. Ensure the effective functioning of the project’s Strategic Advisory Group (SAG), including establishing a clear terms of reference and work-plan for Phase 2, and facilitating the group’s meetings and discussions.
  2. Ensure the work of the “Shared Leadership Backbone” group and project working groups is clearly planned and coordinated.
  3. Ensure clear communications protocols and processes are established and implemented between the project stakeholder groups, including the Mayor’s Task Force for MH&A.
  4. Provide process and meeting facilitation to project groups as required.

  **Community Engagement**
  1. Take primary responsibility within the leadership group for the development and implementation of a community engagement strategy that ensures effective communication and consultation.

  **Project Management**
  1. Coordinate the development and implementation of a process evaluation framework for Phase 2.
  2. Coordinate the hiring and supervision of any additional project consulting or technical support resources.
  3. Manage the Phase 2 budget, liaising with TBG accounting department to ensure accurate processing and recording of costs.
  4. Coordinate the development of Phase 2 reports and Phase 3 business case.
The role is anticipated to be undertaken approximately on a 2-3 days per week basis (to be confirmed).

The project is due to run from March / April 2017 through to approximately the summer of 2018. The Bloom Group is currently offering an initial 6 month contract with continuation for the full period to be offered when further funding is confirmed.

The successful proponent is anticipated to have the following skills and experience:

1. Extensive facilitation and process leadership experience in a multi-stakeholder, complex environment (including in a health or social care setting, and ideally in a mental health and / or addictions setting).
2. System leadership and change management experience and knowledge, including an understanding of the principles of Collective Impact.
4. Knowledge and experience in developing and implementing process and project evaluation frameworks.
5. Project and financial management experience, with an ability to effectively manage budgets, draft reports, and provide effective administrative oversight.

It is anticipated that an engagement will be on a contract basis, though flexibility to structure as a staff employee position may exist in certain circumstances and in negotiation with the chosen provider.

Proposal Contents
Your proposal should contain, but may not necessarily be limited to, the following considerations:

Corporate Experience / Strength:

1. Your / your company’s history, background, and philosophies / values. The experience of you / your firm with similar services, with a list of any such clients you wish to provide. Please provide details of at least two organizations we can contact as references.
2. Your / your staff’s assignments and availability to complete the work on a timely basis:
   - Your firm’s complement of staff available to complete the assignment and the key personnel to be assigned, with a description of their qualifications and experience with similar projects.
   - Identify key engagement personnel who will be continuously available for consultation or discussion.

Work Approach:

3. A brief description of your approach to the categories and scope of work outlined.

Financial:

4. Your fee proposal for the completion of the work (including an hourly or daily consulting rate), along with your fee schedule for additional services that may be required beyond the scope of the tendered services.
5. Detail of expenses, if any, that expected to be charged in addition to the fee quoted, i.e. mileage, per diem, photocopying, etc.
6. Fees and costs must be fixed for 60 days following the closing date for submissions.
Value-Added:
7. What strategic corporate strength and / or competitive advantage you / your company offers.
8. Details (description and anticipated value) of any cost reduction, innovation, education, partnership, or other value-added opportunities your organization can offer our Society.

Other:
9. Any other information about you / your firm that you feel would be relevant to our selection.

**General Information / Conditions:**
- **Intent to Submit a Proposal:** Parties intending to submit a proposal are asked to complete the attached intent and confidentiality form. Once received, further background information on the project is available. In addition, any further information or addendums to this RFP will be sent to the contact supplied.
- **General Information:** General information about the Society is available on our website (www.thebloomgroup.org), including history / background services, annual reports and other communication / media materials, summary of our strategic plan, etc.
- **Inquiries & Questions:** Further information prior to submission is available via Jonathan Oldman, joldman@thebloomgroup.org. Please submit questions in writing. Information obtained from any other source is not official. Replies to inquiries or questions may also be transmitted (without disclosing the original source) to all registered proponents.
- **Proposals:** Proposals become the property of the Society once submitted. Bidders assume all responsibility for any costs of preparing and submitting proposals. The Society will not be liable for any such costs.
- An electronic version in PDF format, should be sent by the closing date and time to:
  
  **Jonathan Oldman, Executive Director at:**
  joldman@thebloomgroup.org
- **Extensions:** In extenuating circumstances, an extension to the submission deadline may be requested in writing and will be provided at the sole discretion of the Society.
- **RFP Schedule:** The following is the anticipated RFP Schedule:
  - Closing date for submissions: February 24th 2017
  - Interviews of short-listed proponents: Early March 2017
  - Tender award: Late March 2017
  - Work start: Late March / early April 2017
- **Evaluation:** the Society reserves the right to select the evaluation committee of its choice. The evaluation committee will compare and evaluate submissions to determine which is most advantageous to the Society using the following criteria:
  1. Corporate experience and strength
  2. Approach and methodology
  3. Financial
  4. Value-Added
• **Cancellation:** The Society is not bound by any proposal and reserves the right at their sole discretion to cancel or postpone this RFP at anytime without liability for any reason whatsoever. Without limiting the foregoing, the Society reserves the right, at their sole discretion, to accept or reject any proposal in whole or in part.

• **Decision:** The final decision award the work will be made by the Society. The award of the work will be in the form of a standard contract. Unsuccessful proponents may request a debriefing. A debriefing will only include information related to their submission.

• **Conflict of Interest:** For the purposes of this RFP, the term “Conflict of Interest” means:

(a) in relation to the RFP process, the proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of the Society in the preparation of its proposal that is not available to other proponents, (ii) communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the RFP process; or

(b) in relation to the performance of its contractual obligations contemplated in the contract that is the subject of this RFPs, the proponent's other commitments, relationships or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

If the proponent declares an actual or potential Conflict of Interest by not marking the box in the attached Intent to Submit a Proposal, the proponent must set in an attached letter details of the actual or potential conflict of interest.

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INTENT TO SUBMIT A PROPOSAL

If you intend to submit a proposal, please complete this form and send to joldman@thebloomgroup.org by February 20th 2017.

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<td>Bidder Contact</td>
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Confidentiality: We agree that at no time prior, during, or subsequent to a term of contract work for Bloom Group Community Services Society (“the Society”) will we divulge any information that has been provided to us on a confidential basis, unless required by law. We agree to keep all information received private and confidential. We agree not to share this information with any person or party without the expressed consent from the Executive Director or designate at the Society. We further understand that any intentional or involuntary violation, as well as any unreported knowledge of any other individual or group violating this agreement, may result in immediate termination of any contract with the Society and, if warranted, legal action by the Society and / or other parties concerned.

Conflict of Interest: ☐ By marking this box we declare that there is no actual or potential Conflict of Interest relating to the preparation of its proposal, and/or that we foresee an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Agreement of Terms: We certify that we have read and understood this RFP and agree to be bound by all terms and conditions contained within.

Agreed by:                           Agreed on:

__________________________________  _________________________

Contractor Name                     Date

__________________________________

Contractor Organization / Company