



Rideau Community
Health Services

REQUEST FOR PROPOSAL

Project Management Services

Revised June 13, 2022

Rideau Community Health Services
354 Read St.
Merrickville, ON K0G 1N0

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OVERVIEW

Introduction

Rideau Community Health Services (RCHS) is leading a collaborative process to establish an Integrated Health and Social Services Hub in Smiths Falls. In addition to serving as the co-location space for several health and social services in the community, the vision of the Smiths Falls Integrated Health and Social Services Hub is to enable the 8- 10 agencies who will make their home in the space to co-develop an “architecture that heals and promotes health” and to facilitate greater integration and innovation through cross-sector collaboration.

On April 26, 2022, the Ministry of Health provided a Planning Grant of up to \$200,000 to develop the Stage 2 Business Case.

The funding will enable Rideau Community Health Services to further plan for the consolidation of programming on one site and provide access to care in a safe and accessible environment that is appropriately sized and configured for Rideau Community Health Services and partners’ services. Organizations/Programs interested in co-locating with RCHS are:

| | |
|--|--|
| LLG Alzheimer Society | Adult Day Program; Weekend Respite, Education and Support |
| LLG Adult Addictions Mental Health | Rehabilitation; Addiction Services; Partner Assault Response |
| Open Doors: Children & Youth Mental Health | Seven Core services including counselling; ind & group sessions |
| Community Home Support Lanark County | Diner’s Clubs; Foot Care; Friendly Visiting; Meals on Wheels; Transportation |
| Smiths Falls Nurse Practitioner Clinic | Inter-collaborative care; programs include smoking cessation; diabetes chronic disease management; prenatal |
| Lanark County Mental Health | Mental Health Support and Programming |
| ConnectWell Community Health | Mental Health Support Project; Wellness and Activity Centre; peer support services; recreational activities |
| Rideau Community Health Services | Community Health Centre; primary care; emergency dental; diet and nutrition; maternal and child services; diabetes education program |

Project Summary

This Request for Proposal (RFP) will be used to identify project management Proponents who can provide expert project management support to us in the delivery of the project. RCHS may offer to extend the contract for Project Management Services (Business Case) upon ministry approval to advance to the Implementation phase.

This RFP contains all the information necessary to prepare a submission for the project management services under consideration.



SUBMISSION REQUIREMENTS

Confidentiality

A Proponent receiving this RFP may not use, disclose, or duplicate it for any purpose other than to prepare a response. The Proponent shall keep the Client's data confidential and shall not disclose its content to any other party, other than to those internal employees or agents responsible for preparing a submission, without the prior written approval of the Client. Receipt of this RFP does not entitle the Proponent to associate its services with the Client in any way, nor represents in anyway that the Client has employed or endorsed the Proponent's services. Any such association or endorsement being contemplated by the Proponent must receive the prior written approval of the Client.

The Client will not disclose or share one Proponent's response to this RFP with other Proponents or other organizations.

The submission of a proposal indicates acceptance by the respondent to all of the conditions contained in this Request for Proposal unless clearly and specifically noted in the proposal submitted and confirmed in the formal contract between the Client and the Proponent. Deviations from the Request for Proposal must be clearly identified in the written submission. Proposals are subject to a formal contract being negotiated, prepared and executed. The Client reserves the right to negotiate the terms and conditions of the contract.

Proposal Schedule

| Task | Date |
|----------------------------|--|
| Issue Request For Proposal | June 1 st , 2022 |
| Receive Proposals | June 17 th , 2022 |
| Proponent Interviews | June 21 st and June 23 rd , 2022 |
| Award Contract | June 30 th , 2022 |

Questions and Clarifications

Inquiries regarding this Request for Proposal are to be sent in writing to Kristian Gundersen, Executive Assistant at kgundersen@rideauchs.ca. Inquiries must not be directed to other Client employees. No clarification requests will be accepted by telephone. Responses to clarification requests will be provided to all interested parties.

Any and all changes to the RFP required before the proposal closing will be issued in the form of a written Addendum via email. If Addenda are issued, the Proponents must acknowledge their receipt in the appropriate section of the Addenda Form. The Client will assume no responsibility for oral instructions or suggestions.



RFP Submissions

Proponents are required to submit their proposal electronically via email, with the subject line clearly reading **Proposal for Project Management Services**, to:

Kristian Gundersen
Executive Assistant, Office of the CEO
kgundersen@rideauchs.ca

Proposals will be received via email until 2:00 p.m. on June 15th, 2022.

RFP Terms and Conditions

Proposals received later than the specified closing time may be rejected by the Client as informal. The terms and conditions of the proposal offer shall remain firm and open for acceptance by the Client for a period of ninety (90) days from date of closing.

Final acceptance of the proposal will be subject to the successful negotiation and execution of a written contract meeting the expenditure limits and required terms and conditions acceptable to the Client. The acceptance or rejection of any proposal will be made pursuant to the policies of the Client.

Rights Reserved by the Client

The Client is not liable for any costs incurred by interested parties in the preparation of their response to this request or subsequent interviews. Furthermore, the Client shall not be responsible for any liabilities, cost, loss or damage incurred, sustained or suffered by any interested party, prior or subsequent to, or by reason of the acceptance, or non-acceptance by the Client of any response, or by reason of any delay in the acceptance of the response.

The Client reserves the right to request Proponents to provide additional information and address specific requirements not accurately or adequately covered in their initial submissions. The Client reserves the right to modify any and all requirements stated in the Request for Proposal at anytime prior to the possible awarding of a contract.

Insurance and Indemnification

The successful Proponent shall at its own expense obtain and maintain until the termination of the contract, and provide the Client with evidence of:

1. Professional Liability insurance covering the work and services described in this Agreement for an amount not less than three million dollars (\$3,000,000) per occurrence.
2. Comprehensive General Liability insurance on an occurrence basis for an amount not less than five million (\$5,000,000) dollars.
3. Automobile Liability insurance for an amount not less than one million (\$1,000,000) dollars, on forms meeting statutory requirements covering all vehicles used in any manner in connection with the performance of the work of this Agreement.

The policies described above will not be cancelled or permitted to lapse unless the insurer notifies the Client in writing at least thirty days prior to the effective date of cancellation or expiry.

Conflict of Interest

The Proponent agrees to be bound by the following requirements.

Except as identified in the proposal or as specified in the contract, the Proponent must certify in its proposal:

- That no person either natural or body corporate, other than the Proponent, has or will have any interest or share in this proposal or in the proposed contract, and
- There is no collusion or arrangement between the Proponent and any other Proponent(s) in connection with this project, and
- The Proponent has no knowledge of the contents of other proposals and has made no comparison of figures or agreement or arrangement, express or implied, with any other party in connection with the making of the proposal.

Neither the Proponent nor any employee of the Proponent shall have any direct or indirect interest in an entity that provides goods or services to the Project. Proponents chosen to participate in this RFP process shall disclose prior to entering into an agreement any potential conflict of interest. If such conflict does exist, the Client may at its discretion withhold the award of a contract from the Proponent until the matter is resolved.

Neither the Proponent nor any employee of the Proponent shall offer or receive any entertainment, gifts, gratuities, donations, discounts, fees, payment, commission, reward, special service, incentive, or other remuneration or compensation of any kind ("inducement"), regardless of value, to or from any employee of the Client, any consultant or contractor employed by the Client, any real estate representative acting on behalf of the Client, or any vendor of goods or services to the project. The Proponent agrees to immediately inform the Client immediately upon being offered any such inducement.

The Proponent chosen to provide service to the project shall continue to be bound by the foregoing prohibitions after the execution of a contract agreement.

SERVICES

Project Management Services

The Client views Project Management as the comprehensive management and control of all aspects of the project throughout all phases of its life cycle to achieve prescribed objectives defined in terms of time, quality, sustainability and cost. Through the application of appropriate management techniques, the Project Manager will lead and manage the efforts of the Project Team to achieve the objectives of the project to meet Client's requirements.

The following is the scope of project management services the Proponent is expected to supply.

The Planning Project means the preparation of the Stage Submissions for the planning stage of the Rideau Community Health Services – Smiths Falls Integrated Health and Social Services Hub Project as follows:

Stage 2: Business Case

- 2.1 Proposed Range of Programs and Services
- 2.2 Space Requests
- 2.3 Service Volumes
- 2.4 Detailed FTE Data
- 2.5 Cost Estimate
- 2.6 Project Schedule
- 2.7 Exam Room Scheduling Calendar
- 2.8 Site Search/Selection
- 2.9 Governance Model (for Integrated Facilities)
- 2.10 Facility Development Plan
- 2.11 Phasing/Decanting/Interim Site Plan
- 2.12 Letter of Endorsement

All in accordance with the following as they are applicable to the Planning Project;

- a. the Community Health Capital Programs Policy;
- b. Space Planning Guide for Community Health Service Providers
- c. Community Health Service Provider Cost Share Guide
- d. Community Capital Projects Directive 2012
- e. the CSA Z8000 Canadian Health Care Facilities standards and the Generic Output Specifications (GOS)-2008, Beta Version Draft; and
- f. any Ministry policies, guidelines, checklists, bulletins requirements and directions as provided by the Ministry to the Recipient.

General Responsibilities

1. Develop a Project Management Framework inclusive of the following
 - Project Overview
 - Change Management
 - Project Scope Management
 - Project Time (Schedule) Management
 - Project Cost Management
 - Project Quality Management
 - Project Human Resource Management
 - Project Communication Management
 - Project Risk Management
 - Project Procurement Management
 - Project Stakeholder Management
2. Assign a Designated Project Manager to be the main contact.
3. Contribute to the development of final budget
4. Participate in Capital Development Committee meetings and prepare progress reports as required.
5. Conduct detailed meetings and interviews with the Partner Working Group, Hub partner organizations, and appropriate Consultants to gather information required for the Business Case. Ensure accurate minutes reflect the meetings.
6. Procure consultants including an Architect, Engineers, Quantity Surveyor, Environmental Consultant as required.
7. Initiate final site selection process (pre-screen EOI will be completed by RCHS and partners)
8. Prepare a recommendation report for review and approval by the Site Selection Workgroup
9. Provide expert advice related to the evaluation and recommendation of proposed site.
10. Identify and document dates when user requirements and decisions or approval by the Client are required and advising the Client of the effect on the project of delayed decisions or approvals.
11. Identify to the Client the impact (time, quality, cost) of proposed changes, so that the client may make well-informed decisions whether or not to proceed with the proposed changes.

DESIGNATED PROJECT MANAGER

The proponent shall identify within its proposal submission an individual who shall be the Designated Project Manager (“DPM”). The DPM shall be the project management firm’s project manager responsible for the delivery of service to the project. The DPM, and not subordinate staff, shall at all times be directly responsible for the management of the project. The DPM shall be responsible for attending and chairing meetings of the project team for the duration of the project. The DPM shall not be replaced without the prior written consent of the Client.

PROPOSAL FORMAT

The Client is seeking proposals from proponents who are both interested and capable of undertaking the project. The onus is on the proponent to show their knowledge, understanding and capacity to conduct the work outlined in this Request for Proposal. The responses will be assessed according to how well they assure the Client of success in relation to the submission requirements. The detail and clarity of the written submission will be considered indicative of the respondent's expertise and competence.

Section 1: Overview

Provide:

- A narrative demonstrating the firm's understanding of the full scope of services
- Confirmation of the firm's services responding to the required Scope of Services

Section 2: Work Program

Provide:

- Approach and methodology to be pursued for the provision of the services identified in the RFP

Section 3: Organization

Provide:

The Proponent Organization

- Description of your firm and the type of services offered.
- Ownership
- Organization and management structure
- Confirmation that the firm is neither a design firm nor a construction contractor (construction manager, general contractor or trade contractor).

Experience

- Provide examples of comparable projects, where the proponent provided project management services in the development of a Business Case to MOH Capital Branch involving a number of partner organizations. Include in the table at least the following information:

Project Name Client Name Project Description Project Value

- Demonstration of capability, capacity and experience of the project management firm in providing service to comparable projects.

Project Team

- Identify the Project Team proposed for the Client assignment.
- Describe the organization of the Project Team, their roles and responsibilities for the mandate.
- For each member of the Project Team, confirm the individual is a full-time, permanent employee of the Proponent.
- Demonstrate the experience and capability of the members of the Project Team
- As an Appendix to the proposal, provide resumes for all members of the project team clearly indicating that the personnel have a minimum of ten (10) years experience in the provision of the Scope of Services; identification of the personnel's educational qualifications, professional affiliations, years of experience in the field.

Section 4: Quality Control

Provide:

- Evidence a formal corporate Quality Management System.
- Describe the procedures that are used to monitor customer satisfaction to evidence satisfaction of the performance obligations of your Quality Management System.
- Indicate the methodologies the Project Manager will employ to obtain quality assurance and quality control in the delivery of services by the project consultants, the project contractor, and the Project Manager itself.

Section 5: Price Proposal

Provide:

- A fixed price proposal to provide the Project Management Services described in this RFP.
- Hourly rates for project team.

PROPOSAL EVALUATION

An evaluation team will evaluate proposals. By responding to this RFP proponents agree to accept the recommendation of the Evaluation Team as to the successful proponent and acknowledge and agree that the Client makes the final decision.

The proposal will be evaluated against the following criteria:

| | |
|---|-------------------|
| Section 1 Overview | 5 points |
| Section 2: Work Program | 20 points |
| Section 3: Project Team | |
| • Project management firm | 10 points |
| • Project management team has HUB experience | 10 points |
| • Designated Project Manager | 10 points |
| • Health Capital Investment Branch Experience | 15 points |
| Section 4: Quality Control | 10 points |
| Section 5: Fee | <u>20 points</u> |
| | <u>100 points</u> |