REQUEST FOR SERVICES

RFS Number: PS-1106

Date RFS Issued: November 28, 2011

Requested Submission Date: December 15, 2011

Vendor: Addictions Ontario

Vendor Representative: Janis Cramp

Title: Best Practices in Peer Support

Phone Number: 519.962.9317

Fax Number: 1.866.295.6394

Email Address: jcramp@addictionsontario.ca

REQUEST FOR SERVICES

1.1 OVERVIEW

1.1.1 Invitation to Submit

This Request for Services ("RFS") is an invitation to one Vendor to put forward a submission for the provision of services to the Client. Other Vendors may also have been invited to put forward submissions for these services. If you do not intend to put forward a submission, please notify the Client that you will not do so. Vendors that have not been invited to put forward submissions may do so but must have experience in the following: a) mental health and addiction service provision, b) mental health and addiction system issues, c) lived experience, d) peer support.

1.1.2 The Services

Information about the Client and its requirements are set out in Supplement A (Client's Information and Requirements).

1.1.3 Type of Contract

The selected Vendor will be expected to enter into a Statement of Work. Terms and conditions set out in the form of Statement of Work attached are not terms and conditions of this RFS process, and are only intended to inform you of the terms and conditions that are contemplated for a Statement of Work that may be entered into between the Client and a successful Vendor as a result of this RFS process.

1.1.4 Definitions

Unless otherwise specified in this RFS, capitalized words and phrases have the meanings set out in the Master Agreement.

"Business Day" means any working day, Monday to Friday inclusive, excluding statutory and other Ontario provincial government holidays, namely: New Year's Day; Family Day, Good Friday; Easter Monday; Victoria Day; Canada Day; Civic Holiday; Labour Day; Thanksgiving Day; Remembrance Day; Christmas Day; Boxing Day and any day which the government of the Province of Ontario has elected to be closed for business.

1.1.5 Interpretation

All references to days in this RFS and in your submission are to be Business Days, unless expressly set out otherwise.

2.1 GENERAL INFORMATION AND INSTRUCTIONS

2.1.1 Timetable

The following is the schedule for this RFS:

- Issue Date of RFS – November 28, 2011
- Requested Submission Date – December 15, 2011
- Anticipated Start Date – January 3, 2012

The RFS timetable is tentative only and may be changed by the Client in its sole discretion.

2.1.2 Parties Shall Bear Their Own Costs

The parties will bear their own costs associated with or incurred through this RFS process, including any costs arising out of or incurred in: (a) the preparation and issuance of this RFS; (b) the preparation and making of a submission; or (c) the conduct of interviews, negotiations or other activities related to this RFS process.

2.1.3 Inquiries

All inquiries regarding this RFS should be directed in writing to the Vendor Representative.

2.2 VENDOR SUBMISSIONS

2.2.1 Submissions Made Only in Prescribed Manner

You must complete and submit the Submission Form set out in Supplement B (Submission Form), and thereby acknowledge your acceptance of terms and conditions of this RFS.

Other than inserting the information requested and signing the Submission Form, you should not make any changes to the Submission Form or qualify in your submission the acknowledgements contained in the Submission Form. Submissions containing any such qualifications, whether on the face of the Submission Form or elsewhere in a submission (including the cover page or e-mail), may be rejected.

You must propose the number of consultant(s), the Roles and levels, and the estimated number of days required by each consultant to complete the project within the timeframe specified by the Client. You must identify all of the consultant(s) needed to complete the Services. You must also submit a resume for each consultant proposed by you. Please include the resumes as Schedule B to your Submission Form.

For each proposed consultant, you must submit the consultant's most current project(s), and you must also submit references (include name, title, organization and telephone number) whom the Client may contact for the purpose of conducting reference checks.

You must demonstrate in your submission that each proposed consultant has the knowledge, experience and all other qualifications for the proposed Role, and will be able to provide the requested services. You must provide the Client with the opportunity to interview each proposed consultant, and must not charge the Client in connection with any interview.

You must also complete and submit the Pricing Schedule set out as Schedule A to the Submission Form.

You must complete the Pricing Schedule as a separate page.

The Pricing Schedule must set out the full legal name of the Vendor; a list of each Role (including level) proposed; the full legal name of each consultant proposed for each Role (by level); the number of days proposed for each Role (including level) to achieve completion of the proposed services within the timeframe specified by the Client; the proposed Per Diem Rate for each consultant in each Role (by level); a sub-total for each Role (number of days x Per Diem Rate); and a Ceiling Price that is not more than the sum of those sub-totals.

You must identify all subcontractors that you propose to use, and must also identify which consultant(s) are provided by which subcontractor.

You must not provide services outside of normal Client working hours, except at the request of the Client's management.

You must propose all Per Diem Rates in Canadian funds.

You must specify the number of days required to complete the services.

You should provide your submission by e-mail to the Client Representative. All submissions submitted by Vendors by e-mail to the Client Representative are deemed received once the e-mail has entered into the e-mail inbox of the Client Representative. Submissions are to be directed only to the Client Representative. The Client shall not be responsible for any e-mail delivery issues or technical problems with regard to the submissions.

2.2.2 Amending or Withdrawing Submissions

You may withdraw or amend your submission at any time prior to the execution of a Statement of Work. However, such withdrawals or amendments may adversely impact your selection as a Vendor or eligibility to participate in future RFS processes.

2.2.3 Evaluation of Submissions

Submissions will be evaluated on the basis of the Vendor's response to all information requested in this RFS, including but not limited to the proposed pricing, the qualifications of the consultant(s) proposed, the timeframe proposed for completion of the services, and the proposed knowledge transfer process. A successful Vendor may be selected to enter into a Statement of Work based on this RFS and the Vendor's submission.

2.3 EXECUTION OF AGREEMENT

2.3.1 Selection of Vendor

The Vendor selected by the Client will be expected to enter into a Statement of Work. The agreement execution process is subject to the Terms of Reference set out in Section 2.6 and will not constitute a legally binding offer to enter into a contract on the part of the Vendor or the Client before the execution of a Statement of Work.

2.3.2 Failure to Enter Into a Statement of Work

The selected Vendor is expected to enter into a Statement of Work on or before the Anticipated Start Date set out in subsection 2.1.1. The failure to do so may result in the selection of another Vendor and may adversely impact the Vendor's eligibility to participate in future RFS processes.

2.4 CONFLICT OF INTEREST

You must not engage in any Conflict of Interest. In this Request for Services, "Conflict of Interest" includes, but is not limited to, any situation or circumstance where:

(a) in relation to the Request for Services process, the Vendor has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including (i) having, or having access to, information in the preparation of its submission that is confidential to the Client and not available to other Vendors; (ii) communicating with any person with a view to influencing preferred treatment in the Request for Services process; or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity or competitiveness of Request for Services process and render that process non-competitive and unfair; or (b) in relation to the performance of its contractual obligations in a contract with Ontario or the Client, the Vendor'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.

2.5 FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

If the Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.F.31, as amended ("FIPPA") applies to the Client, information provided by you may be released in accordance with FIPPA.

Section 17 of FIPPA requires the Client to maintain in confidence any trade secret or scientific, technical, commercial, financial or labour relations information that is supplied in confidence, where disclosure of that information by the Client could reasonably be expected to result in any of the harms or consequences set out in clauses 17. (1) (a) to (d) of FIPPA. Accordingly, you should identify any information of that nature in your submission or any accompanying documentation that the Client would be required to maintain in confidence under section 17 of FIPPA. The confidentiality of information of that nature will be maintained by the Client in accordance with the provisions of FIPPA except where the Client is ordered to disclose the information by a Court or Tribunal.

Vendors are advised that their submissions will, as necessary, be disclosed on a confidential basis, to the Client’s advisers retained for the purpose of evaluating or participating in the evaluation of this submission.

2.6 TERMS OF REFERENCE

These provisions apply to this RFS:

- this RFS process is not intended to create a formal legally-binding procurement process and shall not give rise to the legal rights or duties applied to a formal legally-binding procurement process;
- if you are the successful Vendor, you will be expected to enter into a Statement of Work with the Client;
- neither party shall have the right to make claims against the other with respect to this RFS process, the selection of any Vendor, the failure to be selected to enter into a Statement of Work, or the failure to honour submissions prior to the execution of a Statement of Work;
- no legal relationship or obligation regarding the procurement of any services shall be created between any Vendor and the Client prior to the execution of a Statement of Work;
- the Client may make public the names of any or all Vendors;
- you consent to the Client’s collection of the information as contemplated under this RFS for the uses contemplated under this RFS;
- the Client may elect not to consider a Vendor whose submission contains misrepresentations or any inaccurate, misleading or incomplete information;
- the Client may cancel this RFS process at any time;
- you agree to all of the terms of the procurement process set out in this RFS.

[Supplement A follows this page.]

SUPPLEMENT A - CLIENT'S INFORMATION AND REQUIREMENTS

1.1 CLIENT & CONTACT INFORMATION

Client: **Addictions Ontario**
Client Representative: **Janis Cramp**
Title: **Best Practices – Peer Support**
Phone number: **519.962.9317**
Fax number: **1.866.295.6394**
E-mail address: **jcramp@addictionsontario.ca**

1.2 PROJECT INFORMATION

Project Name: **Best Practices – Peer Support**
Service Category: **DTFP Implementation of Evidence Informed Practice**
Project Start Date: **October 1, 2011**
Project End Date: **December 1, 2013**

1.3 BACKGROUND INFORMATION

Addictions Ontario is a non-profit, charitable association that works with and for its members to provide the best possible addiction services for the people of Ontario. We have been in existence for over 40 years providing leadership in Ontario for excellence in addiction services by developing and promoting quality standards of care, disseminating information that assists members to effectively meet the needs of their clients, advocating at all levels of both the bureaucratic and political sides of government and being part of a collective voice.

This project will identify best practices for active engagement with mutual aid and peer support resources and will provide front line workers with the necessary tools to ensure that peer support services are provided in the best way possible and are appropriately incorporated into the specialized addiction treatment system.

There are growing demands on the specialized addictions system that will require it to grow beyond its current capacity. In particular, the system will be increasingly expected to take on a lead role in information, knowledge transfer, outreach, consultation/liaison, continuing care for people with complex problems, supporting family, and building social support for addictions clients, including active engagement with mutual aid and peer support resources.

Peer support and mutual aid in the addictions field has been growing. These informal resources provide a valuable support for change and motivation for maintaining healthier behaviours. They need to be recognized as vital force for recovery and for healthy functioning. Addictions programs in the current system would have positive connections with these resources. The system would work to optimize the reciprocal benefits of being able to help people who want peer support to get connected, while being available to accept referrals when people who are engaged in peer support develop problems for which formal addictions services have effective evidence based practices.

While a vital resource in the addictions system, peer support has largely been provided in a variety of different ways and settings from groups such as AA to peer workers hired by community based service agencies.

Development of best practices would provide front line workers with the necessary tools to ensure that peer support services are provided in the best way possible and are appropriately incorporated into the specialized addiction treatment system. Best Practices consider client circumstances, address basic needs, reduction of barriers and address challenges in a sensitive way. Best Practices are a proven tool to assist agencies in providing services in a consistent, coordinated and integrated way. Development of best practices in peer support would also be a valuable tool for other jurisdictions where peer support is also provided.

Best practices development in peer support would help a current system of support to functions in a more co-coordinated and integrated way. It would assist in acknowledging peer support as a viable component of addiction treatment and recovery. It is expected that once the best practices are complete, there would be an initiative to disseminate these practices as well as a monitoring of the uptake to ensure they are followed and clients have the best outcomes possible

The budget for this project is broken down as follows:

Cost Item	**2011 – 2012**	**2012 – 2013**
Travel and Accommodation	$6,500	$3,000
Meeting Expenses	$13,930	$17,000
Materials and Supplies	$2,500	$1,230
Operating Expenses	$14,130	$10,830
TOTAL BUDGET:	**$37,060**	**$32,060**

Note: The vendor fee is not incorporated in the budget. We would like to know what your expectation for a fee would be.

1.4 CLIENT'S REQUIREMENTS

Scope of Services and Deliverables - The Services and Deliverables to be provided by the Vendor will include the following:

Scope of Services

This project will identify best practices for active engagement with mutual aid and peer support resources and will provide front line workers with the necessary tools to ensure that peer support services are provided in the best way possible and are appropriately incorporated into the specialized addiction treatment system.

Deliverables

- Literature review of peer support networks in other jurisdictions
- Map of existing peer support networks in Ontario
- Draft options paper and recommendations re: network framework
- Establish baseline and outcome metrics
- Consultations with key stakeholders, including clients, providers, policy makers, etc. re: best practices, standards and performance targets
- Final report shall report final recommendations for ongoing sustainability of the networks and recommendation for transition of the Project to the Funder for further follow up

- Development of training materials
- Implementation of training

Time Frames

The following is the schedule for this RFS:

- Issue Date of RFS – November 28, 2011
- Requested Submission Date – December 15, 2011
- Anticipated Start Date – January 3, 2012

References

Professional references are required upon submission.

Methodologies

The Vendor must identify any methodologies and tools that it proposes to use in the course of conducting the work as well as describe the evidence base and/or scientific basis supporting the methodology and tools.

Implementation Plan

The Vendor must describe how it plans to perform and complete the requested services, and must prepare an implementation plan with respect to the requested services (i.e.: actions, responsibilities, time frames, and individuals required to perform and complete the requested services). See attached.

The Vendor must also identify the contingency plan to replace individual's assigned to the project should this be necessary.

Administrative Services and Supplies

All administrative services and supplies used by the Vendor to complete the Services will be provided to the Client at no additional charge.

Travel, Meal and Accommodation Expenses

The Client is not responsible for any travel, meal or accommodation expenses incurred by the Vendor.

Knowledge Transfer

The Vendor must propose how it will transfer knowledge to the Client's internal staff, and the nature of the knowledge to be transferred.

SUPPLEMENT B - SUBMISSION FORM

Request for Services Number:

To: Addictions Ontario

1. Vendor Information

(a) The full legal name of the Vendor is: ______________________________________

(b) Please identify any other relevant name under which the Vendor conducts business:

____

(c) The Vendor's address, telephone and facsimile numbers are:

(d) The name and title of the Vendor's Representative:

(e) The mailing address, phone number and e-mail address of the Vendor's Representative:

(f) State the name, address, telephone and facsimile numbers and e-mail address of the Company Security Officer (CSO) for the Vendor:

____

(g) State the name and title of each of the individuals that the Vendor is proposing for this Project:

[Instructions: Please add additional lines as required to accommodate each of the proposed Personnel]

2. Submission Requirements and Accuracy of Information

The Vendor accepts the terms and conditions set out in the RFS. While this submission is provided for evaluation purposes only and is not legally binding before the execution of a Statement of Work, I confirm that the information provided is accurate.

3. Certificate(s) of Commercial Liability Insurance

The Vendor must place a check mark (✓) in one (1) of the following two (2) boxes:

a) the Vendor has included its Certificate of Commercial Liability Insurance with this RFS submission ☐

b) the Vendor agrees to submit a Certificate of Commercial Liability Insurance prior to the Client issuing a Statement of Work ☐

4. Conflict of Interest

The Vendor must complete the following:

(a) 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 Services.

(b) Otherwise, if the statement below applies, check the box. ☐

(c) 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:

(d) The following individuals, as employees, advisors, or in any other capacity (a) participated in the preparation of our submission; **AND** (b) were employees of the Ontario Public Service ("OPS") and have ceased that employment within twelve (12) months prior to the Requested Submission Date:

Name of Individual:
Job Classification (of last position with OPS):
Ministry/Agency (where last employed with OPS):
Last Date of Employment with OPS:
Name of Last Supervisor with OPS:
Brief Description of Individual's Job Functions (at last position with OPS):
Brief Description of Nature of Individual's Participation in Preparation of Submission:

5. Schedules

This submission includes the following Schedules:

Schedule A (Pricing Schedule)

Schedule B (Resumes)

[Instructions to Vendor: List all other schedules.]

[FULL LEGAL NAME OF THE VENDOR]

I acknowledge that providing my name on the line below in electronic form will constitute a signature for the purposes of the *Electronic Commerce Act, 2000*, S.O. 2000, c. 17.

I have authority to bind the Vendor.

Per:

Signature: _______________________

Name: _______________________

Title: _______________________

Date: _______________________

Schedule A - Pricing Schedule

Please provide the following information in accordance to Section 2.2.1 of this Request for Services:

Part A	Vendor's Consultant

Vendor's Legal Name:	

Vendor's Consultants			# Days	Per Diem Rate	Total Cost per Consultant Formula: (#of days) x (Per Diem Rate)
Consultant's Name	Name of Role	Level			
				$	$
				$	$
				$	$
				$	$
Total Vendor's Consultant(s) Price:					$

Will Sub-contractors be used for this procurement? Yes [x] No [ ] If "Yes" complete Part B

Part B	Subcontractor's Consultant(s) Price

Legal Name of Subcontractor:					
Name(s) of Consultant(s): List them below	Name of Role	Level	# Days	Per Diem Rate	Total Cost per Consultant Formula: (#of days) x (Per Diem Rate)
				$	$
				$	$
				$	$
				$	$
Total Subcontractor's Price					$

Part C	**Other Expenses**
Expenses by Types *(List them below)*:	**Amount**
	$
	$
Total Other Expenses:	$

Ceiling Price of this Procurement

Price by Parts	**Price**
Part A - Vendor's Consultant Price	$
Part B - Subcontractor's Consultant Price, *if applicable*	$
Part C - Total Other Expenses, *if applicable*	$
Ceiling Price of the Procurement:	$