

SURREY PLACE

Application Guidelines

Request for Proposals (RFP)

Project Management & Technology Consulting Services

Issued:	Friday, April 3 rd , 2020
Application Deadline:	Friday, April 17 th , 2020, 5:00p.m. EST
Please submit proposals to:	Altaf Alamin Procurement Officer Surrey Place 2 Surrey Place Toronto ON M5S 2C2 altaf.alamin@surreyplace.ca

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1. Background

Surrey Place is issuing a Request for Proposals (RFP) to select a firm, for Project Management & Technology Consulting Services.

This RFP has been initiated as a standard procurement procedure to meet the requirements of the Broader Public-Sector Accountability Act, 2010 and its associated Procurement Directive, 2011 and in accordance with Surrey Place's [procurement policy](#) ,

About Surrey Place

Located in Toronto, Surrey Place provides specialized clinical services that are responsive to individual's needs and promote health and well-being.

We help children and adults living with developmental disabilities, autism spectrum disorder and visual impairments reach their full potential. Surrey Place employs a multi-disciplinary professional workforce of approximately 480 employees including, but not limited to, IBI and ABA therapy, behavioral therapy, medicine, psychiatry, psychology, social work, speech language pathology, audiology, nursing, occupational therapy as well as other specialists.

As a lifespan organization, Surrey Place is the lead agency for autism services in Toronto and on behalf of the Ontario government operates Developmental Services Ontario for Toronto region responsible for determining eligibility for adults with a developmental disability and linking them with available and appropriate services. We are also the lead agency for the Children's Special Needs Strategy in collaboration with community partners. We operate the MMW Video Conferencing program providing clinical supports, consultation and education in collaboration with Provincial Partners in Northwest Ontario. Surrey Place is the lead for the Dual Diagnosis Primary Care Initiative whose focus is to improve primary care for adults with developmental disabilities by creating best practice Guidelines and Tools. In addition, Surrey Place is the lead agency for the Specialized Network of Care in Toronto.

Surrey Place Centre serves over 13,000 clients a year with a \$70 million annual budget and 12 locations in the GTA.

Surrey Place is affiliated with the University of Toronto and other academic institutions and is a teaching site for students in a variety of health care professions. Surrey Place is accredited by Accreditation Canada.

More information about Surrey Place can be found here:

<http://www.surreyplace.on.ca/about-us/>

2. Scope of Services

Services required from the successful firm include:

1. Portfolio management of clinical priority projects.
2. Assistance with the Clinical Priority Projects Steering Committee management.
3. Project management training to Surrey Place project managers.
4. Project scoping and deliverables definition and refinements.
5. Assistance with developing and encouraging collaboration between subject matter experts in clinical program staff and administrative staff.
6. Assistance with portfolio reports that can leverage existing systems like ERP and CRM.
7. Provide support in risk mitigation and technology strategy for the information and communication technology department

3. Form of Proposals

All proposals are required to include:

A detailed overview of your firm, including:

- An overview of the firm, year your firm was established, number of clients served including services offered, specific areas of consulting expertise and potential relevance to Surrey Place;
- Brief listing of similar projects previously undertaken that may be of relevance.
- A list of other similar clients in our industry.
- Evidence of qualifications to provide the services described in section 1. Scope of Services.
- A curriculum vitae for consultant or consultants proposed to provide the outlined project management and technology services, including highlighted achievements.
- Fees, Consulting costs.
- References from at least three (3) current, comparable clients of similar size and scope of Surrey Place, where possible. (Surrey Place will not contact references without the firm's written approval)

4. Evaluation Criteria

Proposals will be evaluated based upon the following criteria:

	Evaluation Domain	Weight
1	<ul style="list-style-type: none">Professional qualifications and experience	20%
2	<ul style="list-style-type: none">Knowledge and experience of the sectors in which Surrey Place operates	20%
3	<ul style="list-style-type: none">Cost/Pricing	20%
4	<ul style="list-style-type: none">Quality of the proposal in meeting the scope requirements	10%
5	<ul style="list-style-type: none">Degree of fit between both organizations and willingness to contribute to the organization's vision and mission	10%
6	<ul style="list-style-type: none">Quality of the presentation, interview and reference checks	20%

Please note that:

- Submissions that do not meet the evaluation criteria will be disqualified.
- In order to be fair to all applicants, late submissions and phone calls or emails to discuss the applications status will not be accepted.
- Only short-listed applicants will be contacted for an interview/presentation.

5. Terms and Conditions

Delivery of Proposal

Please send electronic copy via email to altaf.alamin@surreyplace.ca by Friday, April 17th, 2020, 5:00p.m. EST.

Proposal Time Limit

Each bidding firm shall commit that the proposal is valid and accurate for 120 days from the closing date April 17th, 2020.

Selection Process

Surrey Place reserves the right to accept or reject any proposals. Surrey Place will review all applications. The award will be based on a review of the proposals against all evaluation criteria and will not necessarily be awarded based on the lowest price offered. Each firm will be provided with fair access to information, as requested by e-mail or in

writing (see Key Dates). Additional written materials, to ascertain the qualification of applicant may be requested.

Inquiries

Applicants should e-mail (please do not telephone) all questions to:
altaf.alamin@surreyplace.ca

Liability Insurance

All firms are requested to warrant that the firm does not currently have any outstanding liability claims that may impact on the future health of the firm. Additionally, the firm must maintain sufficient liability insurance relevant for a client of our size. The liability coverage must be confirmed.

Conflict of Interest

Applicants responding to this RFP may not have any personal or business interest that would present an actual, potential or apparent conflict of interest with the performance of the contract to be awarded.

Distribution of the Invitation for Proposals

This invitation has been released:

- By publication on Surrey Place Centre's website and MERX.COM
- By invitation

Surrey Place is not Committed to Applicant's Expenses

The application process will not necessarily result in a commitment to sign a contract with the applicant. Surrey Place shall not be liable for any expenses incurred by any applicant, including the expenses associated with the cost of preparing the Application.

Expense claim and reimbursement rules

Surrey Place will not pay or reimburse an applicant for any hospitality, incidental or food expenses, including but not limited to expenses in respect of meals, snacks, beverages, gratuities, laundry or dry cleaning, valet services, dependent care, home management and personal telephone calls. Reimbursement for allowable expenses can be claimed and reimbursed only when the contract specifically provides for it.

External Factors

Surrey Place reserves the right to withdraw this RFP or terminate the resulting contract within the terms of the contract without penalty.

Bid dispute resolution process and procedure

Unsuccessful applicants can request a debriefing within 60 calendar days following the date of the contract award notification. The request should be submitted to Procurement Officer. The Procurement Officer will respond to the vendor and arrange an applicant debriefing with 10 business days of receiving the request.

When conducting vendor debriefings, Surrey Place will:

- Confirm with each applicant the date, time and location of the debriefing session in writing;
- Conduct separate debriefings with each applicant;
- Not disclose information concerning other applicants, other than the names and addresses of applicants who participated in the competitive process
- Not answer questions unrelated to the competitive process;
- Provide a general overview of the evaluation process set out in the procurement document;
- Discuss strengths and weaknesses of an applicant's submission in relation to the specific evaluation criteria.
- Provide suggestions on how the applicant may improve future submissions;
- Address questions and issues raised by the applicant in relation to their submission.

Subsequent the applicant debriefing, if an applicant wishes to dispute the outcome of the procurement process, the aggrieved party is to file the bid protest in writing, with Vice President, Finance and Corporate Services, by registered mail, within 10 business days of the debriefing meeting. A protest in writing shall include the following:

- The name and address of the Complainant;
- Identification of the contract or bid solicitation being protested;
- The date of debriefing and name of procurement officer who conducted the debriefing;
- Detailed and factual statement of the grounds for protest;
- The Complainant's arguments and supporting documentation; and
- The Complainant's requested remedy.

The Vice President, Finance and Corporate Services will respond, in writing, to the Complainant within 10 business days of receiving the protest. The final decision on the

issue will come from the Vice President, Finance and Corporate Services, in consultation with the Interim Chief Executive Officer and shall be considered final and conclusive.

Information disclosure

Any confidential information supplied to Surrey Place may be disclosed by Surrey Place where it is obliged to do so under the Freedom of Information and Protection of Privacy Act (FIPPA), by an order of a court or tribunal or otherwise required at law.

6. Key Dates and Contact Information

RFP Issue Date	Friday April 3 rd , 2020
Bidder's questions deadline	Friday April 10 th , 2020, 5:00p.m. EST
Deadline for proposals	Friday April 17 th , 2020, 5:00p.m. EST

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