

SURREY PLACE

Application Guidelines

Request for Proposals (RFP)

Recruitment Services

Issued: December 7th, 2021

Application Deadline: December 27th, 2021,
5:00p.m. EST

Please submit proposals to: Eric Chen
Procurement Officer
Surrey Place
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Toronto ON M5S 2C2
eric.chen@surreyplace.ca

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1. Background

Surrey Place together with 5 other agencies in the 'Toronto Autism Services Network' (thereby referred to throughout this document) is issuing a Request for Proposals (RFP) to select a recruitment firm to assist with sourcing and hiring of several professional roles.

The agencies in the network are:

1. Geneva Centre for Autism (GCA)
2. Kerry's Place Autism Services (KPAS)
3. Lumenus Community Services
4. South Asian Autism Awareness Centre (SAAAC)
5. Strides Toronto

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 \$60 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/>

About Geneva Centre for Autism (GCA)

Geneva Centre for Autism is a leader in the development and delivery of clinical intervention and recreational programs for individuals with Autism Spectrum Disorder (ASD). Our mission is to empower individuals with ASD and their families to fully participate in their communities. As a full-service agency, Geneva Centre for Autism offers personalized programming for over 3,000 individuals and families in Toronto, ON. In addition to programming, Geneva Centre's training department- Sonderly, launched in 2019 and has served over ten thousand users with over 100 hours of online Autism courses, available in both English and French.

About Kerry's Place Autism Services (KPAS)

Kerry's Place Autism Services is a Not for Profit employer with approximately 1000 employees. The mission of our organization is to enhance the quality of life for persons with Autism Spectrum Disorder by being leaders in developing and providing evidence-based support; and building capacity by sharing our knowledge and expertise.

Community services and supports are delivered in a variety of forms, including: consultation services, social and support groups, respite, group learning sessions and partnerships with other service providers. In 2020-2021 over 5800 families received services & supports. As the prevalence rate continues to rise, the need for our services and supports continue to increase.

Kerry's Place is recognized as a leader nationally and internationally with service providers seeking our consultation to help with best practice research and service delivery.

About Lumenus Community Services

Lumenus Community Services is an amalgamation of Adventure Place, The Etobicoke Children's Centre, Griffin Centre and Skylark Youth, Children and Families.

Lumenus is a multi-service organization located in Toronto, that serves over 15,000 clients and employs over 600 staff. Lumenus has a long history of delivering a broad range of integrated early years services and well known for its continuum of care model that wraps services (i.e. autism, mental health, speech and language) around clients as

needed. Lumenus is also well known for its systems coordination, planning and management of complex and urgent response services across multiple sectors in Toronto. Lumenus receives 85M in funding from a diversified range of sources including: The Government of Ontario (MCCSS [DS, YJ, Autism, VAW], MOHLTC (Mental Health); The City of Toronto (Children's Services, Public Health); United Way and Public Health Agency of Canada.

Lumenus offers an integrated continuum of high quality mental health, developmental, autism and early years intervention services to children, youth, families, and individuals across Toronto. The agency is modern and innovative in its approach to service delivery, service design and access solutions.

More information on Lumenus can be accessed at www.lumenus.ca

About South Asian Autism Awareness Centre (SAAAC)

The SAAAC Autism Centre is a Toronto based charity whose mission is to make autism services equitable for all Canadians. The Centre provides culturally responsive autism services targeting culturally and linguistically diverse families. Using a multi-disciplinary approach, our Centre offers a dynamic range of services that support the development of individuals on the autism spectrum at all life stages, along with their caregivers

About Strides Toronto

Strides Toronto is a multi-service organization providing services to young people from birth to age 29 and their families in Toronto. Formed in January 2020 through the amalgamation of Aisling Discoveries Child and Family Centre and East Metro Youth Services, Strides Toronto provides a range of community, residential and treatment services to improve the mental, social and physical health of infants, children, youth and their families. Strides Toronto's mission is to build strength and resilience with infants, children, youth and families through equitable, accessible, client-driven services, system leadership and advocacy.

We provide individual, group and family interventions that include mental health counselling, autism services, education, outreach and referral, early intervention, day treatment and community support. Strides Toronto has been providing autism services for almost 20 years. These services include Caregiver-Mediated Early Years programs, Transition to School programming, intensive autism services, ABA services and Foundational Family Services. The organization has more than 325 employees working out of 19 locations in Toronto. The organization is accredited by the Centre for Accreditation and the predecessor organizations have a long history of providing high-quality services in Toronto.

2. Scope of Services

Services required from the successful firm include:

1. Finalize job postings for each role
2. Source candidates by posting externally
3. Screen resumes
4. Conduct initial phone interviews
5. Coordinate process for all agencies in the Toronto Autism Services Network to interview candidates.
6. Design process for how the agencies select candidates
7. Design interview questions and scoring guides for the final interview process
8. Maintain a master list of vacancies and the status of each as they move through the recruitment cycle.
9. Provide reference checks as required

Below is a chart of the type of roles and approximate number of positions that require to be filled:

Autism Therapist	41
Early Childhood Educator	41
Transition Facilitator	14
Program Supervisor	7
Behaviour Therapist	5
Service Coordinator-Intake	4
Speech Language Pathologist	3
Occupational Therapist	2

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 Toronto Autism Services Network.
- 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 or any of the other agencies in Toronto Autism Services Network where possible. (The Toronto Autism Services Network 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 Toronto Autism Services Network 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 organizations' visions and missions	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 eric.chen@surreyplace.ca by Monday, December 27th, 2021, 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 December 27th, 2021.

Selection Process

Toronto Autism Services Network reserves the right to accept or reject any proposals. Toronto Autism Services Network 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:
eric.chen@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's website and MERX.COM
- By invitation

Toronto Autism Services Network are not Committed to Applicant's Expenses

The application process will not necessarily result in a commitment to sign a contract with the applicant. Toronto Autism Services Network 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

Toronto Autism Services Network 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

Toronto Autism Services Network 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, Toronto Autism Services Network 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 Surrey Place Vice President, Finance and ICT, 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 ICT 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 ICT, in consultation with the 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	Tuesday, December 7, 2021
Bidder's questions deadline	Wednesday, December 15, 2021
Deadline for proposals	Monday, December 27, 2021, 5:00p.m. EST

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