



**OPEN DOOR SOCIAL SERVICES SOCIETY
REQUEST FOR PROPOSAL (RFP)**

FOR

**CONTRACTED SERVICES TO SUPPORT THE DELIVERY OF CANADIAN PARTNERS IN
WORKFORCE INNOVATION PROJECT ACTIVITIES.**

Issue Date of RFP:	August 2 nd , 2023
Deadline for Questions:	August 10 th , 2023 @ 2:00 pm PT
Closing Date and Time:	August 17 th , 2023 @ 2:00 pm PT

Delivery of Submission
Proposals must be submitted by email to the email address specified below as a Word or PDF attachment. Please include “ <i>Canadian Partners in Workforce Innovation Opportunity 2023</i> ” in the subject line of the email. Email: boutaina.elateri@opendoorgroup.org .
Official Contact
Boutaina Elateri, Procurement Coordinator Email: boutaina.elateri@opendoorgroup.org Enquiries related to this RFP must only be directed in writing via email to the Official Contact. Information obtained from any other source is not official and should not be relied upon. Enquiries Deadline: August 10th, 2023 @ 2:00pm PST. Suppliers should send questions to the Official Contact before this time. Questions received after the deadline may not be answered.



TABLE OF CONTENTS

INTRODUCTION & BACKGROUND	3
ELIGIBLE PROPONENTS	4
SCOPE	5
PROJECT TIMEFRAME	6
PROJECT BUDGET	6
PROPOSAL SUBMISSION INSTRUCTIONS	6
SUGGESTED FORMAT	7
EVALUATION	9
RIGHTS OF OPEN DOOR GROUP	9
RIGHTS OF THE RESPONDENT	10
CONFLICT OF INTEREST	11
CONTRACT CONDITIONS	11
CLARIFICATION AND QUESTIONS REGARDING THE RFP	12
APPENDIX A – BUDGET TEMPLATE	13



INTRODUCTION & BACKGROUND

About Open Door Group

Since 1976, Open Door Social Services Society (d.b.a. Open Door Group) has supported people in preparing for, finding, and maintaining meaningful employment. With a 47 year+ history of supporting people with disabilities and people facing systemic barriers, Open Door Group (ODG) has grown to become one of the largest non-profit organizations delivering employment services in BC. In 2023, the organization expanded nationally, adding Alberta, Saskatchewan, Manitoba, and Ontario to its service footprint.

ODG operates with the following vision and mission:

- **Vision:** A world where all people have access to opportunities that give them purpose, prosperity, and belonging.
- **Mission:** Fostering well-being for all by opening doors to sustainable and meaningful employment.

A key priority for ODG is to strengthen employer, government, and sector wide partnerships that result in improved sustainable employment results for all people.

Project Background: Canadian Partners in Workforce Innovation (CAN WiN)

In 2023, Open Door Group was awarded project funding through the Opportunities Fund for Persons with Disabilities, under a call for proposals issued by Employment and Social Development Canada (ESDC.)

CAN WiN is an expansion of the immensely successful BC Partners in Workforce Innovation project (BC WiN), an innovative recruitment, retention, training, and inclusive consulting service for employers. Previously funded as a research initiative in partnership with Social Research Demonstration Corporation, BC WiN has spearheaded a revolution in employer demand-based recruitment models that connect businesses with the untapped talent pool of individuals with disabilities. For over eight years, BC WiN has been at the forefront of empowering inclusion-focused employers in British Columbia to hire and retain individuals with disabilities. The CAN WiN project includes an expansion of BC WiN services to four additional provinces including Alberta, Saskatchewan, Manitoba, and Ontario.



Services for Tender

ODG will continue working collaboratively with a third-party contracted service provider/consultant to assist in the delivery of key activities between September 2023 and March 2026 to support the continued successful delivery and impact of the CAN WiN project.

To ensure compliance with ESDC funding requirements for contracted services valued over \$25,000, Open Door Group must issue a public, open call for proposals (CFP) to solicit, evaluate, and select a third-party contractor. Services to be delivered are as described in the following document and are to be delivered between September 2023 and March 2026.

Open Door Group is committed to an accessible, competitive, and fair process.

ELIGIBLE PROPONENTS

Eligible proponents fall into one of the following categories:

- **Non-profit organizations:** Including community-based organizations, charities, or other entities legally registered as a not-for-profit under the relevant laws.
- **For-profit organizations:** Companies or businesses, with a preference for Human Resources organizations, that can demonstrate their capability to effectively cater to the needs of individuals with disabilities while meeting specific requirements.
- **Individual applicants** with relevant expertise, qualifications, and experience in providing the required services may also be considered eligible proponents. Individual applicants must meet all Contract Requirements outlined in this RFP and will be evaluated based on their demonstrated abilities to fulfill the project's objectives.



SCOPE

Overview of the scope of services to be provided:

Project Delivery:

1. Provide consultation to support the continued implementation and successful delivery of the CAN WiN project, working with the Open Door Group management and project team to plan, implement and evaluate actions, processes and systems that support the delivery of the project.
2. Act as a subject matter expert to ODG's CAN WiN project team in their delivery of employer-focused services.
3. Further build upon and nurture existing relationships with new employers to improve workplace inclusion and accessibility for people with disabilities, by utilizing and building upon the Four Pillars model focused on accessible and inclusive employment. The pillars—Commitment, Readiness, Recruitment, and Retention—serve as guiding principles to enhance employer capacity and enable successful hiring and retention practices. The CAN WiN project will include active engagement with 800 employers between September 2023 and March 2026. The contractor will be required to actively contribute to the achievement of this project milestone.
4. Further build upon and nurture existing relationships with the network of local employment service delivery agencies and other candidate sources in BC, Alberta, Saskatchewan, Manitoba, and Ontario. The CAN WiN project will include active engagement with 250 community partners between September 2023 and March 2026. The contractor will be required to actively contribute to the achievement of this project milestone.
5. Actively support project employer partners to connect with candidates either through direct referrals and/or facilitation with local service providers. Results of the CAN WiN project will include a minimum of 400 employers hiring a candidate with disabilities through activities related to the CAN WiN project. The contractor will be required to actively contribute to the achievement of this project result.
6. Identify ongoing development of processes and systems to enhance collaboration with Open Door Group programs, initiatives, staff, and contractors to result in enhanced services to employers and job seekers.
7. Play an active role in developing tools, resources, and learning opportunities that support increased competency and confidence in recruiting, hiring, and retaining employees with disabilities.



Leadership, Training, and Knowledge

1. Provide mentorship and coaching to the full team of Workforce Inclusion Specialists, which may include co-leading regular team meetings.
2. Contribute feedback to Open Door Group's management team regarding performance-related trends/opportunities to support project team members across service locations.

Reporting

1. Ensure consistent and accurate reporting of project activities and progress towards milestones, to meet compliance requirements as determined by the funder and ODG.

PROJECT TIMEFRAME

Services shall occur between **September 2023 and March 2026**.

PROJECT BUDGET

The maximum budget for services is \$490,000 CDN (inclusive of GST). Contractors must provide a firm fixed price, including administrative fees, travel, material costs, translation, printing of draft concepts and GST and any other applicable taxes.

PROPOSAL SUBMISSION INSTRUCTIONS

Proponents are encouraged to read the entire RFP and follow the procedures required by this RFP carefully, as deviation from these requirements may be cause for rejection.

All proposals shall be submitted as a Word or PDF attachment via e-mail to Boutaina Elateri at: boutaina.elateri@opendoorgroup.org no later than **August 17th, 2023, at 2:00 Pacific Time**. All proposals will clearly identify the name of the proponent and note in the subject line: **"Canadian Partners in Workforce Innovation 2023"**.

Proposals submitted in any other manner may be disqualified and not evaluated. Late submissions will not be accepted and will be unopened without exception.



SUGGESTED FORMAT

All proposals shall include the following information, in the order presented below.

Note: Total length should not exceed 10 pages including the Budget Template.

Response Component	Description	Suggested Length
Cover Page	Should include proponent name with primary contact person and contact details.	Max 1 page
Introduction	A brief overview of your organization including a demonstrated history of providing relevant services and a commitment to diversity, equity, accessibility, and inclusion.	Max 1 page
Executive Summary	An overview of the proposal including: <ul style="list-style-type: none"> • Background information on the proponent • Key elements of the proposal to demonstrate an understanding of the services. • Total proposed total budget. 	Max 1 page
Qualifications & Experience Note: "Recent" defined as within the past 3 years.	A description of capabilities and experience specifically related to: <ol style="list-style-type: none"> A. Recent demonstrated experience delivering services to employers, related to workplace inclusion and accessibility for people with disabilities. B. Recent demonstrated experience building relationships with community service providers to facilitate job seekers and candidates with disabilities connect with inclusive employers. C. Recent demonstrated experience developing, implementing, and facilitating learning opportunities (including major events/conferences) related to 	Max 3 pages



	<p>methodologies that support a theory of change leading to improved workplace inclusion and accessibility for people with disabilities.</p> <p>D. Strong grasp and knowledge of human resource practices, with particular experience in diversity, equity, accessibility, and inclusion practices in the workplace.</p> <p>E. Experience providing consultation services to small, medium, and large businesses related to workplace inclusion of people with disabilities.</p>	
Community Connections	A brief description of past and/or existing relationships with community service providers supporting candidates with disabilities and employers/employer networks in BC, Alberta, Saskatchewan, Manitoba, and Ontario.	Max 1 page
Project Team	The composition of the proposed project team, including Project team members, relevant qualifications and experience, and description of roles in relation to the delivery of project activities.	Max 1 page
References	Two (2) references who have used the services of the bidder for similar projects in the past 8 years. References should include the referee's name, title, contact information, and a brief description of the relevant project.	Max 1 page
Proposed Budget	A completed Budget Template with the total cost for the performance of all services, expenses, materials, deliverables, and software/hardware costs (if applicable) to be used for completion of the work. The total cost shall be presented in Canadian dollars and inclusive of GST.	Complete the provided Budget Template (APPENDIX A)



EVALUATION

All proposals submitted will be reviewed for content requested in the suggested format above and based on the Rated Criteria. The top-ranked proponent as established under the evaluation will be selected to enter into a contract for the provision of the contracted services.

In the event of a tie score or scores, ODG will request a presentation from the top-ranking proponents. The highest-ranking proponent from the presentation session may be selected to enter into a contract for the provision of the contracted services.

Open Door Group will select the Proponent(s) which, in the ODG's sole discretion, best serves the overall needs of the ODG and the CAN WiN project success. The following is a summary of the general considerations that will be used to determine the Proponent(s) that will be selected:

Rated Criteria Category	Weighting (%)
Organization Experience & Qualifications (including demonstrated experience delivering services to support employers improve workplace inclusion of people with disabilities)	35%
Community Connections	25%
Project Team Experience	30%
Pricing	10%
TOTAL	100%

RIGHTS OF OPEN DOOR GROUP

Open Door Group reserves the right to:

1. Reject any or all proposals received in response to this RFP.
2. Cancel or re-issue the modified version of a given RFP requirement at any time.
3. Award one or more contracts.
4. Verify all information provided with respect to a given RFP requirement, including the right to request confirmation of the Consultant's legal status and signed documentation.



RIGHTS OF THE RESPONDENT

Confidentiality

The respondent has the right to confidentiality regarding their participation in the proposal process. Any information shared by the respondent, including personal data and responses, will be treated as confidential and will only be used for the purposes outlined in the proposal. The respondent's identity will not be disclosed without their explicit consent, except where required by law.

Right to Request a Follow-Up

The respondent has the right to request a follow-up discussion or meeting to further discuss their responses, clarify any questions, or provide additional information related to the proposal. The respondent can express their interest in a follow-up by contacting the appropriate representative or individual mentioned in the proposal document.

Right to Fair Evaluation

The respondent has the right to expect a fair and unbiased evaluation of their proposal. The evaluation process will be conducted in accordance with the stated evaluation criteria and procedures outlined in the proposal. The respondent's proposal will be assessed based on its merits, without any discrimination or prejudice.

Right to Notification

The respondent has the right to be notified of the outcome of the proposal evaluation process in a timely and clear manner.

Right to Withdraw

The respondent has the right to withdraw their participation from the proposal process at any stage. The decision to withdraw will not have any negative consequences or implications on the respondent's future engagement or relationship with the proposing party, unless explicitly stated otherwise in the proposal document.

Right to Data Protection

The respondent's personal data, as collected during the proposal process, will be handled in accordance with applicable data protection laws and regulations. The respondent has the right to request access to their personal data, request corrections or deletions, and exercise any other rights granted to them under applicable data protection laws.



CONFLICT OF INTEREST

Proponents should identify and declare any real or perceived conflicts of interest regarding their potential participation in this project.

CONTRACT CONDITIONS

By submitting a proposal, the Proponent agrees that should its proposal be successful, the Proponent will enter into a contract with the Open Door Group, subject to negotiation which may include the following contract clauses:

Compliance with Laws

The Contractor shall provide written confirmation that the firm's personnel are fully certified to perform the work. The Contractor will comply with all laws, regulations and requirements of authorities having jurisdiction applicable to the performance of the contract, and as such should be governed by the laws in effect in the Province of BC.

Confidentiality

The Contractor will comply with all restrictions on disclosure of information pursuant to the Freedom of Information and Protection of Privacy Act in accordance with professional standards and codes of conduct.

Right to Terminate Services

The Open Door Group may terminate any or all of services within 30 days' notice, where the Open Door Group is obliged to pay for services incurred by the Contractor up to the termination date, including any reasonable expenses incurred to terminate the services in an orderly manner. The Contractor may terminate their services at any time by giving the Organization written notice of at least 30 days.

Indemnity

The Contractor hereby agrees to indemnify and save harmless the Open Door Group, its officers, agents and employees from and against all claims, demands, losses, costs, damages, actions, suits or proceedings by whomever made, brought or prosecuted and in any manner based upon the activities of the Contractor and all its personnel in providing the services, except any liability arising solely from the negligent act or omission of the Open Door Group staff.



Insurance

The Contractor, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Contract term professional liability insurance in an amount not less than \$2,000,000 insuring the Contractor's liability resulting from errors and omissions in the performance of the services outlined in the contract.

Registration with WorkSafe BC

The Contractor must be registered and in good standing with WorkSafe BC for the duration of the contact. Prior to the commencement of the work, the Contractor may be required to submit a Clearance Letter confirming all assessments have been paid and the Contractor is in good standing.

CLARIFICATION AND QUESTIONS REGARDING THE RFP

Requests for clarification and/or questions regarding this RFP should be directed to:

Boutaina Elateri, Procurement Coordinator, Open Door Group via email at boutaina.elateri@opendoorgroup.org.

The deadline for submitting questions is August 10th, 2023, at 2:00pm PT. **Responses to all questions will be posted on Open Door Group's Website on the [RFP dedicated page](#).**



APPENDIX A – BUDGET TEMPLATE

PERIOD	PROPOSED COST (inclusive of GST)
SEPTEMBER 5 TH 2023 – MARCH 31 ST 2024	
APRIL 1 ST 2024 – MARCH 31 ST 2025	
APRIL 1 ST 2025 – MARCH 31 ST 2026	
TOTAL PROPOSED COST	

- Maximum TOTAL proposed budget is \$490,000 CDN (inclusive of GST).
- The proposed cost represents the TOTAL cost for the performance of consultation-based services. Direct expenses related to the project activities such as marketing material and events are not included in the proposed cost.

End of document.