



National Association
of Friendship Centres
Association nationale
des centres d'amitié

NAFC Request for Proposals Data Systems Review

1) Organization Background

The National Association of Friendship Centres (NAFC) consists of 125 Friendship Centres and Provincial and Territorial Associations who together make up the Friendship Centre Movement. The Movement is composed of independent democratically elected governance structures which ensures that each Provincial Territorial Association (PTA) and Friendship Centre remains autonomous and that the Movement retains its fundamental grassroots origins. Each of these structures feed into the NAFC governance structure which has been delegated authority to make decisions on behalf of the Movement at the national level.

The NAFC is a long-standing Indigenous organization with reach across Canada, from coast to coast to coast, supporting Centres who provide culturally enhanced programs and services to First Nations, Inuit and Métis people living in urban, rural and northern communities. Established in 1972, the NAFC represents the interests of its Friendship Centres and Provincial Territorial Associations (PTAs). Its mission is to improve the quality of life for Indigenous peoples in an urban environment by supporting self-determined activities which encourage equal access to, and participation in, Canadian Society; and which respect and strengthen increased emphasis on Indigenous cultural distinctiveness.

2) Project Summary

The NAFC requires a Contractor or Contracting Firm to assist in a Data Systems Review as it relates to the collection of client data served through The Friendship Centre Movement (FCM). The proposed work will require the Contractor to work collaboratively with the NAFC, PTA & FC management and staff to develop a report consistent with the FCM's Centre-focused approach while respecting traditional Indigenous customs and beliefs.

3) Project Objectives and Scope

The objective of this proposed work is to help inform the Federal Government on the potential for improvements to data collection methods and systems within the Friendship Centre Network of offices to ensure optimal collection of client data as it pertains to labour market interventions and associated wrap-around supports. This will require a review of present-day data collection systems in place with recommendations for refinement and/or suggested improvements. Special attention and consideration will be afforded to proposals emanating from, or in collaboration with, those Friendship Centres that have been active participants in the labour market file via the NAFC Labour Market Advisory Committee (LMAC). The time and geographic scope will include all available Friendship

Centre-related information available at the NAFC about locations across Canada. The final report will be prepared in English for submission to the Federal Government.

The following activities will be performed by the Contractor:

- a) Develop detailed work plan;
- b) Review existing Friendship Centre-related materials, provide strategic guidance and work with NAFC staff to develop an outline identifying any additional contextual research or materials that may be required to inform the report;
- c) Working with NAFC staff, conduct any additional research as identified;
- d) Working with NAFC staff, compile findings and develop report, including (but not limited to):
 - i) overview of present-day national Friendship Centre network as it relates to employment, training, labour market information and associated recording, measurement, analysis and reporting.
 - ii) inclusion of any pertinent findings and recommendations from related reports pertaining to this current RFP and its implications for data collection, coordination and standardization.
 - iii) detailed review of current data collection methods utilized within the FCM.
 - iv) highlight and analyse best practices within the FCM re: data collection on clients related to labour market interventions and outcomes including but not limited to:
 - (1) Type of data collected; i.e.: career/employment counselling; skills training, etc.
 - (2) The recording of wraparound services and their connection with labour market outcomes for FC clients;
 - (3) Connection with other stakeholders including employers, non-FC community partners, etc.
 - (4) Compare, contrast, and identify the advantages/disadvantages of adopting or adapting any of the data collection systems currently in use within the movement to be utilized nationally across the FC network.
 - v) provide recommendations regarding scalability of optimal data collection systems; model expansion opportunities, including feasibility, implementation and implications analysis
 - vi) local, regional, provincial and national considerations
 - vii) any other sections that may be required or identified to effectively inform the Federal Government;
- e) Provide strategic expert guidance on an as-needed or as-identified basis over the course of the project.

4) **Description of Project Deliverables**

The deliverables include:

- a) Detailed work plan
- b) Data Systems Review Report outline
- c) Data Systems Review Draft Report
- d) Data Systems Review Final Report
- e) A Presentation of Findings & Recommendations

5) **Contractor Experience/Qualifications**

- a) Applicants must demonstrate detailed knowledge of Indigenous employment and training program delivery, management, and evaluation, and technical knowledge of client data management systems within the FC network. This would be scored based on current relevant work experience within or in conjunction with PTAs and/or FCs within the movement. Technical knowledge around database development, design, and expansion capabilities is essential (50 points);
- b) Applicants must have experience working with or within the FC network of offices in relation to data measurement and have experience in conducting, compiling and displaying research findings via written reports and electronic presentations (40 points);
- c) Applicants must have demonstrated experience and/or knowledge of Indigenous Culture and Traditions (5 points);
- d) Bilingualism will be considered an asset (5 points).

6) **Bid Selection**

a) **Selection method**

- i) The successful bidder will be chosen based on the highest score of the above rated Contractor Experience/Qualifications, within the additional scope of:
- ii) Evidence of understanding of project objectives, deliverables and approach and methodology, including provision of initial work plan (key activities and timelines);
- iii) Evidence of previous work, including examples that demonstrate previous experience or expertise conducting work related to this RFP topic and scope;
- iv) Evidence of 2 to 3 years' experience within the last 7 years conducting national research within an Indigenous setting.

7) **Contract Parameters**

a) **Value**

The contract maximum value is for not more than **\$24,000** inclusive of all applicable taxes. Proposals coming in above this maximum limit will not be considered for this process. The NAFC assumes no responsibility for sub-contractors that may arise out of this contract.

b) **Duration**

The contract will be in effect from December 17, 2018 to March 31, 2019.

c) **Workplace**

The Contractor will be required to work from their usual place of work and provide their own work equipment and workplace infrastructure to complete the work required under this project, including office, computer/laptop, phone/cell phone/fax machine, printer, internet access, and all other materials required to complete this project. The Contractor will liaise with the NAFC via regular and as-needed teleconference and web meetings. Pending availability, there may be one in-person meeting in Ottawa at some point throughout the project, depending on timelines. Should Contractor travel be required over the course of this project, associated costs and arrangements will be coordinated and covered directly by the NAFC separate from the value of this contract and must first be discussed with and approved by the NAFC. Valid Contractor travel expenses that the NAFC would book and cover directly upfront include flights, meals, per diems and hotels at Treasury Board rates. Valid Contractor travel expenses that the NAFC would

reimburse after travel, with receipts as appropriate, include ground transportation, mileage, airport parking and taxis at Treasury Board rates.

d) Intellectual Property

All information, documents or resource materials developed as part of this contract and work related to this project will remain the intellectual property of the NAFC.

e) NAFC's Responsibilities

The NAFC will provide as necessary, all background and other materials and information to the Contractor required to complete the project deliverables.

The NAFC will provide staff support to the Contractor throughout all stages of this contract and project and work closely with the Contractor to identify additional contextual research requirements, assist in conducting any additional required research, and provide direction as needed around objectives, outlines and the report.

The Contractor will provide updates on the progress of the project as deliverables are completed and as requested by the NAFC.

f) Contractor Requirements

The Contractor will be required to meet all the project activities and deliverables described in this RFP to the satisfaction of the NAFC.

The Contractor will be required to take direction and feedback from the NAFC as provided to complete the project deliverables.

g) Payment Terms

Payment will be made by the NAFC upon successful completion of each project deliverable and receipt of an invoice from the Contractor.

8) Requirements for responding to this RFP

Individuals/firms interested in responding to this RFP are required to provide the following to the NAFC:

- a) A proposal outlining the work the contractor foresees in successfully completing the objectives, activities and deliverables of this project;
- b) Initial workplan, including an estimate of time requirements for each activity stated in days, as well as an estimate of the steps (sub-activities) required to successfully accomplish each activity;
- c) Resume(s)
- d) Two samples/examples of contract/project work of a similar nature, including a reference name and contact information for reference for each.

9) Closing Date/Time:

The closing date for this RFP is December 14, 2018.

Proposals must be received by 5:00 p.m. (Eastern Time) and be addressed to the attention of:

Executive Director
National Association of Friendship Centres
275 MacLaren St.
Ottawa, Ontario
K2P 0L9

Submissions can be provided in hard copy to the above noted address, or in electronic format by e-mail to jwformsma@nafc.ca.

The NAFC bears no responsibility for misdirected or misaddressed proposals or for proposals that may be incomplete on receipt and review.

Questions pertaining to this RFP may be directed in writing by e-mail to:
jwformsma@nafc.ca