



RFP: Hope 24/7 Governance Project

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# 1 SUMMARY OF THE OPPORTUNITY

Hope 24/7 has not updated its governance documents since 2014. In light of the passage of new legislation impacting charities, as well as the changing landscape of volunteerism in Canada, the documents will need to be completely updated and training provided for current and future board members on their fiduciary duties.

Hope 24/7 is an intersectional feminist organization that is actively working to Indigenize (formerly referred to as decolonizing) its governance and services. It is an expectation that this RFP will fully embed those principles throughout all governing documents.

This proposal will remain active from October 17, 2023 until November 14, 2023.

All RFPs must be received by no later than 5:00 p.m. November 14, 2023.

All RFPs must be sent electronically to: Laura Zilney, Chief Executive Officer, [laura.zilney@hope247.ca](mailto:laura.zilney@hope247.ca)

Further details as to the scope of this opportunity and the requirements can be found within this RFP.

## 2 RFP PROCESS RULES

### 2.1 Definitions

Throughout this Request for Proposals, the following definitions apply:

**“Addenda”** means all additional information regarding this RFP including amendments to the RFP;

**“Closing Location”** includes the location or email address for submissions;

**“Closing Time”** means the closing time and date for this RFP;

**“Contract”** means the written agreement resulting from the RFP executed by Hope 24/7 and the successful Proponent;

**“Contractor”** means the successful Proponent to the RFP who enters into a Contract with Hope 24/7;

**“must”**, or **“mandatory”** means a requirement that must be met in order for a proposal to receive consideration;

**“Proponent”** means a person or entity (excluding its parent, subsidiaries or other affiliates) with the legal capacity to contract, that submits a proposal in response to the RFP;

**“proposal”** means a written response to the RFP that is submitted by a Proponent;

**“Request for Proposals”** or **“RFP”** means the solicitation described in this document, including any attached or referenced appendices, schedules or exhibits and as may be modified in writing from time to time by Hope 24/7 by Addenda;

**“should”**, **“may”** or **“weighted”** means a requirement having a significant degree of importance to the objectives of the Request for Proposals; and

### 2.2 Acceptance of Terms and Conditions

Submitting a proposal indicates acceptance of all the terms and conditions set out in the RFP, including those that follow and that are included in all appendices and any Addenda.

A proposal must be signed by a person authorized to sign on behalf of the Proponent with the intent to bind the Proponent to the RFP and to the statements and representations in the Proponent’s proposal.

### 2.3 Submission of Proposals

a) Proposals must be submitted before Closing Time to the Closing Location, and must be submitted electronically. Proposals must not be sent by fax or hard copy. The Proponent is solely responsible for ensuring that, regardless of submission method selected, Hope 24/7 receives a complete Proposal, including all attachments or enclosures, before the Closing Time.

b) For electronic submissions the following applies:

(i) The Proponent is solely responsible for ensuring that the complete electronic Proposal, including all attachments, is received before Closing Time;

(ii) The maximum size of each attachment must be 20 MB or less (Proponents are solely responsible for ensuring that email proposal submissions comply with any size restrictions imposed by the Proponent’s internet service provider);

(iii) Proponents should submit email proposal submissions in a single email and avoid sending multiple email submissions for the same opportunity. If the file size of an electronic submission exceeds the applicable maximum size, the Proponent may make multiple submissions to reduce attachment file size to be within the maximum applicable size; Proponents should identify the order and number of emails making up the email proposal submission (e.g. “email 1 of 3, email 2 of 3...”);

(iv) For email proposal submissions sent through multiple emails Hope 24/7 reserves the right to seek clarification or reject the proposal if Hope 24/7 is unable to determine what documents constitute the complete proposal;

(v) Attachments must not be compressed, must not contain a virus or malware, must not be corrupted and must be able to be opened. Proponents submitting by electronic submission are solely responsible for ensuring that any emails or attachments are not

corrupted. Hope 24/7 may reject proposals that are compressed, cannot be opened or that contain viruses or malware or corrupted attachments.

- c) For email proposal submissions, including any notices of amendment or withdrawal referred to in Section 2.9, the subject line of the email and any attachment should be clearly marked with the name of the Proponent, the RFP number and the project or program title.
- d) Hope 24/7 strongly encourages Proponents using electronic submissions to submit proposals with sufficient time to complete the upload and transmission of the complete proposal and any attachments before Closing Time.
- e) The Proponent bears all risk associated with delivering its Proposal by electronic submission, including but not limited to delays in transmission between the Proponent's computer and the Hope 24/7.
- f) While Hope 24/7 allows for email proposal submissions, the Proponent acknowledges that email transmissions are inherently unreliable. The Proponent is solely responsible for ensuring that its complete email proposal submission and all attachments have been received before Closing Time. If Hope 24/7 rejects an email proposal submission for any reason, and the Proponent does not resubmit its proposal by the same or other permitted submission method before Closing Time, the Proponent will not be permitted to resubmit its proposal after Closing Time. The Proponent is strongly advised to contact the Hope 24/7 contact immediately to arrange for an alternative submission method if:
  - (i) the Proponent's email proposal submission is rejected; or
  - (ii) the Proponent does not receive a response email from Hope 24/7 confirming receipt of the email and all attachments within 24-hours of the time the email proposal submission was sent by the Proponent.

### 2.4 Additional Information

All Addenda will be posted on [www.hope247.ca](http://www.hope247.ca). It is the sole responsibility of the Proponent to check for Addenda on the website. Proponents are strongly encouraged to subscribe to Hope 24/7's email notification service to receive notices of Addenda.

### 2.5 Late Proposals

Proposals will be marked with their receipt time at the Closing Location. Only complete proposals received and marked before the Closing Time will be considered to have been received on time. Proposals received late will be marked late and not considered or evaluated. In case of a dispute, the proposal receipt time as recorded by Hope 24/7 at the Closing Location will prevail whether accurate or not.

### 2.6 Proposal Validity

Proposals will be open for acceptance for at least 60 days after the Closing Time.

### 2.7 Firm Pricing

Prices will be firm for the entire Contract period unless the RFP specifically states otherwise.

### 2.8 Completeness of Proposal

By submitting a proposal the Proponent warrants that, if the RFP is to design, create or provide a system or manage a program, all components required to run the system or manage the program have been identified in the proposal or will be provided by the Contractor at no additional charge.

### 2.9 Changes to Proposals

By submitting a clear and detailed written notice, the Proponent may amend or withdraw its proposal before the Closing Time. Unless the RFP otherwise provides, Proponents should use a consistent submission method for submitting proposals and any amendments or withdrawals. Upon Closing Time, all proposals become irrevocable. The Proponent will not change any part of its proposal after the Closing Time unless requested by Hope 24/7 for purposes of clarification.

### 2.10 Conflict of Interest/No Lobbying

- a) A Proponent may be disqualified if the Proponent's current or past corporate or other interests, or those of a proposed subcontractor, may, in Hope 24/7's opinion, give rise to an actual or potential conflict of interest in connection with the services described in the RFP. This includes, but is not limited to, involvement by a Proponent in the preparation of the RFP or a relationship with any employee, contractor or representative of Hope 24/7 involved in preparation of the RFP, participating on the evaluation committee or in the administration of the Contract. If a Proponent is in doubt as to whether there might be a conflict

of interest, the Proponent should consult with the Hope 24/7 contact prior to submitting a proposal. By submitting a proposal, the Proponent represents that it is not aware of any circumstances that would give rise to a conflict of interest that is actual or potential, in respect of the RFP.

- b) A Proponent must not attempt to influence the outcome of the RFP process by engaging in lobbying activities. Any attempt by the Proponent to communicate for this purpose directly or indirectly with any employee, contractor or representative of Hope 24/7, including members of the evaluation committee and any board members, or with the media, may result in disqualification of the Proponent.

### 2.11 Subcontractors

- a) Unless the RFP states otherwise, Hope 24/7 will accept proposals where more than one organization or individual is proposed to deliver the services described in the RFP, so long as the proposal identifies the lead entity that will be the Proponent and that will have sole responsibility to deliver the services under the Contract. Hope 24/7 will enter into a Contract with the Proponent only. The evaluation of the Proponent will include evaluation of the resources and experience of proposed subcontractors, if applicable.
- b) All subcontractors, including affiliates of the Proponent, should be clearly identified in the proposal.
- c) A Proponent may not subcontract to a firm or individual whose current or past corporate or other interests, may, in Hope 24/7's opinion, give rise to an actual or potential conflict of interest in connection with the services described in the RFP. This includes, but is not limited to, involvement by the firm or individual in the preparation of the RFP or a relationship with any employee, contractor or representative of Hope 24/7 involved in preparation of the RFP, participating on the evaluation committee or in the administration of the Contract. If a Proponent is in doubt as to whether a proposed subcontractor might be in a conflict of interest, the Proponent should consult with the Hope 24/7 contact prior to submitting a proposal. By submitting a proposal, the Proponent represents that it is not aware of any circumstances that would give rise to a conflict of interest that is actual or potential, in respect of the RFP.
- d) Where applicable, the names of approved subcontractors listed in the proposal will be

included in the Contract. No additional subcontractors will be added nor other changes made to this list in the Contract without the written consent of Hope 24/7.

### 2.12 Evaluation

- a) Proposals will be assessed in accordance with the evaluation criteria. Hope 24/7 will be under no obligation to receive further information, whether written or oral, from any Proponent. Hope 24/7 is under no obligation to perform any investigations or to otherwise verify any statements or representations made in a proposal.
- b) Proposals from not-for-profit agencies will be evaluated against the same criteria as those received from any other Proponents.

### 2.13 Contract

- a) By submitting a proposal, the Proponent agrees that should its proposal be successful the Proponent will enter into a Contract with Hope 24/7 on substantially the same terms and conditions set out in Appendix A and such other terms and conditions to be finalized to the satisfaction of Hope 24/7, if applicable.
- b) Written notice to a Proponent that it has been identified as the successful Proponent and the subsequent full execution of a written Contract will constitute a Contract for the goods or services, and no Proponent will acquire any legal or equitable rights or privileges relative to the goods or services until the occurrence of both such events.

### 2.14 Contract Finalization Delay

If a written Contract cannot be finalized with provisions satisfactory to Hope 24/7 within thirty days of notification of the successful Proponent, Hope 24/7 may, at its sole discretion at any time thereafter, terminate discussions with that Proponent and either commence finalization of a Contract with the next qualified Proponent or choose to terminate the RFP process and not enter into a Contract with any of the Proponents.

### 2.15 Debriefing

At the conclusion of the RFP process, all Proponents will be notified. Proponents may request a debriefing meeting with Hope 24/7.

### 2.16 Proponents' Expenses

Proponents are solely responsible for their own expenses in participating in the RFP process, including costs in preparing a proposal and for subsequent finalizations with Hope 24/7, if any. Hope 24/7 will not be liable to any Proponent for any claims, whether for costs, expenses, damages or losses incurred by the Proponent in preparing its proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

### 2.17 Limitation of Damages

By submitting a proposal, the Proponent agrees that it will not claim damages, for whatever reason, relating to the Contract or in respect of the competitive process, in excess of an amount equivalent to the reasonable costs incurred by the Proponent in preparing its proposal and the Proponent, by submitting a proposal, waives any claim for loss of profits if no Contract is made with the Proponent.

### 2.18 Liability for Errors

While Hope 24/7 has used considerable efforts to ensure information in the RFP is accurate, the information contained in the RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by Hope 24/7, nor is it necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in the RFP.

### 2.19 No Commitment to Award

The RFP should not be construed as an agreement to purchase goods or services. The lowest priced or any proposal will not necessarily be accepted. The RFP does not commit Hope 24/7 in any way to award a Contract.

### 2.20 No Implied Approvals

Neither acceptance of a proposal nor execution of a Contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or by-law.

### 2.21 Legal Entities

Hope 24/7 reserves the right in its sole discretion to:

- a) disqualify a proposal if Hope 24/7 is not satisfied that the Proponent is clearly identified;

- b) prior to entering into a Contract with a Proponent, request that the Proponent provide confirmation of the Proponent's legal status (or in the case of a sole proprietorship, the Proponent's legal name and identification) and certification in a form satisfactory to Hope 24/7 that the Proponent has the power and capacity to enter into the Contract;
- c) not to enter into a Contract with a Proponent if the Proponent cannot satisfy Hope 24/7 that it is the same legal entity that submitted the Proponent's proposal; and
- d) require security screenings for a Proponent who is a natural person, subcontractors and key personnel before entering into a Contract and decline to enter into a Contract with a Proponent or to approve a subcontractor or key personnel that fail to pass the security screenings to the Hope 24/7's satisfaction.

### 2.22 Reservation of Rights

In addition to any other reservation of rights set out in the RFP, Hope 24/7 reserves the right, in its sole discretion:

- a) to modify the terms of the RFP at any time prior to the Closing Time, including the right to cancel the RFP at any time prior to entering into a Contract with a Proponent;
- b) in accordance with the terms of the RFP, to accept the proposal or proposals that it deems most advantageous to itself;
- c) to waive any non-material irregularity, defect or deficiency in a proposal;
- d) to request clarifications from a Proponent with respect to its proposal, including clarifications as to provisions in its proposal that are conditional or that may be inconsistent with the terms and conditions of the RFP, without any obligation to make such a request to all Proponents, and consider such clarifications in evaluating the proposal;
- e) to reject any proposal due to unsatisfactory references or unsatisfactory past performance under contracts with Hope 24/7, or any material error, omission or misrepresentation in the proposal;
- f) at any time, to reject any or all proposals; and
- g) at any time, to terminate the competition without award and obtain the goods and services

described in the RFP by other means or do nothing.

### **2.23 Ownership of Proposals and Final Product**

All proposals and other records submitted to Hope 24/7 in relation to the RFP become the property of Hope 24/7 and, subject to the provisions of the *Freedom of Information and Protection of Privacy Act* and the RFP, will be held in confidence. The same applies to completed contract materials.

### **2.24 Copyright**

This document is subject to copyright and may be used, reproduced, modified and distributed to the extent necessary for the Proponent to prepare and submit a proposal.

### **2.25 Confidentiality Agreement**

The Proponent acknowledges that prior to the Closing Time it may be required to enter into a confidentiality agreement with Hope 24/7 in order to obtain access to confidential materials relevant to preparing a proposal.

### **2.26 Alternative Solutions**

If more than one approach to deliver the services described in the RFP are offered, Proponents should submit the alternative approach within the same proposal as an option; options should be rank ordered.

### **2.27 Collection and Use of Personal Information**

Proponents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. If the RFP requires Proponents to provide Hope 24/7 with personal information of employees who have been included as resources in response to the RFP, Proponents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to Hope 24/7. Such written consents should specify that the personal information may be forwarded to Hope 24/7 for the purposes of responding to the RFP and used by Hope 24/7 for the purposes set out in the RFP. Hope 24/7 may, at any time, request the original consents or copies of the original consents from Proponents, and upon such request being made, Proponents will immediately supply such originals or copies to Hope 24/7.



## **3 SITUATION/OVERVIEW**

### **3.1 Hope 24/7 Responsibility**

Hope 24/7 is a charitable designated Sexual Assault Centre (SAC) that provides clinical intervention for survivors of relationship and sexual violence, while also focusing our efforts on preventative measures that actively challenge our society's patriarchal systems of oppression. Our Agency utilizes an intersectional feminist lens for all services offered while prioritizing trauma-informed, anti-oppressive, anti-racist and survivor-centred approaches. Hope 24/7 is a pro-choice organization committed to being accountable to our service users by providing programming and supports that are evidence-based. This Agency will continue to advocate for change by striving to Indigenize (formerly referred to as decolonizing) our practices and seek allyship with the communities we support.

### **3.2 Background**

Hope 24/7 has not updated its governance materials since 2014. There have been legislative changes since this time that need to be reflected in Agency governance materials, including the Bylaws. In addition, the state of volunteerism in Canada has changed substantially as a result of the pandemic. This change impacts Hope 24/7's Board of Directors, forcing a Bylaw change indicating a minimum of three Board members. \

In 2022, Hope 24/7 was the target of a coup attempt. The attempt resulted in the shuddering of the Agency from February to June 2022, and the loss of contracts. Board members were active in the attempted coup. Hope 24/7 wishes to use this opportunity to re-create governance materials that mitigates against further coup attempts and attempts by systems of power to alter the organization at a fundamental level.

### **3.3 Scope**

Hope 24/7 is seeking the following:

Refinement or re-creation of Governance policies and procedures (governance manual), including reporting templates, reporting calendar, etc. to reflect how the Agency operates and to streamline reporting and ensure legislative compliance with governance requirements.

Redevelopment of Agency Bylaws to comply with new legislation and to reflect organizational changes and values.

Development of training materials for members of the Board of Directors on their fiduciary responsibilities and how governance is managed at Hope 24/7. This training should be in a format that permits online viewing of materials and can be used as a continual learning aid for members of the Board.

## **4 CONTRACT**

This contract must be completed by May 31, 2024.

## 4.1 Contract Terms and Conditions

Proponents should review carefully the terms and conditions set out in Appendix A, including the Schedules.

### Service Requirements

The Contractor's responsibilities will include the following:

- a) Refinement or re-creation of governance policies and procedures (governance manual), including reporting templates, reporting timelines, etc. to be more streamlined and address new legislative requirements. This involves working with the current Board of Directors, staff and volunteers to learn what works and what doesn't work and provide recommendations for change. This deliverable will require meetings with Board members, staff and volunteers to ensure that recommendations are in alignment with business practices and promising practices.
- b) Redevelop Agency Bylaws to comply with new legislation and reflect organizational changes and values, such as Indigenizing of policies and procedures, ensuring governance materials align with intersectional feminist perspectives and values.
- c) Develop training materials for members of the Board of Directors. These materials will be available for continued use to ensure all new Board members are oriented to their fiduciary responsibilities as well as to the organization's operations and approach to its work.
- d) Develop a recruitment plan for the Board of Directors that ensures strong values alignment with the Agency and contains a robust vetting process. Representation of community is a fundamental value in the Agency's recruitment efforts.

All work must be completed by no later than May 31, 2024.

## 4.2 Related Documents

The successful Proponent will be required to sign a confidentiality agreement prior to commencing work. Successful Proponents will have to attest to not having a criminal record involving crimes against persons.

Hope 24/7 reserves the right to request a Vulnerable Sector Screen from all contractors and sub-contractors.

## 5 REQUIREMENTS

In order for a proposal to be considered, a Proponent must clearly demonstrate that they meet the mandatory requirements set out in Section 7.1 (Mandatory Criteria) of the RFP.

This section includes "Response Guidelines" which are intended to assist Proponents in the development of their proposals in respect of the weighted criteria set out in Section 7.2 of the RFP. The Response Guidelines are not intended to be comprehensive. Proponents should use their own judgement in determining what information to provide to demonstrate that the Proponent meets or exceeds Hope 24/7's expectations.

Please address each of the following items in your proposal in the order presented. Proponents may find it helpful to use the individual Response Guidelines as headings for proposal responses.

## 5.1 Capabilities

### 5.1.1 RELEVANT EXPERIENCE

The Proponent and any subcontractors of the Proponent included in its proposal should have a minimum of 10 years experience within the past 15 years providing services of a similar scope and complexity. Similar scope and complexity is defined as a) having completed more than five projects involving governance matters within the past 5 years; b) extensive experience working with not-for-profit and/or charitable organizations; c) extensive experience working with volunteer Boards of Directors; d) at least 5 years of experience designing training materials for adult learners; e) clearly demonstrable experience working from an intersectional feminist perspective; f) clearly able to identify and discuss how intersectionality impacts effective governance.

### 5.1.2 REFERENCES

Proponents must provide a minimum of three references (i.e. names and contact information) of individuals who can verify the quality of work provided specific to the relevant experience of the Proponent and of any subcontractors named in the proposal. References from the Proponent's own organization or from named subcontractors are not acceptable.

Hope 24/7 may in its sole discretion, but is under no obligation to, check Proponent and subcontractor references without first notifying the Proponent or its subcontractors. Hope 24/7 reserves the right to seek additional references independent of those supplied by the Proponent, including internal references in relation to the Proponent's and any subcontractor's performance under any past or current contracts with Hope 24/7 or other verifications as are deemed necessary by it to verify the information contained in the proposal and to confirm the suitability of the Proponent.

Further to Hope 24/7's reservation of rights under Section 2.22, if the Proponent is deemed unsuitable by Hope 24/7 in its sole discretion due to unsatisfactory references, or if the proposal is found to contain material errors, omissions or misrepresentations, the Proponent's proposal may be rejected.

### Response Guidelines for Capabilities

1. Name a contact person for the Proponent, and include this person's address, phone and fax number, and email address. This information will not be evaluated, but will be used to contact the Proponent as required.
2. Provide a summary of how the Proponent meets relevant experience requirements as per section 5.1.1.
3. Provide a minimum of 3 (three) references specific to the experience cited, each of which includes a contact name, phone number and email address.

## 5.2 Approach

### 5.2.1 GOVERNANCE MANUAL AND BYLAWS UPDATES

Proponents will provide a high-level workplan outlining the *process* for refining or re-creating the governance policies and procedures and the Bylaws, including consultations with members of the Board of Directors, staff and volunteers. It is strongly recommended that Proponents highlight how intersectional feminist and Indigenizing lenses will be applied to the consultations and subsequent revisions. Proponents should identify their familiarity with new legislation impacting charities in Canada. The deadline for completion of this project is May 31, 2024, meaning that it is anticipated the Board of Directors will have approved all project materials by this date.

### 5.2.2 GOVERNANCE TRAINING

Proponents will provide an example of training materials developed and delivered in the past. The materials do not have to relate to governance, but should clearly reflect how Proponents demonstrate the principles of diversity, equity and inclusion and/or a feminist lens. As this training will be available on the Agency's online portal for current and new members of the Board of Directors, it would be helpful if Proponents could demonstrate their training is compatible with online learning.

### 5.2.3 RECRUITMENT PLAN

Proponents will provide a summary of the *approach* they would use in a Recruitment Plan to address issues such as maintaining pro-choice philosophy, being an intersectional feminist organization, recruiting for behaviours that translate into Agency values (e.g., equity, no representatives from systems of authority on the Board of Directors, etc.), etc.

### Response Guidelines for [insert appropriate header]

1. Are you expecting a full workplan for the revision/re-creation of the governance materials?

No. What we are interested in is each Proponent's approach to revising governance materials. This means things like how a Proponent facilitates sessions, or how a Proponent incorporates intersectional feminism into their written and oral communications, become important. Hope 24/7 is interested in how much experience and comfort Proponents have working within an intersectional feminist activist organization.

2. What do you mean when you speak about addressing issues like being pro-choice or recruiting for behaviours that translate into Agency values?

There are certain things that the organization had made public statements on, such as being pro-choice, that are not currently reflected in the governing documents. Recruiting and supporting Board members from women/women-identifying folk, people who have experienced gender-based violence, subject matter experts, etc., who are allies to the Agency's activism and will act as true ambassadors, etc. *How the Board recruits is as important as who the Board recruits. **The Agency wants to lives its values, and that means having those values embedded into its governance documents.***

3. What if I don't have experience with Indigenizing, but met the rest of the criteria?

Hope 24/7 understands this is a relatively new, and still emerging, area and strongly recommends that Proponents collaborate with Indigenous experts as part of their workplan.

### **5.3 Price**

Prices quoted will be deemed to be:

- a) in Canadian dollars;
- b) inclusive of expenses, sub-contractors, travel, administrative fees, etc.;
- c) inclusive of duty, FOB destination, and delivery charges where applicable; and
- d) exclusive of any applicable taxes.

Bids should not exceed \$30,000.

## 6 PROPOSAL FORMAT

Proponents should ensure that they fully respond to all requirements in the RFP in order to receive full consideration during evaluation.

The following format, sequence, and instructions should be followed in order to provide consistency in Proponent response and ensure each proposal receives full consideration. All pages should be consecutively numbered.

- a) Signed cover page (see section 7.1 Mandatory Criteria).
- b) Table of contents including page numbers.
- c) A short (one or two page) summary of the key features of the proposal.
- d) The body of the proposal, including pricing, i.e. the “Proponent Response”.
- e) Appendices, appropriately tabbed and referenced.
- f) Identification of Proponent (legal name)
- g) Identification of Proponent contact (if different from the authorized representative) and contact information.

## 7 EVALUATION

Evaluation of proposals will be by a committee formed by Hope 24/7 and may include employees and contractors of Hope 24/7 and other appropriate participants. All persons affiliated with Hope 24/7 have signed confidentiality agreements and conflict of interest agreements.

Hope 24/7’s intent is to enter into a Contract with the Proponent who has met all mandatory criteria and minimum scores (if any) and who has the highest overall ranking.

Proposals will be assessed in accordance with the entire requirement of the RFP, including mandatory and weighted criteria.

### 7.1 Mandatory Criteria

Proposals not clearly demonstrating that they meet the following mandatory criteria will be excluded from further consideration during the evaluation process.

<b>Mandatory Criteria</b>
The proposal must be received at the Closing Location before the Closing Time.
The proposal must be in English.

<b>Mandatory Criteria</b>
The proposal must be submitted using one of the submission methods set out on the cover page of the RFP and in accordance with Section 2.3.
The proposal must either (1) include a copy of the cover page that is signed by an authorized representative of the Proponent or (2) otherwise identify the RFP, identify the Proponent and include the signature of an authorized representative of the Proponent that confirms the Proponent’s intent to be bound.
The Proponent meets the minimum work and experience requirements as outlined in 5.1.1
The Proponent clearly demonstrates how they embed intersectional feminism into their work.

## 7.2 Weighted Criteria

Proposals meeting all of the mandatory criteria will be further assessed against the following weighted criteria.

<b>Weighted Criteria</b>	<b>Weight</b>	<b>Minimum score</b>
Capabilities (section 5.1)	25%	19 out of 25
Approach (section 5.2)	65%	52 of out 65
Price (section 5. 3)	10%	7 out of 10
<b>TOTAL</b>	<b>100%</b>	<b>78 out of 100</b>

Proponents that do not meet a minimum score within a weighted criterion will not be evaluated further.

## 7.3 Price Evaluation

Price will be evaluated by selecting the lowest price that meet the minimum score.

## Appendix A - Contract Form

### Independent Contractor Agreement

<b>Contractor Information</b>	Contractor Name/Entity: Address: Website: Business Number:		
<b>Contractor Contact</b>	Name: Title: Email: Telephone:		
<b>Key Contractor Staff</b>			
<b>Services</b>	<b>Start Date:</b>	<b>Completion Date:</b>	<b>Budget:</b>
<b>Description</b>	<p>The Contractor’s responsibilities will include the following:</p> <ul style="list-style-type: none"> <li>a) Refinement or re-creation of governance policies and procedures (governance manual), including reporting templates, reporting timelines, etc. to be more streamlined and address new legislative requirements. This involves working with the current Board of Directors, staff and volunteers to learn what works and what doesn’t work and provide recommendations for change. This deliverable will require meetings with Board members, staff and volunteers to ensure that recommendations are in alignment with business practices and promising practices.</li> <li>b) Redevelop Agency Bylaws to comply with new legislation and reflect organizational changes and values, such as Indigenizing of policies and procedures, ensuring governance materials align with intersectional feminist perspectives and values.</li> <li>c) Develop training materials for members of the Board of Directors. These materials will be available for continued use to ensure all new Board members are oriented to their fiduciary responsibilities as well as to the organization’s operations and approach to its work.</li> <li>d) Develop a recruitment plan for the Board of Directors that ensures strong values alignment with the Agency and contains a robust vetting process. Representation of community is a fundamental value in the Agency’s recruitment efforts.</li> </ul> <p>All work must be completed by no later than May 31, 2024.</p> <p>Hope 24/7 retains ownership of all materials produced under this contract.</p>		
<b>Fees, Invoices and Payment</b>	<p>We’ll pay you \$ _____</p> <p>You’ll submit invoices to us monthly. Each invoice should include sufficient information to support the invoiced work and provide other such data we may request. Please send invoices to: Laura Zilney, CEO <a href="mailto:Laura.Zilney@hope247.ca">Laura.Zilney@hope247.ca</a></p> <p>We’ll pay you undisputed fees within 30 days after we receive your invoice.</p>		



RFP: Governance Policies, Procedures & Training

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	Please note that you need to give us completed Electronic Funds Transfer information before we can make any payments.
<b>Expenses</b>	You'll be responsible for your own materials, travel, parking, and other expenses unless otherwise provided in this Agreement.
<b>Insurance Requirements</b>	You will hold your own liability insurance.
<b>Other Terms</b> (if applicable)	

This Agreement, which consists of this form and the terms and conditions listed above (2.1, 2.7, 2.11, 2.13, 2.16, 2.23, and 2.25), create a legal contract between Client and Contractor. By signing below, Client and Contractor each confirm that it agrees to the terms in this Agreement.

**Client**

**[Contractor Name/Entity]**

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_