



Request for Proposal

TAFHT Single Site & Health Centre Business Case Development

Issued Date: December 3rd, 2021

**Proposals shall be received no later than:
January 14th, 2022 at 4:00 pm (Local Time)**

Proposal Submission: to TAFHT Executive Director

By e-mail: jmcleod@timminsfht.ca

By fax: (705) 267-1796

In-office: 123 Third Ave. Suite 300

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PART A – PROJECT

Introduction

The TAFHT is a primary care organization that serves approximately 24,000 patients over 8 clinical & administration sites, across in the City of Timmins. Collaboratively with the White Pines Family Health Network, the TAFHT employs approximately 60 staff members who work with 31 physicians for the delivery of programs & services.

The TAFHT wishes to explore the feasibility of relocating all clinical & administration sites to a single building. The TAFHT is looking for 3 or 4 viable options to consider including the possibility of co-location with health, social services, and pharmaceutical or other retail partners. To assist with this process, the TAFHT has entered into a Capital Planning Process through the Ministry of Health.

Description of the Successful Proponent

The Proponent shall be required to demonstrate their qualifications, and experience as well as that of each of their team members. The Proponent shall list three (3) references (including current contact information), of similar quality improvement projects that have been completed within the last five (5) years with demonstrated positive outcomes and sustainability. The Proponent shall demonstrate that it has the necessary foresight and ingenuity to approach this task with innovative ideas and is prepared to view the project from its broadest perspective to ensure that the end product will meet the needs of the community and will be of the best long-term value to the community. The successful Proponent shall be one who can demonstrate the above criteria as well as show that their team is capable of successfully accomplishing projects on time and on budget. At a minimum, the consultant requires the following skill set:

- Experienced with program or service review processes, logic models, process mapping and evaluation.
- Experience with developing proposals for submission to the Ministry of Health's Capital Planning Process
- Experienced with the delivery of health care in a primary care setting
- Experience with municipal service delivery, as well as business/private industry service delivery.
- Experienced with human resources assessment and strategy development.
- Strong communication/facilitation and writing skills.
- An ability to adjust facilitation techniques to ensure the success of the process.
- Willing to address process issues with sensitivity towards all participants.

- Must be action motivated and results oriented.

Scope of Work

Over the past number of years, the TAFHT has experienced rising costs to the delivery of programs and services across eight sites, particularly related to office rental, networked Electronic Medical Record and IT infrastructure, health human resources to meet increasing needs for primary care programs and services, to name a few. The TAFHT is nearing full space capacity and needs room for expansion as pressures are constant for the TAFHT to take on more Timmins patients who currently do not have a primary care provider.

Considering these ongoing challenges, the TAFHT would like to explore options for co-location that potentially would achieve the following:

- additional space for physicians, IHPs and learners considering both current and future needs
- potential for development of a NOSM teaching unit with a focus on the delivery of comprehensive team based primary care
- facilitate the specialization of IHP staff in particular program areas (ex. Diabetes care) so that enhanced programs and services can be offered
- potential cost savings in IT infrastructure through single site versus 8 sites
- co-location with other partners to enhance collaboration, program integration and cost sharing

The TAFHT is seeking to select a qualified proponent to work with the physicians and TAFHT to explore viable options for better care delivery space that will address the challenges listed above. Options could include both the renovation of an existing building, a stand-alone new build or a build onto another pre-existing building.

The TAFHT wishes to better understand its needs through a community and provider consultation process.

The scope of work will include, but may not be limited to; working with the TAFHT leadership, physicians, community health & social service agency leadership, educational institution leaders and patients via questionnaire, one on one discussions and group sessions to:

- Identify an appropriate process methodology, tailored to the TAFHT and WPFHN size and infrastructure structure.

- Support the TAFHT in applying that methodology to a number of TAFHT/WPFHN identified priority areas.
- Support the TAFHT in the development of a Business Case that meets the criteria required by the MOH Capital Planning Branch for moving to the next stage of the capital planning application process.

The proposed term of the contract is five months with timelines as follows:

RFP Issued – December 3, 2021

RFP Closing Date – January 14th, 2022 at 4:00 pm

Contract Awarded – By January 30th, 2022

Completion of Work – February 1, 2022 to June 30, 2022

- Assess the current state at the TAFHT/WPFHN and assess potential methodologies incorporating analysis of the background information provided by the TAFHT.
- Recommend a methodology to the TAFHT/WPFHN based on that assessment that promotes productivity, efficiency and effectiveness of key processes
- Assist the TAFHT/WPFHN to build internal capacity through the adoption of the recommended methodology to acquire the information critical to the development and submission of a viable, comprehensive business case
- Incorporate consultation sessions with key informants, patients and potential community health & social services co-location partners
- Incorporate consultation with potential retail/private services regarding interest in co-location
- Explore potential for multi-option approach to single site for the TAFHT
- Development of draft Business Case according to the requirements of the MOH Capital Planning Branch application process
- Review of draft with TAFHT Single-site Board Sub-committee and make any necessary changes to draft
- Finalize draft and provide to TAFHT for submission to MOH Capital Planning Branch
- Availability to assist the TAFHT with adjustment and revision of the Business Case, based on the recommendation from the MOH Capital Planning Branch. Multiple revisions may be required.

PART B – EVALUATION

Proposal Submission and Content

The TAFHT shall be the sole judge in selection of the ‘best valued’ proposal and will be focused on the most effective proposal for the TAFHT. The ED will prepare a recommendation report to the TAFHT Board of Directors with respect to the approval of the successful Proponent and award the contract to the successful candidate.

The TAFHT may choose to interview certain participants to clarify issues. Participants are advised that only complete submissions shall be reviewed and evaluated. However, the TAFHT may deem it necessary, if in its best interest, to request additional information.

Evaluation Criteria

All proposals will be evaluated using the evaluation matrix as set out within the RFP document, as follows:

Criterion	Weight
Experience and Qualifications	40%
Implementation Methodology/Approach	30%
Financial Considerations	30%
Total	100%

PART C – ADDITIONAL CONDITIONS

Confidentiality

Confidentiality of records and information relating to this Project must be maintained at all times.

All correspondence, documentation and information provided by the TAFHT staff or WPFHN physicians to any Proponent in connection with, or arising out of this RFP or the acceptance of any proposal:

- Remains the property of the TAFHT or WPFHN physician;
- Shall be treated as confidential;
- Shall not be used for any purpose other than for replying to this RFP, and for fulfillment of any related subsequent agreement.

All correspondence, documentation and information provided to staff of the TAFHT by any Proponent in connection with, or arising out of this RFP, and the submission of any Proposal will become the property of the TAFHT, and as such, subject to the Freedom of Information Act (FIPPA), and may be released, pursuant to the Act. The Proponent's name at a minimum shall be made public on request.

Because of FIPPA, The Proponent is advised to identify, in their Proposal, any scientific, technical, commercial, proprietary or similar confidential information, the disclosure of which could cause them injury.

Any information in the Proponent submission that is not specifically identified as confidential will be treated as public information.

All correspondence, documentation and information provided to the TAFHT may be reproduced for the purposes of evaluating the Proponent's submission to this RFP.

NOTE: Materials supplied in response to the RFP become a record of the TAFHT and are subject to the Freedom of Information and Protection of Privacy Act. The TAFHT takes the position that such materials are not supplied in confidence and form part of the records made generally available upon request to the public. If you have any questions with regard to this policy, please contact the TAFHT Executive Director (Telephone: 705-267-1993).

Conflict of Interest Statement

In its Proposal, the Proponent shall disclose to the TAFHT any potential conflict of interest that might compromise the performance of the work. If such a conflict of interest does exist, the TAFHT may, at its discretion, refuse to consider the Proposal.

If, during the Proposal evaluation process or the negotiation of the Agreement, the Proponent is retained by another client, giving rise to a potential conflict of interest, then the Proponent shall so inform the TAFHT. If the TAFHT requests, then the Proponent shall refuse the new assignment or will take such steps as are necessary to remove the conflict of interest concerned.

Proponents are cautioned that the acceptance of their Proposal may preclude them from participating as a Proponent in subsequent projects where a conflict of interest may arise. The Proponent for this project may participate in subsequent/other TAFHT projects provided the Proponent has satisfied pre-qualification requirements of the TAFHT, if any, and in the opinion of the TAFHT, no conflict of interest would adversely affect the performance and successful completion of an Agreement by the Proponent.

Non-Collusion

A Proponent shall not discuss or communicate, directly or indirectly, with any other Proponent or their agent or representative about the preparation of the Proposals. Each Proponent shall attest that its participation in the RFP process is conducted without any collusion or fraud. If the TAFHT discovers there has been a breach of this requirement at any time, the TAFHT reserves the right to disqualify the Proposal or terminate any ensuing Agreement.

The Timmins Academic Family Health Team Rights in Respect of the RFP

This RFP does not constitute an offer of any nature or kind whatsoever by the TAFHT to the Proponent. The TAFHT does not bind itself to accept any Proposals and if in its best interests may proceed as it determines, in its sole discretion, following receipt of the Proposals. The TAFHT reserves the right to accept any proposal in whole or in part or to discuss with any Proponent, different or additional terms to those envisaged in this RFP or in such Proponents proposal.

The TAFHT has, if in its best interests, the right to:

- Cancel the RFP at any time without liability whatsoever to any Proponent;
- Reject any or all of the Proposals;
- Accept any or all of the Proposals;
- Elect to accept or reject it, if only one Proposal is received;
- Not to accept the lowest fixed fee amount;
- Alter the schedule; RFP process, procedures or objective of the project or any other aspect of the RFP, as it may determine in its sole and absolute discretion; or
- Negotiate with one or more Proponents to reach a final agreement for the services.

It is the nature of this RFP process that this RFP and/or the Proposal in response to the RFP will not constitute a binding agreement, but will only form the basis for the finalization of the terms upon which the TAFHT and the chosen Proponent will enter into a final agreement (the “Agreement”), and does not mean that the Proposal is necessarily totally acceptable in the form submitted. After the selection of a Proponent, if any, the TAFHT has the right to negotiate with the Proponent and, as part of that process, to negotiate changes, amendments or modifications to the proposal without offering the other Proponents to the right to amend their proposals.

Proponent’s Costs

All costs and expenses incurred by a Proponent related to the preparation or presentation of its proposals shall be borne by the Proponent. The TAFHT is not liable to pay any such costs and/or expenses or to reimburse or to compensate a Proponent under any circumstances.

Delays

The TAFHT shall not be responsible for any delays or costs to the Proponents associated with any reviews or the approval process.

Approval

The award of any contract is conditional upon approval by the TAFHT Board of Directors.

Payments

Payments to the Proponent will be on a monthly basis upon an invoice being submitted by the Proponent to the TAFHT.

All payment terms shall be net thirty (30) days.

Errors and/or Omissions

It is understood and acknowledged that while the RFP includes specific requirements, a complete review and recommendation is required. Minor items not herein specified but obviously required shall be provided as if specified. The Proponents shall satisfy themselves fully as to the extent of the work required and shall provide all services required to complete the intent of the project. Any misinterpretation of requirements within this RFP shall not relieve the bidder of the responsibility of providing the services as aforesaid.

Workplace Safety and Insurance Board

The Proponent shall supply proof of good standing with the Workplace Safety and Insurance Board with all invoices.

Changes in the Project

The Proponent shall take into account that during the term of the contract there may be regulatory changes that could impact the program. At this time, the TAFHT does not foresee any changes to the scope of work but changes in legislation or budget constraints may necessitate changes. The TAFHT reserves the right to negotiate the scope of the assignment during the term of the assignment to reflect issues such as budget concerns, regulatory changes, etc.

Insurance Requirements

The successful Proponent shall be required to provide the following insurance:

1. Comprehensive General Liability and Automobile Insurance

The Insurance Coverage shall be \$2,000,000 for general liability and \$2,000,000 for automobile insurance. When requested, the Proponent shall provide proof of

Comprehensive General Liability and automobile Insurance (inclusive limits) for both owned and non-owned vehicles in a form acceptable to the TAFHT.

2. Professional Liability Insurance (IF APPLICABLE)

The Insurance Coverage shall be in the amount of \$2,000,000 and will be job specific. When requested, the Proponent shall provide satisfactory proof of Professional Liability Insurance carried by the Proponent in a form acceptable to the TAFHT.

3. Change in Coverage

It is understood and agreed that the coverage provided by these policies shall not be changed or amended in any way, nor cancelled by the Proponent until sixty (60) days after written notice of such change or cancellations has been personally delivered to the TAFHT.

Permits, Certificates, and Licensing (if applicable)

The Proponent shall be responsible for strict adherence to all Federal, Provincial, Municipal codes and by-laws and shall obtain all permits, certificates and licenses as applicable including work completed by Sub-Proponents.

Safety Regulations and Labour Codes

The Proponent shall be aware of, and comply fully, with the TAFHT's Health and Safety Program, Health and Safety Requirements in all applicable legislation and regulations in effect in all jurisdictions where the work shall be performed. The Proponent shall also communicate the Health and Safety requirements to their Sub-Contractors and ensure compliance. The Proponent shall provide a copy of their Health and Safety policy to the TAFHT prior to commencement of work. Employee training records shall be available to the TAFHT upon request.

Influence

No person, company, corporation or organization shall attempt in any way, either in private or in public, to influence the outcome of any TAFHT's purchasing or hiring process.

Any person, company, corporation or organization that attempts to influence the outcome of any TAFHT purchasing or hiring process shall be disqualified, and the person, company,

corporation or organization may be subjected to exclusion or suspension from other works with the TAFHT.

Billing Summaries

The Proponent shall provide a breakdown before its first invoice detailing all work. The breakdown shall be approved by the Executive Director. Every invoice shall include original upset limit, the current monthly amount, the actual to date, percent (%) complete, and the total amount to complete for each item in the breakdown. All extra work shall be indicated separately. Invoices shall be submitted monthly and any work performed, as an extra, shall have received prior approval by the Executive Director or designate in writing. A copy of the written approval shall accompany the invoice. The conditions for invoicing and payment shall be incorporated into any contract that may be prepared as part of the process. Each invoice shall reference the purchase order provided for these works.

Indemnity

The Proponent agrees to indemnify and save harmless the TAFHT from any claim or demand arising as a result of the performance or non-performance of this Contract by the Proponent, and without limiting the generality of the foregoing.

Contract Preparation

The Proponent shall be responsible for preparing the first draft of the legal agreements, which shall be subject to the review and approval of the TAFHT and its counsel. Once the form of Agreement is agreed to by all parties and their counsel, following execution by all parties, the TAFHT will issue a letter awarding contract to the Proponent.

Proposal Payment

There shall be no direct payment for the preparation and submission of Proposals or to attend interviews in response to this request for proposals.

Negotiations

The TAFHT may award the Agreement on the basis of initial offers received, without discussion. Therefore, each initial offer shall contain the Proponent's best terms/information, including all required documentation as listed.

The TAFHT reserves the right to enter into negotiations with the selected Proponent. If the TAFHT and the selected Proponent cannot negotiate a successful agreement, the TAFHT may terminate the negotiations and begin negotiations with the next selected Proponent. This process will continue until an agreement has been executed or all Proponents have been rejected. No Proponent shall have any rights against the TAFHT arising from negotiations.

Proponents to Investigate

Consulting firms submitting a proposal shall satisfy themselves by personal examination of the site and, by such means, as they prefer, as to the actual conditions and requirements of the Work.

Proponents shall not rely on information provided by the TAFHT including reports, existing documents or any work completed under prior assignments or any other information provided by the TAFHT but shall satisfy themselves as to the accuracy of the information and accept full responsibility.

Authorization

LEGAL NAME OF COMPANY: _____

NAME: _____

AUTHORIZED SIGNATURE: _____

ADDRESS: _____

TELEPHONE NO: _____ **DATED:** _____

CONTACT PERSON: _____

TELEPHONE NUMBER: _____

E-MAIL ADDRESS: _____

These terms of reference shall be signed and bound or accompany the submitted proposal.

COMMUNICATIONS:

Should a bidder have any questions regarding this bid opportunity, please contact the TAFHT Executive Director at jmcleod@timminsfmt.ca.

NOTE:

THE DEADLINE FOR INQUIRIES OR QUESTIONS IS January 11th, 2022.