

November 18, 2022

Standards Council of Canada
55 Metcalfe Street, Suite 600
Ottawa ON K1P 6L5
Canada

Subject: Request for Proposal (RFP) # 2022-17

This document represents an invitation to Bidders to submit their proposals to the Standards Council of Canada (SCC) for the development of an Accreditation and Conformity Assessment Strategy.

In accordance with the Statement of Work attached hereto as Appendix "B", SCC will issue a contract to the successful Bidder, establishing the pricing and terms / conditions under which the development of the above-mentioned initiative will be undertaken.

Proposals must be received by SCC no later than **16:00 hours, (4 p.m.) EST on Tuesday, December 20, 2022**. It is the Bidder's responsibility to deliver their proposal prior to the **time/date of bid closing**. Proposals received after 16:00 hours will not be accepted; they will be returned to the sender unopened.

PROPOSALS ARE TO BE SUBMITTED ELECTRONICALLY TO contracts@scc.ca by the time/date of bid closing (including the financial proposal).

1. ATTACHMENT 1 – Technical Proposal

NOTE: No financial information is to be included in ATTACHMENT 1

2. ATTACHMENT 2 – Financial Proposal

Proposals that do not contain the requested documentation or deviate from the required financial format (as per Appendix D of SCC RFP #2022-17) may be considered incomplete and disqualified.

SCC is not obliged to accept the lowest bid and/or any proposal.

Questions with respect to the meaning or intent of this process, or requests for correction to any apparent ambiguity, inconsistency or error in the document must be submitted in writing to contracts@scc.ca and must be received by 12:00 hours (noon) EST on **Thursday, December 8, 2022**. All answers will be communicated to all potential bidders via CanadaBuys.

Request for Proposal # 2022-17

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APPENDIX A: REQUEST FOR PROPOSAL – ACCEPTANCE FORM

Proposal Submitted by

(Name of Company)

(Complete Address)

GST/HST Number _____

Telephone Number: _____

Fax Number: _____

Contact Person: _____

Contact Email Address: _____

1. The Undersigned (hereinafter referred to as “the Bidder”) hereby proposes to the Standards Council of Canada (SCC) to furnish all necessary expertise, supervision, materials, equipment and other incidentals necessary to complete to the entire satisfaction of SCC or their authorized representative, the work described in the Terms of Reference / Statement of Work attached hereto as Appendix “B”.

2. The Bidder hereby proposes to perform and complete the work in accordance with the terms and conditions (at the place and in the manner) specified in:
 - (i) Appendix A - attached and entitled “Request for Proposal – Acceptance Form;”
 - (ii) Appendix B - attached and entitled “Statement of Work”;
 - (iii) Appendix C - attached and entitled “Technical Evaluation Criteria”;
 - (iv) Appendix D – attached and entitled “Financial Proposal”.

3. **Period of Services**
 - (i) The contract award date is the date that the contract is signed by the Bidder and SCC.
 - (ii) The service start date is the date that the Bidder and SCC agree to commence the work.
 - (iii) The Bidder hereby proposes to perform the work commencing on the service start date and have work completed in accordance with the timeline in Appendix B.

4. Financial Proposal

The Bidder hereby proposes to perform and complete the work as per the financials outlined using Appendix D: Financial Proposal Template of SCC RFP #2022-17, which represents the total financial proposal.

5. Optional Modifications

In the event that SCC requests the successful Bidder to proceed with any optional modifications or additional changes to the process, payment for this additional work will be based on the per diem rates quoted (see Appendix D of SCC RFP #2022-17).

Authorization to proceed with additional work will be provided by way of a contract amendment as per the established proposal.

6. Optional Years

SCC may decide, at its discretion, to exercise an option by means of formal contract amendment, to extend the term.

7. Federal Goods and Services Tax (GST) and Harmonized Sales Tax (HST)

The prices and rates quoted as part of the Bidder's proposal are NOT to include any provision for taxes.

8. Payment Schedule

As a result of acceptance of the Bidder's proposal, SCC reserves the right to negotiate an acceptable payment schedule prior to the awarding of a contract and/or any amendments.

9. Appropriate Law

Any contract awarded by SCC as a result of SCC RFP #2022-17 shall be governed by and construed in accordance with the laws in force in the Province of Ontario, Canada.

10. Tender Validity

The Bidder agree(s) that their proposal will remain firm for a period of 90 calendar days after the **time/date of bid closing**.

Signatures

The Bidder herewith submits this bid in accordance with the requirements specified in the Request for Proposal documents.

SIGNED this _____ day of _____, 2022

Per _____
Name of company

Per _____
(Signing Officer and Position)

APPENDIX B – STATEMENT OF WORK

APPENDIX B - STATEMENT OF WORK	
Project	The Standards Council of Canada (SCC) will issue one (1) contract to a Bidder for the planning and facilitation of a strategy.
SCC Submittal Date	Friday, November 18, 2022
Vendor Return Date	Tuesday, December 20, 2022
Background	<p>The COVID-19 pandemic has had significant adverse impacts on the health and well-being of Canadians, leading to increased reports of stress, anxiety, depression, and substance use since the beginning of the pandemic. This difficult time has highlighted the need to address long-standing gaps in the delivery of mental health and substance use services across the country.</p> <p>In March of 2022, the Government of Canada (link is external) announced that it will be working closely with SCC, as well as interested parties and partners, to develop national standards for mental health and substance use services. The standards will provide an evidence-based framework for service delivery that Canadians can rely on, no matter where they live or where they access services.</p> <p>As such, SCC has launched a National Mental Health and Substance Use (MHSU) Standardization Collaborative, which is engaging a diverse range of key stakeholders to inform the work on these and future standards. This will include representatives from provinces and territories, Indigenous partners, health organizations, and people with lived and living experience.</p> <p>The MHSU Collaborative will advise on the scope and detailed statements of work for the standards deliverables, prior to SCC engaging with standards development organizations to develop the documents. It will also identify interested parties and technical expertise to support the standardization process.</p> <p>In the short term, the process will establish six integrated national standards-based deliverables, evaluate the needs and opportunities for related conformity assessment schemes and accreditation programs to verify the implementation of those deliverables, and develop a national mental health and substance use standardization roadmap.</p> <p>The six topics within three priority areas that will be the primary focus of the Collaborative until March 2023 include:</p> <p><u>1. Primary Health Services Integration</u></p> <ul style="list-style-type: none"> ○ 1a) Integration of MHSU in primary care settings, ○ 1b) Digital MHSU apps, <p><u>2. Children and Youth</u></p> <ul style="list-style-type: none"> ○ 2) Access to integrated community-based services for youth, <p><u>3. People with Complex Needs</u></p> <ul style="list-style-type: none"> ○ 3a) Integrated services for people with complex needs, ○ 3b) Substance use treatment centres, and, ○ 3c) Substance use workforce.

Future work will build off the standardization roadmap to continue improving mental health and substance use service delivery and treatment outcomes through standardization.

The draft roadmap is expected to be ready by late spring, for final publication in spring 2023.

As such, on behalf of the MHSU Collaborative, SCC will be developing a guided and purposeful conformity assessment strategy to evaluate the needs and opportunities for related conformity assessment schemes and [accreditation](#) programs. The conformity assessment strategy will provide the ultimate goal of building a brand and trust with standardization around Mental Health and Substance Use with Canadians and stakeholders.

A final report will capture the lessons learned and key insights of the strategy, contextualizing those findings within the broader context of the roadmap, and serving as a key input into the drafting of the Mental Health and Substance Use Standardization Collaborative Roadmap.

As such, SCC is seeking a Supplier to lead the development of a conformity assessment strategy. The selected Supplier will be expected to deliver most of the strategy, with SCC providing direction and oversight.

<p>Scope</p>	<p>The Supplier will focus on the following major activities:</p> <ul style="list-style-type: none"> • Supporting the design of the strategy including identifying targeted audiences, and the development of questions and support materials that will be used during the strategy; • Engaging with key stakeholders in structured discussions via the facilitation of the strategy across the country; • Developing an overarching summary report outlining the feedback heard throughout the engagement period. <p>What follows is a more detailed overview of the tasks the Supplier will be responsible for, as well as the associated deliverables that are expected:</p> <p>Activity 0: Project Initiation During Project Initiation, the Supplier shall:</p> <ul style="list-style-type: none"> • Meet with SCC to review project goals; • Develop a detailed project workplan for review by SCC; and • Develop a detailed project budget, including milestone dates for invoicing for review by SCC. <p><i>Deliverable(s)</i> The expected outputs of Activity 0 will be a detailed workplan and project budget.</p> <p>Activity 1: Strategy Design In collaboration with SCC, the Supplier will be responsible for recommending a particular strategy method based on project needs, as well as developing all associated materials to support the chosen form of strategy.</p> <p><i>Task 1: Designing the strategy</i> The Supplier will work with SCC to develop a strategy that will help deliver conformity to Canadian needs and future priorities for the Mental Health and Substance Use Standardization Collaborative. This will involve:</p> <ul style="list-style-type: none"> • Identifying with SCC the main goals of the strategy; • Developing an approach designed to meet SCC’s needs, based on proven strategy methodologies. Also, developing a reasonable and adaptable workplan that can deliver on SCC requirements within agreed upon timelines; • Preparing and producing “ready-for-use” plan that will be used to facilitate the strategy; and • Professionally editing and translating materials into both official languages (i.e., English and French), where applicable. <p><i>Deliverable(s)</i> The expected outputs of Activity 1 will be:</p> <ul style="list-style-type: none"> • A list of areas of priority for the strategy, • A strategy development plan. <p>Activity 2: Development of the Strategy The Supplier will be responsible for planning, and developing the strategy. This will involve:</p> <p><i>Task 1: Managing strategy logistics</i></p>
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For the strategy, the Supplier will be responsible for managing the entire strategy process:

- Preparing, printing, and distributing strategy materials;
- Present a clear, reasonable methodology for recruiting appropriate strategy participants.

Note: the budget for each the strategy should be approved by SCC in advance of signing any contracts. Strategy costs, as well as travel and accommodations, will be paid for by SCC on an expense-paid basis.

Task 2: Developing the strategy

The Supplier will be responsible for:

- Developing discussions to support the strategy for the Mental Health and Substance Use Standardization Collaborative. Topics that may be included:
 - The scope of the Mental Health and Substance Use conformity assessment scheme and accreditation program;
 - Where MHSU Conformity Assessment should focus its efforts;
 - Key priorities with respect to Mental Health and Substance Use and standardization; and
 - How to best build capacity to use products developed under the initiative.

Task 3: Providing a strategy summary

Following the strategy, the Supplier will be responsible for developing a brief (3-5 pages) summary report that includes:

- Final strategy costs;
- Key feedback heard through the strategy, including critical areas where additional standardization or guidance would be useful.

Deliverable(s)

The main outputs from Activity 2 will be:
Strategy summary report.

Activity 3: Analysis and Recommendations

Based on the research and outputs of activities throughout the Strategy development process, the Supplier will be responsible for developing an overall summary report (15-30 pages) that outlines:

- The number of participants who contributed as well as their characteristics (e.g., geographic region, title, organization);
- Critical areas requiring additional standardization guidance;
- Recommendations and priorities for the development of future standards; and
- A summary of the feedback gathered throughout the strategy development process.

Deliverable(s)

The expected output of Activity 3 will be a comprehensive report identifying key feedback heard throughout the strategy. This report will feed into a final report that will be incorporated into the MHSU Collaborative by SCC.

<p>Proposal Requirements</p>	<p>Proposal Requirements Bidders should prepare a proposal that addresses the requirements of the RFP in two parts: (a) Technical Proposal and (b) Financial Proposal.</p> <p>Technical Proposal The Technical Proposal must not exceed 20 pages, excluding appendices. The following information is to be included in the proposal and will be assessed through the bid evaluation process.</p> <p><i>Project Team and Organization:</i> This section should demonstrate the project team and organization’s knowledge, experience, and qualifications to undertake the work. The Bidder must provide a description of the project team and the reporting structure. A summary of the curriculum vitae should be appended and will not constitute part of the 20-page limit set for the proposal.</p> <p><i>Methodology and Work Plan:</i> This section should identify a comprehensive methodological approach, and the appropriate assignment of resources, to achieve all aspects of the project as laid out in the statement of work.</p> <p>The section should also identify principal tasks, milestones, and the timeframe for their completion. The Bidder should cite specified events in the timeline where support and/or validation by the project authority will take place. Based on a review of the needs and objectives and the overall proposed approach, provide a description of any major anticipated risks and difficulties, and discuss solutions and strategies for addressing these.</p> <p>Financial Proposal The Financial Proposal must include a breakdown of the project’s costs, including labour costs and other anticipated charges. The payment schedule is to follow the deliverables schedule.</p>
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APPENDIX C – EVALUATION CRITERIA

APPENDIX C: EVALUATION CRITERIA

General

A Technical Evaluation Committee, consisting of at least three (3) SCC or SCC-appointed representatives, will be formed to assess all bids received in response to SCC RFP# 2022-17. The committee will be dissolved subsequent to the successful completion of their duties in selecting the Bidder with whom SCC will contract for the delivery of the project.

Proposals will be evaluated in accordance with the evaluation criteria identified and in conjunction with the Statement of Work (SOW). Bidders are encouraged to address these criteria in sufficient depth in their proposals to permit a full evaluation of their proposals. The onus is on the Bidder to demonstrate that it meets the requirements specified in the solicitation.

Bidders are advised that only listing experience without providing any supporting information to describe where and how such experience was obtained will not be considered to be demonstrated for the purpose of the evaluation. The Bidder should not assume that the evaluation team is necessarily cognizant of, or knowledgeable about, the experience and capabilities of the Bidder or any of the proposed resource(s); as such, any relevant experience must be demonstrated in the Bidders' written proposal. The Technical Proposal must not exceed 20 pages, excluding appendices.

Steps in the Evaluation Process

Step 1 – Evaluation against Mandatory Criteria

All bids will be evaluated to determine if the mandatory requirements detailed in *Appendix C Technical Evaluation Criteria: Part A Mandatory Criteria* have been met. Only those bids meeting ALL mandatory requirements will be considered.

Step 2 – Evaluation against Point-Rated Criteria

All bids meeting the criteria from Step 1 will be evaluated and scored, in accordance with the point-rated criteria detailed in *Appendix C Technical Evaluation Criteria: Part B Point-Rated Criteria*, to determine the Bidder's Total Technical Merit Score. All bids meeting the minimum thresholds in Step 2 will proceed to Step 3.

Step 3 – Evaluation of Financial Proposals

Only technically compliant bids meeting all of the requirements detailed in Steps 1 and 2 will be considered at this point.

Bidders must provide a price for each item identified in the format specified in *Appendix D Financial Proposal*. Ranges (e.g., \$10-\$13) are not acceptable.

Step 4 – Basis of Selection

The selection will be based on the highest combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.

To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70%. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30%. In the event of a tie, the proposal receiving the highest score for the technical evaluation will be selected.

APPENDIX C: TECHNICAL EVALUATION CRITERIA

Part A: Mandatory Criteria

Proposals will be assessed to determine whether they meet the following mandatory requirements.

Item	Mandatory Requirement	Compliant (Yes/No)
M1	<p>The Bidder must provide, for each proposed resource, a detailed résumé, including work histories, related to managing strategies, including experience supporting the design, development, administration, logistics, and facilitation of a strategy across Canada.</p> <p>The Bidder may add additional resources, however their role(s) must be clearly identified in the Technical Proposal and included in the Financial Proposal.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
M2	<p>The Bidder must attest in writing that they have the capacity to deliver services in both official languages in accordance with the Official Languages Act (OLA)</p> <p>Note: Participants should be able to speak in the language of their choice and the proposed resource should be able to summarize their remarks and convey them to the group in the other language, if required.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
M3	The Bidder must attest in writing that they are able to complete the work outlined in the Statement of Work before February 1 st , 2023.	<input type="checkbox"/> Yes <input type="checkbox"/> No
M4	The Technical Proposal must not exceed 20 pages, excluding appendices.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Part B: Point-Rated Criteria

The proposal must include a detailed description of the approach, methodology and the work plan describing how the Bidder would carry out the project to achieve the described objectives. Each proposal will be evaluated against point-rated criteria in the below three (3) categories. A response must be provided for each criterion.

Category	Max. Points
R1: Project Team's Experience Organizing and Developing Strategies	60
R2: Methodology and Work Plan	25
R3: Quality of Proposal	5
Total Possible Points	90

63 of the possible 90 points must be achieved (70%) in order for the financial elements of the bid to be evaluated.

R1 Project Team’s Experience Organizing and Developing Strategies

The Bidder must provide examples that demonstrate the extent to which they meet each criterion. The same example may be used to meet various criteria but must be revised accordingly to highlight the context within which it applies. The basis for scoring each criterion is provided in the table below. “Recent” means within the last three years.

Item	Rated Criteria	Max points
<p>R1A</p> <p>The Bidder should provide three examples of projects that demonstrate their experience in administering strategies with multi-stakeholder groups</p>	<p>For each example, points will be awarded as follows:</p> <ul style="list-style-type: none"> - Up to 3 points if the example is somewhat related in size, number, scope, complexity, relevance and/or similarity of participants - Up to 5 points if the example is clearly related in size, number, scope, complexity, relevance and/or similarity of participants 	15
<p>R1B</p> <p>The Bidder should provide one example of a project that demonstrates their experience developing strategies on a topic related to Mental Health and Substance Use</p>	<p>For each example, points will be awarded as follows:</p> <ul style="list-style-type: none"> - Up to 3 points if the example somewhat relates to developing strategies on topics related to Mental Health and Substance Use - Up to 5 points if the example is clearly related to developing strategies on topics related to Mental Health and Substance Use with the purpose of making decisions 	5
<p>R1C</p> <p>The Bidder should provide three recent examples that demonstrate that the bidder has experience synthesizing information gathered through a facilitated strategy.</p>	<p>The example should outline (a) the number and type of stakeholders involved in the strategy, and (b) how the information was synthesized and how it was intended to be used by the client. Points will be awarded as follows:</p> <ul style="list-style-type: none"> - Up to 3 points if the example demonstrates the bidder has experience synthesizing information gathered through a strategy(s) - Up to 5 points if the example demonstrates the proposed bidder has experience developing a report(s) by synthesizing information gathered through a strategy for the purpose of strategic or business planning 	15
<p>R1D</p> <p>The Bidder should provide two recent examples that demonstrate their relevant experience in managing the</p>	<p>For each example, points will be awarded as follows:</p> <ul style="list-style-type: none"> - Up to 3 points if the example is somewhat related in size, number, scope, complexity, 	10

logistics for strategies or other similar projects	<p>relevance and/or similarity of participants described in the SOW</p> <ul style="list-style-type: none"> - Up to 5 points per project if the example is clearly related in size, number, scope, complexity, relevance and/or similarity of described in the SOW 	
<p>R1E</p> <p>The Bidder should provide two recent examples demonstrating that the Project Team has experience designing strategy materials in both official languages (i.e., French and English)</p>	<p>Points will be awarded as follows:</p> <ul style="list-style-type: none"> - Up to 3 points if the example somewhat demonstrates how the Bidder supported the development of strategy materials in both French and English - Up to 5 points if the example clearly demonstrates how the Bidder supported the development of public strategy material in both French and English 	10
<p>R1F</p> <p>The Bidder should provide one example demonstrating the Project Team has experience supporting or leading the design of strategies of similar complexity. The example should demonstrate what was considered when designing the strategy (e.g., methodologies, facilitation practices, stakeholder or client input).</p>	<p>Points will be awarded as follows:</p> <ul style="list-style-type: none"> - Up to 3 points if the example somewhat demonstrates how the Bidder supported or led the design of a strategies of similar size, scope, and/or complexity as described in the SOW. The methodology and factors considered when designing the strategy are provided but are missing some details or limited in their explanation. - Up to 5 points if the example clearly demonstrates how the Bidder supported or led the design of a strategy of similar size, scope, and/or complexity as described in the SOW. The methodology and factors considered when designing the strategy are clearly explained. 	5

R2: Methodology and Work Plan

The Bidder must provide a thorough description of the proposed approach and methodology. The basis for scoring with respect to each criterion is provided in the table below.

Item	Rated Criteria	Max points
<p>R2A</p> <p>The Bidder should demonstrate a comprehensive methodological approach, and appropriate assignment of resources, to achieve all aspects of the project</p>	<p>Points will be awarded as follows:</p> <ul style="list-style-type: none"> - Up to 3 points if the description of the methodological approach is incomplete, missing some details, or is not realistic or technically feasible. - Up to 6 points if the description of the methodological approach is detailed enough to include a description of the steps that will be undertaken to meet each deliverable outlined 	10

	<p>in the SOW but is missing some details.</p> <p>Up to 10 points if the description of the methodological approach is detailed enough to include a description of the steps that will be undertaken to meet each deliverable outlined in the SOW; the approach and method must be complete, realistic, technically feasible, and tailored to the expected outputs of the public consultation.</p>	
<p>R2B</p> <p>The Bidder should outline a clear work plan to ensure the objectives of the Project are met.</p> <p>The work plan should identify, at a minimum, the Bidder's understanding of the goals and objectives of the project, resources that will be employed, constraints, and a project schedule (a diagram such as a Gantt chart may be provided, but must be clearly readable)</p>	<p>Points will be awarded as follows:</p> <ul style="list-style-type: none"> - Up to 4 points if the work plan addresses some objectives of the project and some elements of the critical path, with some explanation of how the timelines were determined, and a cursory overview of what resources will be utilized. - Up to 7 points if the work plan addresses most objectives of the project and most elements of the critical path, with an explanation of how the timelines were determined, the resources to be utilized, and some key underlying assumptions. - Up to 10 points if the work plan addresses all objectives of the project and all elements of the critical path, with a thorough explanation of how the timelines were determined, the resources to be utilized, and any key underlying assumptions. The schedule should also identify events in the timeline where support and/or validation by SCC will take place. 	10
<p>R2C</p> <p>The Bidder should demonstrate a clear risk mitigation strategy</p>	<p>Points will be awarded as follows:</p> <ul style="list-style-type: none"> - Up to 3 points if challenges that could arise that would impact the quality and/or delivery of the project, and corresponding mitigating actions, are identified but not clearly described. - Up to 5 points if challenges that could arise that would impact the quality and/or delivery of the project, and corresponding mitigating actions, are clearly described and demonstrate a realistic approach and understanding of the project. 	5

R3: Quality of the Proposal

The Technical Evaluation Committee will assess the quality of the proposal to determine whether the information organized within the proposal is presented in a clear and comprehensive fashion. The Bidder is asked to assure that material within the proposal is formatted, organized and written in such a way as to make clear to the reviewer where responses to mandatory and point-rated requirements are located.

Item	Rated Criteria	Max Points
R3A The bid should be written in a clear, concise, and professional manner	Points will be awarded as follows: <ul style="list-style-type: none">- Up to 1 point if the proposal is poorly organized, difficult to read, and contains frequent typos- Up to 3 points if the proposal is generally well-organized but is somewhat difficult to read and contains some typos- Up to 5 points if the proposal is highly organized, concise, clearly written, and contains very few to no typos	5

APPENDIX D – FINANCIAL PROPOSAL

APPENDIX D: FINANCIAL PROPOSAL

Please complete the below financial template and submit as **ATTACHMENT 2 – Financial Proposal**.

Notes:

The financial proposal should outline costs associated with the level of effort required by the project team, and direct costs associated with the strategy. Direct costs will be reviewed and approved by SCC prior to each activity.

Travel and accommodations for the facilitator, as well as any additional resource, will be paid for on an expense-paid basis following approval by SCC. Estimates for travel expenses need not be included in the Financial Proposal.

All figures should be referenced in Canadian currency, pre-tax.

Deliverable as Outlined in the Statement of Work	Level of Effort (Days) Facilitator(s)	Level of Effort (Days) Other Proposed Resources*	Cost
Activity 0: Project Initiation			
Activity 1: Strategy Design			
Activity 2: Strategy Development			
Activity 3: Analysis and Recommendations			
Other costs**	<i>Additional cost #1:</i>		
	<i>Additional cost #2:</i>		
	<i>Additional cost #3:</i>		
	<i>Additional cost #4:</i>		
Total:			

* *Other proposed resources, outside of a Facilitator(s) can be added but must be identified.*

***Please describe any additional anticipated, non-personnel, costs (e.g., printing). Line items can be added as needed*