

**Call for Expression of Interest
For
INTEGRATED ADULT SERVICES
PILOT PROJECT**

**Issued: November 9, 2022
Submission Deadline: December 9, 2022 at 11:59 PM CST**

**EXPRESSION OF INTEREST AVAILABLE IN OTHER FORMATS UPON REQUEST.
PLEASE CALL 204-430-3270 FOR ASSISTANCE.**

BACKGROUND

On June 30, 2021, the Manitoba government, Winnipeg Regional Health Authority (WRHA), and Manitoba Human Rights Commission (MHRC) announced¹ that they were collaborating with persons with disabilities and community partners to develop a pilot project designed to assess and address gaps in services for adults with complex disability related needs. The pilot project is the result of a settlement to a human rights complaint filed by two individuals.

The Department of Families, Department of Health and WRHA have committed to developing a new service delivery model for adults with both a medical diagnosis and complex disability related needs through a 30-month pilot project. This model will be referred to as Integrated Adult Services (IAS) and will focus on service coordination and integration. It will identify and address gaps in supports and services for adults with a medical diagnosis and complex disability-related needs in Manitoba.

A Steering Committee comprised of representatives from the community, individuals with lived experience, their family members, service providers, the Manitoba government, the WRHA and the MHRC have been appointed to oversee the development and implementation of IAS.

The Department of Families and Department of Health are seeking an organization to undertake the following three activities to support the Steering Committee with their work:

1. Design and implement a formal independent evaluation of the project;
2. Plan, lead, and facilitate two rounds of accessible community engagement sessions; and
3. Produce an interim and final report.

¹ [Province of Manitoba | News Releases | Pilot Program Aims to Close Gaps in Services and Care for Adults with Disability-Related Needs \(gov.mb.ca\)](https://www.gov.mb.ca/news-releases/pilot-program-aims-to-close-gaps-in-services-and-care-for-adults-with-disability-related-needs)

Part 1 – INVITATION AND SUBMISSION INSTRUCTIONS

1.1. Invitation to Proponents

The Call for Expression of Interest (EOI) is an invitation to prospective proponents with the knowledge, expertise, capacity and interest in undertaking the three activities to submit a proposal(s) detailing their proposed approach.

1.2. Call for EOI Contact

For the purposes of this procurement process, proponents and their representatives can forward their questions or inquiries by email to the “EOI Contact” identified below:

Ryan Redpath
 Senior Program and Policy Analyst
 Disability and Specialized Services
 Department of Families
 Email: ryan.redpath@gov.mb.ca

Proponents and their representatives are not permitted to contact any Steering Committee members, employees, officers, agents, elected or appointed officials or other representatives of the Department of Families, Health, the WRHA other than the EOI Contact, concerning matters regarding this EOI. Failure to adhere to this rule may result in the disqualification of the proponent and the disqualification of the proponent’s proposal.

1.3. Expression of Interest Timetable

The table below lists the significant events associated with the Expression of Interest process.

Table 1: Expression of Interest Timetable

Activity	Date
Expression of Interest Issue Date	Wednesday November 9, 2022
Deadline for Proponent Questions	Wednesday November 16, 2022
Response to Inquiries Due	Wednesday November 30, 2022
Submission Deadline	Friday December 9, 2022 at 11:59 PM CST
Families Response to EOI Submission	Friday December 23, 2022

1.4. Proposals to be Submitted in Prescribed Format

Proponents should submit an electronic version of their proposals to the EOI Contact by email at ryan.redpath@gov.mb.ca. The deadline for submissions is **Friday December 9, 2022 at 11:59 PM (CST)**. Submissions received after the deadline will not

be assessed. Proposals should be prominently marked with the EOI title (see EOI cover) and with the full legal name and contact information of the proponent.

The proposal must consist of five (5) separate sections clearly labeled as:

- i. **Section 1 – ORGANIZATIONAL PROFILE (see Appendix A)**
- ii. **Section 2 – ACCESSIBILITY (see Appendix A)**
- iii. **Section 3 – EXPERIENCE AND COMMITMENT (see Appendix A)**
- iv. **Section 4 – PROJECT OUTLINE (see Appendix A)**
- v. **Section 5 – PRICING INFORMATION (see Appendix A)**

Proponents may submit more than one proposal. Should a proponent submit more than one proposal, each proposal must be submitted as a separate package and must meet all of the mandatory requirements of the EOI. Each proposal will be evaluated as a separate proposal.

1.5. Joint Applications and Partnering

The Department of Families and the Department of Health are seeking to enter into a service agreement with one organization that will undertake all activities. This organization may identify another organization(s) or individual to complete or assist with completing one or more of the activities.

1.6. Amendment of Proposals

Proponents may amend their proposals prior to the Submission Deadline. To amend a proposal, the proponent must withdraw the previously submitted proposal in accordance with section 1.7 and submit the amended proposal in accordance with the instructions set out above. The amended proposal must be submitted in its entirety on or before the Submission Deadline.

1.7. Withdrawal of Proposals

At any time throughout the EOI process until the execution of a written agreement for provision of the Deliverables, a proponent may withdraw a submitted proposal. To withdraw a proposal, a notice of withdrawal must be sent by email to the EOI Contact and must be signed by an authorized representative of the proponent.

[End of Part 1]

PART 2 – EVALUATION, NEGOTIATION AND AWARD

2.1. Stages of Evaluation and Negotiation

An evaluation team selected by the Department of Families and Department of Health will conduct the evaluation of proposals and negotiations.

2.2. Mandatory Submission Requirements

The first stage will consist of a review to determine which proposals comply with all of the mandatory submission sections. If a proposal fails to satisfy all of the mandatory submission sections, the proposal will be disqualified. The mandatory submission sections are the following:

- i. **Section 1 – ORGANIZATIONAL PROFILE (see Appendix A)**
- ii. **Section 2 – ACCESSIBILITY (see Appendix A)**
- iii. **Section 3 – EXPERIENCE AND COMMITMENT (see Appendix A)**
- iv. **Section 4 – PROJECT OUTLINE (see Appendix A)**
- v. **Section 5 – PRICING INFORMATION (see Appendix A)**

2.3. Evaluation of Rated Criteria

Each qualified proposal will be evaluated on the basis of the non-price rated criteria as presented below:

Table 2: Evaluation of Rated Criteria

Rated Criteria Category	Weighting (Maximum Points)
Organizational Profile	5
Accessibility	10
Experience and Commitment (including key personnel and roles)	25
Project Outline (approach and proposed services)	50
Subtotal	90
Pricing (See Section 3.2 for details)	10

Table 2 shows the categories, weightings and descriptions of the rated criteria of the EOI. In the event of a tie, the selected proponent will be the proponent with the lowest price. If price is the same, the selected proponent will be determined randomly.

2.4. Evaluation of Pricing

The submitted pricing of each qualified proposal will be scored in accordance with the price evaluation method set out in Pricing (see Part 3). The evaluation of price will be

undertaken after the evaluation of the first four mandatory requirements and rated criteria has been completed.

2.5. Ranking and Contract Negotiations

After completion of the evaluation stages provided for above, the proponents will be ranked based on their total scores.

In the second stage, the top-ranked proponent will receive a written invitation to enter into direct contract negotiations to finalize the agreement with the Department of Families and Health.

2.6. Time Period for Negotiations

The written invitation to enter into direct contract negotiations to finalize the agreement with the Department of Families and Department of Health will identify a time period for completing the negotiations and entering into an agreement.

2.7. Failure to Enter into Agreement

If the parties cannot conclude negotiations and finalize the agreement for the Deliverables within the time period specified, negotiations with the top-ranked proponent may be discontinued and the next-best-ranked proponent may be invited to enter into negotiations. This process will continue until an agreement is finalized, until there are no more proponents remaining that are eligible for negotiations or until the Department of Families and Health elects to cancel the EOI process.

2.8. Notification of Negotiation Status

Other proponents that may become eligible for contract negotiations may be notified at the commencement of the negotiation process with the top-ranked proponent(s).

[End of Part 2]

PART 3 – PRICING

3.1. Instructions on How to Provide Pricing

- (a) Proponents should provide the information requested under Section 3.3 below (“Required Pricing Information”) by reproducing and completing the template shown in Appendix A.
- (b) Pricing must be provided in Canadian funds, inclusive of all applicable duties and taxes except for GST and PST, which should be itemized separately.
- (c) Unless otherwise specified in the Required Pricing Information, the Operating Budgets quoted by the proponent must be all-inclusive and must include all labour and material costs, all management costs, all operating costs, all travel and carriage costs, all insurance costs, all costs of delivery of Services, all costs of installation and set-up, and all other overhead, including any fees or other charges required by law related to the Services.

3.2. Evaluation of Pricing

The maximum expected total budget for the project is \$242,000 CDN. The Department of Families and Department of Health are interested in proposed approaches that address all three activities of the project outlined on page two, eight and nine that are within this budget amount.

Pricing is worth 10 points of the total score.

Pricing will be scored based on a relative pricing formula using the total cost set out in Table 4 of Appendix A. Each proponent will receive a percentage of the total possible points allocated to price for the category identified in Table 2 on page 5 (except for the Organizational Profile category) it has submitted costs for, which will be calculated in accordance with the following formula:

Lowest price ÷ proponent’s price X weighting = proponent’s pricing points

3.3. Required Pricing Information

The proponent should identify the total cost applicable to all parts and steps of the proposal including all management and operating costs. This total cost should not exceed a maximum of \$242,000 over the term of the entire contract.

[End of Part 3]

PART 4 - PROJECT PARAMETERS

4.1. Description of the IAS Pilot Project

The IAS pilot project is being developed based on the following principles:

- The IAS model will be person-centered.
- Assessment and service delivery will be based on each individual's own needs and service planning will be developed in collaboration with each person respecting their right to self-determination.
- The model will emphasize and address the need for service coordination and navigation.
- Creative solutions and problem solving within existing programs will be emphasized.
- The project will document the lived experience of the 30 IAS pilot participants and of other adults with a medical diagnosis and complex disability related needs living throughout Manitoba. The project will identify and address any gaps, limitations, resource needs, or system barriers that may exist for the 30 adults in the pilot.
- The model will be rooted in research, evidence, and best practices.
- Evaluation of programming and services will be based on individual outcomes with the goal of informing systemic change.
- Accessibility will be an overarching principle of IAS. The pilot project will be accessible in practice, both in process and in substance. It will also aim to be proactive, by removing barriers to participation.

The Department of Families and the Department of Health are seeking an organization or individual(s) to develop and conduct a formal evaluation of the IAS pilot project and facilitate community engagement.

Proponents should design the methodology to reach the following goals:

1. Design a formal evaluation that will provide a thorough and robust analysis and evaluation of the impact of the pilot project related to the following indicators:
 - Pilot project participants (participants) experience and express improved quality of life as a result of the project activities.
 - Participants come from diverse backgrounds, age, gender identity, housing and support situations, and present with a variety of gaps and needs to help inform the project.
 - A skilled, consistent team of staff supports participants and the pilot project throughout its activities.
 - Participants served in the pilot participate in a timely, robust, empowering and comprehensive discovery and assessment process that identifies their needs, wills, priorities and perspectives.
 - Participants' needs are met using a variety of means and activities that can be replicated and sustained outside of the pilot project.

2. Plan, lead, and facilitate two rounds of accessible community engagement sessions.
 - Sessions must engage stakeholders living and receiving services throughout Manitoba and include stakeholders from rural and Northern Manitoba.
 - Sessions must ensure that the voice and opinions of stakeholders with lived experience of disability who are receiving services (or are experiencing barriers to accessing services) and living throughout Manitoba are well represented and heard.
 - Sessions must include in-person engagement activities and may also include various other forms of engagement.
 - Sessions must seek to identify and document the current challenges and gaps in services and supports experienced by adults with disabilities.

3. Produce an interim and final report.
 - The written reports will be informed by the two main activities (evaluation and engagement) as well as by research on best practices² and will include recommendations for sustained system change that will address identified gaps in services.
 - Information from the interim report may be used by the Steering Committee to make adjustments to the pilot project.
 - The written reports will be presented to the Steering Committee, Department of Families, Department of Health, and the WRHA and will be made public.

[End of Part 4]

All Expressions of Interest must be submitted to the Department of Families no later than December 9, 2022 at 11:59 PM (CST).

Following the review of expressions of interest, department representatives may be in contact with a proponent(s) to request further information and negotiate terms.

Manitoba may consult staff of a department, branch or division of the Government of Manitoba, a Manitoba Crown corporation or agency, or an academic institution, or other entity providing education, health or social services funded by Manitoba that have had dealings with the proponent or a proponent's subcontractors.

Manitoba may use existing data and past performance in evaluating organizational knowledge, experience and expertise to address project objectives.

For Expression of Interest inquiries or questions, contact Ryan Redpath by email at ryan.redpath@gov.mb.ca or by telephone at 204-430-3270.

² Synthesis of research and literature review(s) will be completed by a separate contractor and will be shared with the successful proponent for inclusion in the interim and final evaluation reports.

APPENDIX A - EXPRESSION OF INTEREST TEMPLATE

The Expression of Interest template for the IAS Pilot Project consists of five sections: I) Organizational Profile, II) Accessibility, III) Experience and Commitment, IV) Project Outline, and V) Pricing Information.

I. ORGANIZATIONAL PROFILE (maximum 5 points)

Provide the following organizational information:

- i. Name of organization
- ii. Organization mandate, purpose, vision
- iii. Description of services, programming and activities (in-person and virtual) target audience, years of experience and number of clients currently and previously supported
- iv. Current tracking and evaluation practices
- v. Executive Director Name
- vi. Telephone number
- vii. E-mail address
- viii. Website
- ix. Organization mailing address
- x. Name of other organization(s) if partnering with other organization(s)
- xi. Reference 1
- xii. Reference 2

II. ACCESSIBILITY (maximum 10 points)

- i. Describe the organization's current compliance with the Accessibility for Manitobans Act (AMA).
- ii. Describe how the organization will ensure services are accessible for the engagement and evaluation activities.

III. EXPERIENCE AND COMMITMENT (maximum 25 points)

Experience

- i. The successful proponent must meet the following criteria by clearly explaining how the organization has gained experience under each of the five criteria listed below using examples from past experiences or clearly explaining how they will meet the criteria in the absence of examples from past experiences:
 - a. have demonstrated experience in the design and implementation of a formal evaluation related to persons with disabilities including the production of a written report containing a thorough analysis of the evaluation findings.

- b. have demonstrated experience conducting interviews with persons with disabilities.
 - c. have existing positive relationships with other disability stakeholders in Manitoba.
 - d. have demonstrated capacity to evaluate project outcomes.
 - e. have demonstrated experience in coordinating and leading stakeholder engagement sessions for persons with disabilities and their family members and support networks.
- ii. Attach a CV for key personnel, including identifying experience with collaboration and involvement in the disability community and experience with evaluation and/or engagement activities.
 - iii. Describe the organization's experience in the adult disability sector and relevance to this project.
 - iv. Describe the organization's experience tracking, monitoring and evaluating program outcomes (i.e. how do you measure impact of program(s)/activities).

Commitment

The successful proponent must also commit in their submission to:

- i. achieving project activities over a 30 month timeframe.
- ii. developing an evaluation report that answers the core questions outlined below (the evaluator will not be limited to answering these questions only).
- iii. designing the evaluation in a manner that emphasises accessibility and strengths-based and person centred principles and values³

³ Strengths-based and person centred principles and values means:

- **Accessible and rights-based** - the evaluation will be conducted in a way that is sensitive and supportive of the unique needs of the disability community who frequently experience barriers to equity associated with inaccessible environments, communication and services. Services will be provided in compliance with *The Accessibility for Manitobans Act (AMA)* and *The Manitoba Human Rights Code*.
- **Strengths-based** - the interaction of evaluators with participants will leave participants feeling empowered and valued.
- **Person-centred** - each participant receiving services and involved in the evaluation must remain in control of how much of their personal information is shared as part of the evaluation even if it is anonymous. Interactions are respectful and mindful of participants' comfort and unique needs.

Core Questions

- Did participants experience and express improved quality of life as a result of the project activities? In order to assess this, information about their services and circumstances prior to participation in the project will be key.
- Did the recruitment and screening process involve participants that come from diverse backgrounds, age, gender identity, housing and support situations, and did the project highlight a variety of gaps and needs? Were these gaps and needs used throughout to help inform the project?
- Did the range and effectiveness of the activities and interventions employed by assigned staff support participants?
- Did pilot participants experience a timely, robust, empowering and comprehensive discovery and assessment process that identified their needs, wills, priorities and perspectives?
- Were participants' needs met using a variety of means and activities that can be replicated and sustained outside of the pilot project?
- Were a variety of voices and opinions of stakeholders with lived experience of disability and engaging with services throughout Manitoba well represented and heard throughout the project?
- How was best practice information from researcher used to inform the pilot project?

IV. PROJECT OUTLINE (maximum 50 points)

Provide your proposed approach, methodology and overview of planned activities, which should include the following:

1. Describe how design and evaluation will be conducted.
2. Describe how success will be measured.
3. Describe the framework for tracking, monitoring and evaluating outcomes that will be used for this project.
4. Describe different types of accessible engagement activities that will support the project including proposed dates.
5. List partners (i.e. service providers, community advocates, not-for-profit organizations, etc.) that will support project activities. Identify if new or existing partnership(s) and describe their role.
6. Describe how existing community resources will be leveraged to support this project.
7. Describe how best practice research and literature review information is integrated into findings.

8. Describe timelines for submitting interim and final report to the Steering Committee.
- i. Describe how community engagement will be integrated into the interim and final reports.
 - ii. Describe any other important content that will be included in interim report for consideration by the Steering Committee to make adjustments to the pilot and in the final report to help inform report recommendations.

V. PRICING INFORMATION (maximum 10 points)

Provide a project budget, identify essential resources required to fund and administer the proposed project.

Table 3: Total Project Costs

Total project cost	\$
Total requested from Department of Families and Health	\$
Funding from other sources (excluding Department of Families and Health) if applicable	\$

Table 4: Project costs requested from Department of Families and Health

COST SUMMARY	AMOUNT REQUESTED
SALARIES/OVERHEAD/ASSET COST DETAILS:	
Staff Costs:	
Total Staff Costs	\$
Overhead Costs:	
Total Overhead Costs	\$

Assets, Licenses and/or Technology-Related Costs:	
Total Asset Costs	\$
Other Costs:	
Subcontracted Services	
Other (Organization Costs)	
Other Client Assistance	
TOTAL PROJECT COSTS	\$

This Expression of Interest must be signed by an individual authorized to sign on behalf of the organization.

Signature _____

Name _____

Date _____

All Expressions of Interest must be submitted to the Department of Families no later than December 9, 2022 at 11:59:00 PM (CST).

For Expression of Interest inquiries or questions contact
ryan.redpath@gov.mb.ca