

Request for Mental Health Support Services



The Children's Aid Society of Ottawa | La Société de l'aide à l'enfance d'Ottawa

REQUEST FOR SUPPLIER QUALIFICATION

With

The Children's Aid Society of Ottawa

For

Mental Health Support Services

DEADLINE SUBMISSION DATE

November 20, 2015

Request for Mental Health Support Services

Table of Contents

SECTION 1- INTRODUCTION

- 1.1 Proposal Documents
- 1.2 Overview
- 1.3 Ontario Broader Public Sector Code of Ethics
- 1.4 Scope of Services Required

SECTION 2- GENERAL TERMS AND CONDITIONS

- 2.1 Withdrawal of proposals
- 2.2 Late proposals
- 2.3 Request for Supplier Qualification Inquiries
- 2.4 Request for Supplier Qualification Response Format
- 2.5 Examination of the Request for Supplier Qualification
- 2.6 Decisions Regarding Awarding the Contract
- 2.7 Length of Contract

SECTION 3- ADMINISTRATIVE REQUIREMENTS

- 3.1 Treatment of information
- 3.2 Reliance on Information provided in Proposal
- 3.3 Fair Practice and Conflict of Interest
- 3.4 Cost of Preparing the Proposal
- 3.5 Instructions to Proponents
- 3.6 Preparation Instruction for Submission
- 3.7 Final Acceptance Policy
- 3.8 The Evaluation of the RFSQ Responses

SECTION 4- THE RFSQ TIMELINE

Request for Mental Health Support Services

SECTION 1- INTRODUCTION

1.1 Proposal Documents, Delivery & Deadline :

Proponents are requested to submit three (3) copies of their proposals in a sealed package marked "Proposal- Mental Health Support Services "to be received at 1602 Telesat Court, Ottawa, Ontario K1B 1B1 no later than November 20, 2015 at 4:30pm.

The name and address of the Proponent must be clearly indicated on the face of the sealed package containing the proposal.

The total content of the Proposal, including any appendices and attachments, should be clearly identified at the front of the Proposal.

Proposals sent by fax or e-mail will not be accepted. Late or incomplete proposals will not be considered.

Submissions that do not meet the mandatory criteria will be disqualified. There is no guarantee that qualified Vendors will obtain any volume of work.

All proposals should be directed to the attention of:

Ms. Kelly Raymond
Director of Service
Children's Aid Society of Ottawa
1602 Telesat Court Ottawa, Ontario
K1B 1B1

1.2 Overview

The Children's Aid Society of Ottawa, (CASO) is a public sector employer with approximately 450 staff members. The mandate of the Society is to protect the children and youth in our community from all forms of abuse and neglect under the provisions of the Child and Family Services Act, (CFSA).

The Province of Ontario provides CASO's principal funding. Under the provisions of the CFSA, the Ministry of Children and Youth Services of Ontario contracts with CASO as a transfer payment agency for the delivery of legislated Child Welfare Services in the Ottawa area. As a consequence of the contractual arrangement between CASO and the Ministry, the Ministry conducts regular reviews and audits to determine funding requirements and to exercise due diligence. Under Ontario law, the Society is also subject to audits performed by the Auditor General of Ontario.

CASO operates as a separate legal entity, at arm's length from the Ministry and is governed by an independent volunteer Board of Directors. CASO's Board of Directors is 16 members strong, and possesses the multi-disciplined representation necessary for effective governance. The Board meets regularly with Management

1.3 Ontario Broader Public Sector (BPS) Code of Ethics

Request for Mental Health Support Services

Goal: To ensure an ethical, professional and accountable BPS supply chain

Personal Integrity and Professionalism

Individuals involved with Supply Chain Activities must act, and be seen to act, with integrity and professionalism. Honesty, care and due diligence must be integral to all Supply Chain Activities within and between BPS organizations, suppliers and other stakeholders. Respect must be demonstrated for each other and for the environment. Confidential information must be safeguarded. Participants must not engage in any activity that may create, or appear to create, a conflict of interest, such as accepting gifts or favors, providing preferential treatment, or publicly endorsing suppliers or products.

Accountability and Transparency

Supply Chain Activities must be open and accountable. In particular, contracting and purchasing activities must be fair, transparent and conducted with a view to obtaining the best value for public money. All participants must ensure that public sector resources are used in a responsible, efficient and effective manner.

Compliance and Continuous Improvement

Individuals involved with purchasing or other Supply Chain Activities must comply with this Code of Ethics and the laws of Canada and Ontario. Individuals should continuously work to improve supply chain policies and procedures, to improve their supply chain knowledge and skill levels, and to share leading practices.

1.3.1

The CASO is accountable to the public for the effective, efficient and responsible use of financial resources. Thus we are seeking value of our funding to ensure the most cost effective means in the contracting for Mental Health Support Services.

In order to fulfill the requirements of this Request for Supplier Qualification, CASO is engaging in an open competitive process.

The Request for Supplier Qualifications is intended to identify qualified Independent Proponents that are eligible to participate in the proposal stage for delivery of Mental Health Services. This is a stand-alone and independent process that is complete once the qualified Proponents have received final notification from CASO as to the results of the RFSQ process. The Proponents selected based on the evaluation process shall form the Vendors of Record (VOR) for Mental Health Services..

When work becomes available the CASO shall select from the VOR the most suitable Consultant based on availability and cost.

A committee will be used to evaluate the submissions using the following process:

- The evaluation committee will utilize the evaluation criteria to assign points in order to value rate the submissions;
- The evaluation committee will develop the VOR and award work based on the outcome of the evaluation process.

Request for Mental Health Support Services

Note: Submissions must include all the information requested in this Request for Supplier Qualification in order to be considered.

1.4 *Scope of Services Required*

Commencing December 15, 2015 and for 3 subsequent years, Mental Health Support Services will provide a range of clinical consultation, assessment and treatment services by independent professionals who meet the required qualifications. Services are provided in English and French and other languages as required, or with translation/cultural interpretation.

The goals are to provide:

1.4.1

➤ **General Consultation**

Accredited independent counselors, therapists, psychologists provide varied clinical consultations to assist staff, either directly or as part of a case conference (e.g. Case Planning and Review Committee, Permanency Planning Committee, Treatment Foster care, Adoption Conference) to:

- i. Provide clinical information to determine the most appropriate resources or course of action to address the mental health needs of a specific child/youth and/or family
- ii. Determine the type and timing of assessment or treatment intervention if appropriate
- iii. Review admission to specific programs (e.g. therapeutic groups).

➤ **Assessment**

Accredited counselors, therapists, psychologists provide a range of brief or comprehensive assessment services for children/youth as follows:

- i. Development assessments
- ii. Psycho-educational assessments
- iii. Career planning/vocational assessments
- iv. Social-emotional assessments
- v. Behavioral assessments
- vi. Comprehensive psychological assessments

➤ **Therapy**

Accredited counselors, therapists, psychologists provide a range of clinical intervention services as follows:

- i. Individual child therapy – verbal and play; Trauma Focused Cognitive Behavioral Therapy
- ii. Family therapy – may involve the biological, foster or adoptive family

➤ **Psychiatric Consultation**

Request for Mental Health Support Services

Where a psychiatric consultation is needed for a child/youth in care Mental Health Services can:

- i. Provide documentation to assist the worker and the family physician to prepare for a consultation
- ii. Screen and coordinate referrals for consultations regarding issues such as medications or diagnostic reviews.

1.4.2

➤ **Court Ordered Assessments**

PART B of The Child and Family Services

In the course of a proceeding under section 54 of the Child and Family Services Act, the court may order that one or more of the following persons undergo an assessment within a specified time by a person appointed in accordance with following subsections (1.1) and (1.2):

(1.1) assessment of the following individuals;

1. The child.
2. A parent of the child.
3. Any other person, other than a foster parent, who is putting forward or would participate in a plan for the care and custody of or access to the child.

(1.2) Appointment by court

The court shall appoint the person selected by the parties to perform the assessment if the court is satisfied that the person meets the following criteria:

1. The person is qualified to perform medical, emotional, developmental, psychological, educational or social assessments.
2. The person has consented to perform the assessment.

The Children's Aid Society shall present to the parties the name of the qualified individual selected from the Vendor of Record List for Mental Health Services.

SECTION 2- GENERAL TERMS AND CONDITIONS

Request for Mental Health Support Services

2.1 *Withdrawal of Proposals*

The Proponent may withdraw proposals at any time prior to the closing date and time for the Request for Supplier Qualification, based on a written request to Kelly Raymond via email at Kelly.Raymond@casott.on.ca.

2.2 *Late Proposals*

Proposals received after the closing date and time indicated above will be returned unopened.

2.3 *Requests for Supplier Qualification Inquiries*

All inquiries related to this Request for Supplier Qualification should be directed to Kelly Raymond via email at Kelly.Raymond@casott.on.ca no later than November 15, 2015.

All inquiries requiring a written explanation shall be posted on the CASO website no later than November 17, 2015. The posting of any required addenda will be at the discretion of the CASO, prior to the closing of the bid document period.

2.4 *Requests for Supplier Qualification Response Format*

All Proposals submitted in response to this Request for Supplier Qualification should include a clear, concise and unambiguous response to each question and statement indicated in Sections 3.5. Failure to provide clear, concise and unambiguous responses to each question or statement may result in the proposal being rejected from further consideration.

2.5 *Examination of the Request for Supplier Qualification*

It is the sole responsibility of Proponents to make inquiries should any instruction, term, condition or requirement of this Request for Supplier Qualification not be clearly understood by Proponents.

The Society will not be responsible for any misinterpretations by Proponents relating to the content and meanings contained within the Request for Supplier Qualification.

2.6 *Decisions Regarding Awarding the Contract*

CASO reserves the right to:

- Accept/reject any or all proposals and/or reissue the RFSQ in its original form.
- Terminate the request for proposal for any reason, with no liability to CASO or recourse by the bidder, at any time prior to the execution of the written contract.

2.7 *Length of Contract*

Request for Mental Health Support Services

The Vendor of Record List shall be in effect for a period of three (3) years with an option of an additional two (2) years. The terms of the contract will include an option for CASO to terminate the agreement without cause and without penalty upon 60 days written notice.

SECTION 3- ADMINISTRATIVE REQUIREMENTS

3.1 Treatment of Information

The information submitted in response to this Request for Supplier Qualification will be treated in accordance with the relevant provisions of the Municipal Freedom of Information and Protection of Privacy Act. The information collected will be used solely for the purposes stated in this Request for Supplier Qualification. Any information submitted by a potential counselor, therapist, psychologist, agency that is considered confidential must be clearly marked as such.

The Proponent, by the submission of a Proposal, accepts that the information contained in it will be treated in accordance with the process set out in this section of the RFSQ.

3.2 Reliance on Information Provided in Proposal

Proponents should warrant that to the best of their knowledge and belief all information provided in their proposals are true, accurate and complete and fully discloses any and all costs.

3.3 Fair Practice and Conflict of Interest

Proponents should confirm that the submitted proposal has been created and submitted without any connection, knowledge or comparison of figures or arrangements with any employees, agent or other person somehow related to CASO.

Proponents should disclose any and all potential, perceived and real conflicts of interest that may exist or be perceived to exist between the potential proponent and CASO employees or agents.

3.4 Cost of Preparing the Proposal

Proponents should acknowledge and agree that regardless of the outcome of this Request for Supplier Qualification the Proponent will bear any and all costs related to the preparation, delivery and presentation of their proposal created in response to this Request for Supplier Qualification.

Proponents should acknowledge and agree that all proposals submitted will become the property of the CASO and all copies will be retained for the official contract files, regardless of whether or not the potential counselor, therapist, psychologist, agency is awarded a contract as a result of this Request for Supplier Qualification.

3.5 Instructions to Proponents

The intent of this RFSQ document is to pre-qualify proponents in the delivery of mental health support services, which will result in the successful proponents being placed on a roster for future requirements. Any proponent, by responding to this RFSQ, represents that they possesses the

Request for Mental Health Support Services

capabilities and personnel necessary to provide efficient and effective services. A contract that outlines: the terms and conditions of the requirements, the services to be performed and a fee schedule for such services will be entered into at the time a specific project or initiatives is identified and a proponent is selected.

The attached format template is required to be followed for this submission:

	Requirement	Information
Section 1	1.1 Letter of introduction	Proponents should identify themselves and the lead representative who has the authority to enter this submission. Proponents should also provide the name, title, address, telephone number and e-mail address of the authorized official to be contacted in the event clarification or further information is required
	1.2 General Information about the individual practice or Agency	<p>Proponents are required to identify the number of mental health support professionals within their agency, where relevant, credentials, professional membership affiliations and experience from a corporate and team member perspective as well as others who have sought their services</p> <p>Proponents should outline their experience working with child welfare organizations and identify if they have had a prior business relationship with the Children’s Aid Society of Ottawa</p>
Section 2	2.1 Service delivery	<p>Proponents are required to outline their experience in the following areas:</p> <ul style="list-style-type: none"> ➤ Child protection, adoption, family finding, kinship, foster care ➤ Trauma & attachment assessments, counseling, testing.

Request for Mental Health Support Services

		<p>is to hold confidential all information acquired in the course of one’s work or association with the CASO and includes all aspects of the Society’s services and administration and extends to all methods by which personal information is collected, shared, recorded, used and stored by an employee or person acting under the authority of CASO. This includes information related to clients, foster parents, volunteers, employees and community individuals who become involved with the CASO</p>
<p>Section 6</p>	<p>Insurance Proof of insurance that addresses the following requirements:</p> <ul style="list-style-type: none"> ➤ The proponent shall maintain fidelity insurance of not less than 2 million and errors and omissions insurance coverage in a similar amount of 2 million. The certificate of insurance shall be provided no later than 2 weeks after the effective date of the contract 	<p>The proponent agrees to indemnify and save harmless the CASO from and against all claims, demands, loss, costs, actions, suits or other proceedings by whomsoever made, brought, or prosecuted in any manner based upon, occasioned by or attributable to the activities of the proponent to indemnify the CASO pursuant to the provisions this clause shall survive any termination of the agreement to be entered into</p>

3.6 Preparation Instruction for Submission

- All submissions must be precise and to the point. The proponents shall provide a detailed cost breakdown, including any benefits or discounts for not-for-profit organizations. All types of services shall be listed with full details, information and costing
- The CASO reserves the right to accept any submission, or at its discretion, reject any or all submissions that do not meet the criteria, or for other reasons it deems appropriate, and may choose to interview a select number of proponents to gain additional information
- All costs and expenses incurred by each of the proponents in the preparation and delivery of its RFSQ or in providing additional information necessary for the evaluation shall be borne solely by the proponent

Request for Mental Health Support Services

- All information in the submissions is confidential and should not be disclosed except to those evaluating the submission
- All proponents shall be notified of the outcome of their submission and when the vendor of record list is established
- A contractual agreement outlining the mutual responsibilities will be entered into at the time of the retainer is agreed to
- All prices shall be quoted in Canadian dollars

3.7 Final Acceptance Policy

All proposals submitted shall be the property of the CASO and may not be released in part or in total for third party evaluation unless other arrangements are requested at the time of the proposal submission. Neither the transmission of the RFSQ nor acceptance of a reply shall imply any obligation or commitment on the part of the CASO.

3.8 Evaluation Criteria

Each proposal will be reviewed and a selection will be made based on the criteria listed below.

Mandatory requirements:

- For prospective proponent (psychology):
 - Prospective proponent must have a doctorate in psychology or related field from an accredited institution. Accredited institutions are those listed in the publications of regional, national or international accrediting agencies. Vendor shall provide a copy of diploma, including the name of the graduate of professional school and the year graduated
 - Prospective proponent must be licensed as a psychologist. Vendor shall provide a copy of the license which shall include the license number and date of issue
 - Prospective proponent must have experience providing psychological services to children and youth involved with the child welfare system and those moving on towards adoption. Vendor shall submit references to verify experience.
- For prospective proponents (therapists, counsellors)
 - A prospective proponent must have a minimum of three (3) years of experience within the last five (5) years in service delivery, support, and coordination of care to clients (children and their Families) Experience must include working with diverse, multi-ethnic and linguistic populations, and high needs youth, including community-based services and interacting with the public agencies supervising these children and families. Services must have been in intensive mental health, social services, and/or health care (including substance abuse).
- For prospective proponents (psychiatrists)
 - A prospective proponent must have graduated from an accredited medical school. The prospective proponent shall provide a copy of the diploma, including the name of the school and year graduated.
 - The prospective proponent must have completed an accredited psychiatric residency program. The prospective proponent shall provide a copy of the diploma, including the name and location of medical school and year graduated.

Request for Mental Health Support Services

- The prospective proponent must be licensed to practice in the province of Ontario and must have their specialist certification in psychiatry by either the Royal College of Physicians and Surgeons of Canada or a provincial college. The prospective proponent shall provide a copy of the certification and the year of the certification.
- The prospective proponent must have experience providing psychiatric services to children and youth and their families involved with the child welfare system. The prospective proponent shall submit references to verify experience.

In addition to the above requirements, the following criteria have a significant degree of importance:

- Years of experience
- Previous or existing relationship with the Children’s Aid Society
- Knowledge of best practices in the field of trauma, attachment, permanency, adoption
- Experience liaising with a variety of internal and external stakeholder groups
- Monthly invoicing methodology

Evaluation criteria weightings:

Evaluation criteria	Points
Background, experience, qualifications and professional affiliations.	30
Service Delivery/Report samples. Demonstrated skill and ability in area of specialty.	30
Fee schedule: Competitive price for services including; hourly wage, per diems, and any additional expenses	30
Previous relationship with the Children’s Aid Society of Ottawa	10

3.9 Evaluation of RFSQ responses

- An evaluation committee consisting of 3 senior representatives of CASO will conduct the evaluation of the submissions.
- Submissions shall follow the prescribed format.
- All members of the evaluation committee will sign a confidentiality undertaking with CASO and will be required to keep all the information they acquire during the process of evaluating the submissions confidential.
- Submissions will be opened publicly in the presence of a committee members
- The evaluation committee will discuss their reviews and reach consensus on the ranking and ratings of each submission.
- During the evaluation, after the close date, the CASO may request that any proponent provide further clarification of any part of its RFSQ Submission. The evaluation of a Submission will include any clarifications provided in writing in response to questions posed the CASO.
- Should conflict arise with respect to any aspect of this RFSQ, the Complaint Procedure as outlined in the CASO’s policies and procedures will be followed.
- The submissions that receives the highest evaluation scores and meet all mandatory requirements set out in the RFSQ will be selected for the Vendor of Record List.

Request for Mental Health Support Services

- CASO reserves the right to permit a short period of time following the closing date to review minor irregularities and allow for corrections to be made.
- The proponent is responsible to provide all information requested.

SECTION 4- THE RFSQ TIMELINE

RFSQ Issue	November 6, 2015
Deadline for clarification and questions	November 15, 2015
Last date for addenda to be issued	November 17, 2015
Submission deadline for this RFSQ	November 20, 2015
Selection of qualified proponents to this RFSQ	November 25, 2015
Notification of Vendor of Record List completed	December 10, 2015