



Public Health
Santé publique
SUDBURY & DISTRICTS

Public Health Sudbury & Districts

Request for Proposal

Resiliency Services and Supports

Date Issued: July 14, 2022

Proposal Submission Deadline: August 2, 2022



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Part 1 – Introduction

1.1 Invitation to Proponents

This Request for Proposals ("RFP") is an invitation to prospective Proponents to submit Proposals for the provision of **Resiliency Services and Supports** required as further described in Part 2 - The Deliverables (the "Deliverables"). This RFP is issued by Public Health Sudbury & Districts.

1.2 RFP Not Tender

This RFP is not a tender call. This RFP does not commit Public Health Sudbury & Districts in any way to select a Preferred Proponent to proceed to negotiations for an Agreement, or to award any Agreement. Public Health Sudbury & Districts reserves the complete right to, at any time, reject all Proposals and to terminate this RFP process. This RFP is not intended to create, and should not be construed as creating, contractual relations between Public Health Sudbury & Districts and any Proponent.

1.3 Definitions

Unless otherwise specified in this RFP, capitalized words and phrases have the following meaning in this RFP.

"Agreement" means a formal written contract between Public Health Sudbury & Districts and a Preferred Proponent for the delivery of the Deliverables.

"Conflict of Interest" includes, but is not limited to, any situation or circumstance where:

- a) in relation to the RFP process, the Proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having or having access to information in the preparation of its Proposals that is confidential to Public Health Sudbury & Districts and not available to other Proponents; (ii) communicating with any person with a view to influencing preferred treatment in the RFP process; or (iii) engaging in conduct that compromises or could be seen to compromise the integrity of the open and competitive RFP process and render that process non-competitive and unfair; or
- b) in relation to the performance of its contractual obligations in a Public Health Sudbury & Districts contract, the Proponent's other commitments, relationships or financial interests (i) could or could be seen to exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgment; or (ii) could or could be seen to compromise, impair or be incompatible with the effective performance of its contractual obligations.

"Deadline for Issuing Addenda" means the date specified as such in Section 5.1.1.

"Deliverables" has the meaning specified in Section 1.1.

"Public Health Sudbury & Districts Contacts" means Public Health Sudbury & Districts' representative identified in Section 1.4.

"Personal Information" means recorded information about an identifiable individual or that may identify an individual.

"Preferred Proponent" means the Proponent selected by Public Health Sudbury & Districts to enter into negotiations for an Agreement.

"Proponent" means an entity that submits a Proposal.

"Proponent: Deadline for Questions" means the date specified as such in Section 5.1.1.

"Proposal" means a proposal submitted in response to this RFP.

"Proposal Submission Deadline" means the date specified as such in Section 5.1.1.

"Registration Form" means the Registration Form attached as Appendix A.

"Reference Form" means the Reference Form attached as Appendix B.

"RFP" has the meaning specified in Section 1.1.

"Service Provider" means the Preferred Proponent that ultimately executes an Agreement.

1.4 Public Health Sudbury & Districts Contacts

All Proposal submission must be sent in confidence via email to:

Public Health Sudbury & Districts' Finance Clerk
Email: purchasing purchasing@phsd.ca
Subject line: RFP – Resiliency Services and Supports

Questions about submitting a Proposal may be sent to:

Katarina Skilliter – Finance Clerk
Email: purchasing@phsd.ca
Telephone: 705.522.9200, ext. 485
Toll-free: 1.866.522.9200

Questions relating to the Scope of Work and the Deliverables must be sent in writing via email to:

Lesley Andrade, Foundational Standards Specialist, Knowledge and Strategic Services
Email: andradel@phsd.ca

Part 2 – The Deliverables

2.1 Overview

This RFP is an invitation to prospective Proponents to submit Proposals for the provision of Resiliency Services and Supports. Since the declaration of a global pandemic in March 2020, local public health units have mobilized, reorganized, and provided leadership and essential services to manage the pandemic and guide communities to best protect themselves during an unprecedented, uncertain, and ever-changing crisis.

This prolonged and intense public health response to the COVID-19 pandemic has had a substantial impact on staff morale, mental health, and well-being. As a strong advocate that “*there is no health without mental health*”, we are seeking external expertise to support the psychological health and well-being of Public Health Sudbury & Districts staffs in a manner that is complementary to the services already offered by our internal Psychological Health and Wellness Committee and organizational health benefits.

2.2 Goals and Objectives

The ultimate goal is to provide a suite of programs and services that contribute meaningfully to support staffs’ immediate mental health and well-being needs that are out of scope for the Psychological Health and Wellness Committee, and contribute to the long-term success of Public Health Sudbury & Districts in cultivating and fostering an environment conducive to mental health, well-being, and resilience.

Specific goals and objectives include:

- to strengthen effective leadership for mental health promotion and support of staffs experiencing stress-related (Goal).
- to contribute to a mentally healthy and resilient workforce (Goal).
- to provide a suite of programs and services tailored to the mental health, well-being, and resilience needs of all frontline staff regardless of office location.
- to provide a suite of programs and services tailored to the unique mental health, well-being, and resilience needs of managers and supervisors.
- to adopt and integrate a trauma-informed approach with delivery of services and supports.
- to adopt and integrate a strength-based and resiliency approach with delivery of services and supports.
- to foster a culture of caring, safety, and trust that contributes the mental health and well-being of all individuals, teams, and the organization as a whole.

2.3 Description of Deliverables

The Service Provider will:

- develop a plan for the provision of programs and services for review by Public Health Sudbury & Districts;
- ensure the provision of service and supports targeted and tailored to front line staff that supports their individual mental health and well-being needs, including at a minimum, 1-on-1 support sessions and facilitated group debrief sessions based on the roles and responsibilities of staff during the COVID-19 pandemic response (e.g., Case, Contact, and Outbreak Management staff);
- ensure the provision of services and supports targeted and tailored to managers and supervisors that supports their individual mental health and well-being needs but also builds their capacity to foster mental health, well-being and resilience of staff on their teams and/or individuals they supervise;
- ensure appropriate management and administration of all services and supports; maintain a procedure to ensure regular liaison, between the Service Provider managers and/or supervisors and Public Health Sudbury & Districts representative(s) to facilitate the delivery of the services and supports and ensure that the Service Provider and Public Health Sudbury & Districts are made aware of the programming outputs and deliverables.
- coordinate communication and liaison between subconsultants and service provider, and, as may be required, between subconsultants and Public Health Sudbury & Districts.

Public Health Sudbury & Districts will support the Service Provider by promoting and encouraging uptake of the services and supports provided by the Service Provider and providing any necessary background information so services and supports are tailored appropriately to the needs of staff at Public Health Sudbury & Districts.

2.3 Background

2.3.1 Public Health Sudbury & Districts

Public Health Sudbury & Districts is a progressive and accredited local public health agency committed to improving health and well-being and reducing social inequities in health through evidence-informed practice. The Public Health Sudbury & Districts service area spans 46,475 square kilometers on the northern shore of Georgian Bay. With a head office in Greater Sudbury and six offices throughout Greater Sudbury and the Sudbury and Manitoulin districts, Public Health Sudbury & Districts employs over 550 staff who deliver provincially legislated public health programs and services.

We work locally with individuals, families, the community and partner agencies to promote and protect health and to prevent disease. Public health programs and services are geared toward people of all ages and backgrounds and are delivered in a variety of settings including workplaces, day care and educational settings, homes, health care settings and community spaces.

Public Health Sudbury & Districts is part of a provincial network of 34 non-profit public health agencies (Ontario Ministry of Health), funded jointly by local and provincial governments. Ontario's public health system is comprised of these health units (public health agencies), the Public Health Branch of the Ministry of Health, public health laboratories, and primary health care providers.

For a copy of the organization chart and a description of the services provided go to <https://www.ca/about/organization>.

2.3.2 Public Health Sudbury & Districts' Public Mental Health Framework

In January 2019, Public Health Sudbury & Districts conceptualized and formalized its commitment to supporting population (public) mental health with the release of its Public Mental Health Action Framework¹. Grounded in the Ontario Public Health Standards' Mental Health Promotion Guidelines², the Public Mental Health Framework provides a roadmap to improve mental health opportunities for all residents in our service area. Two components, in particular, are most relevant to improving the mental health and well-being of staff at Public Health Sudbury & Districts: Foundational Standard 1 – *Leadership articulation and commitment* and Foundational Standard 4 – *Support our own and personal mental well-being*.

2.3.4 Impact of the COVID-19 Pandemic Response on the Health and Well-being of Staff and Organizational Culture

Locally, responding to the pandemic has required the redeployment of approximately 75% of Public Health Sudbury & Districts' staff to response efforts over the past two years. In addition, to meet the immediate needs of the community, additional temporary contract staff were hired. This dramatic shift in practice coupled with the uncertainty of the pandemic and the constant change required to respond to the COVID-19 pandemic has had a negative impact on the mental health and resilience of our workforce, similar to other public health and healthcare workers³.

Drawing on findings from a rapid review of systematic reviews⁴, Public Health Sudbury & Districts' Psychological Health and Wellness Committee developed a framework (Figure 1) to guide internal actions to support staffs' mental health and resilience as the agency transitions through the COVID-19 recovery period to resilience. Services and supports provided by the Service Provider should address the elements of the Individual and Team Level Strategies as well as contribute to the Organizational and Management Level Strategies (primarily: prevention and prioritization, communications, and effective leadership).

¹ Public Health Sudbury & Districts. (2019). Public mental health framework. Retrieved from <https://www.phsd.ca/wp-content/uploads/2019/01/PHSD-Public-Mental-Health-Action-Framework-EN.pdf>

² Ministry of Health and Long-Term Care. (2018). Mental health promotion guideline, 2018. Retrieved from https://www.health.gov.on.ca/en/pro/programs/publichealth/oph_standards/docs/protocols_guidelines/Mental_Health_Promotion_Guideline_2018.pdf

³ Stone KW, Kintziger KW, Jagger MA & Horney JA. (2021). Public health workforce burnout in the COVID-19 response in the U.S. *International Journal of Environmental Research and Public Health*, 18(8), 4369. doi:<https://doi.org/10.3390/ijerph18084369>

⁴ Public Health Ontario. (2021). Strategies adaptable from healthcare to public health settings to support the mental health and resilience of the workforce during the COVID-19 pandemic recovery. Retrieved from https://www.publichealthontario.ca/-/media/documents/ncov/ipac/2021/08/covid-19-public-health-workforce-recovery.pdf?sc_lang=en

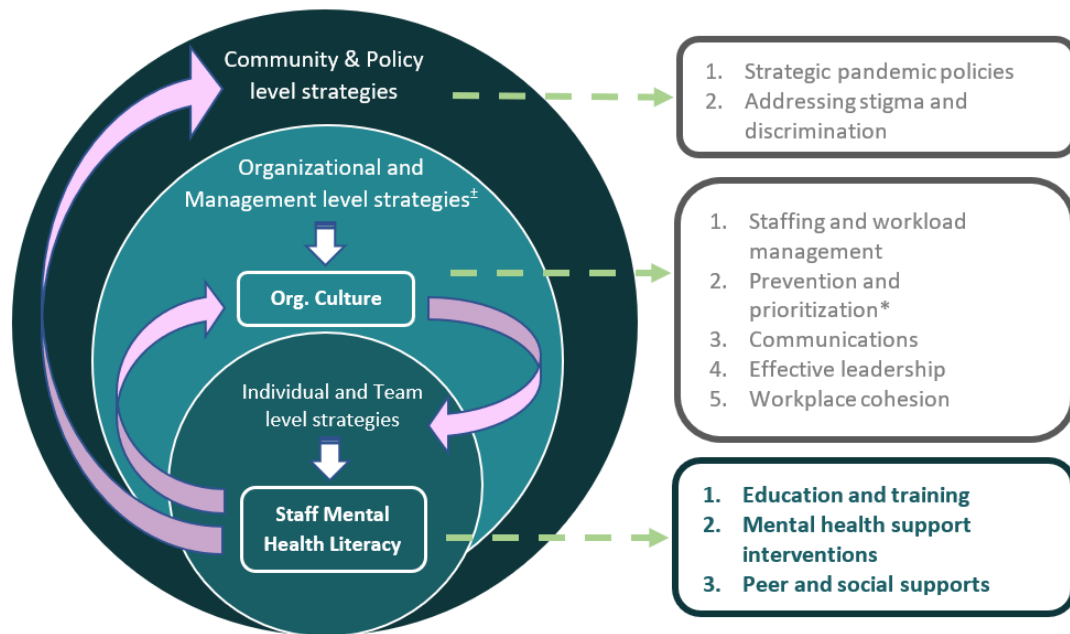


Figure 1: Framework for addressing psychological health, well-being, and resilience of staff at Public Health Sudbury & Districts

*Opportunities to support positive organizational culture

*Links with Individual and Team-level mental health support interventions

Part 3 – Proposal Submission Requirements

3.1 Proposal Contents

Proponents are encouraged to submit Proposals that conform to the following section headings and requirements. Failure to conform may impair the Proposal review process, possibly to the detriment of the Proponent.

- 3.1.1 An "Introduction" giving a brief description of the Proponent's relevant experience, comments on the proposed scope of work, overall approach to the work and identification of any sub-consultants.
- 3.1.2 A "Project Management" section showing how the required Deliverables will be provided.
- 3.1.3 A "Fees and Costs" section showing a breakdown of services and associated costs before applicable taxes.

The evaluation of the costing element of a project is always done from the amount before taxes.

Public Health Sudbury & Districts will not pay or reimburse consultants for hospitality, food and incidental expenses, and such items should not be included in submissions.

- 3.1.4 A "Subconsultant Section", if the Proponent is proposing to employ a sub-consultant, describing the Proponent's arrangements with the subconsultant (and including a copy of the subconsultant Proposal to perform that portion of the work).
- 3.1.5 An "Experience Section" describing the Proponent's relevant experience, supported by illustrative material relating to past projects.
- 3.1.6 An "Appendix" showing the curricula vitae of professional staff of the Proponent and any subconsultant.
- 3.1.7 A Registration Form (Appendix A), separate from the Proposal, signed by an authorized officer.
- 3.1.8 A Reference Form (Appendix B), separate from the Proposal, listing three persons for whom the Proponent has provided goods and/or services similar to the Deliverables within the past five years.

Part 4 – Evaluation of Proposals and Selection

4.1 Stage I – Compliance with Submission Criteria

Stage I of the evaluation process will consist of a review to determine which Proposals comply with all of the submission criteria of this RFP. Proposals that do not comply with all of the submission criteria, may, subject to the express and implied rights of Public Health Sudbury & Districts, be disqualified and not evaluated further.

Submission requirements, which Proponents are requested to provide in their Proposals, are listed below.

4.1.1 Registration Form (Appendix A) – Mandatory

Each Proposal should include a Registration Form completed and signed by the Proponent.

In addition to the other information and representations made by each Proponent in the Registration Form, each Proponent must declare whether it has an actual or potential Conflict of Interest.

If, at the sole and absolute discretion of Public Health Sudbury & Districts, the Proponent is found to be in a Conflict of Interest, Public Health Sudbury & Districts may disqualify the Proposal submitted by the Proponent.

The Proponent, by submitting the Proposal, warrants that to its best knowledge and belief no actual or potential Conflict of Interest exists with respect to the submission of the Proposal or performance of the contemplated Agreement other than those disclosed in the Registration Form. Where Public Health Sudbury & Districts discovers a Proponent's failure to disclose all actual or potential Conflicts of Interest, Public Health Sudbury & Districts may disqualify the Proponent or terminate any contract awarded to that Proponent pursuant to this procurement process.

4.1.2 Reference Form (Appendix B) – Mandatory

Each Proposal should include a Reference Form completed by the Proponent according to the instructions contained in that form. The name and telephone number of a contact person for each reference and a brief outline of the nature of the goods and/or services provided should be included.

Public Health Sudbury & Districts, in its sole discretion, may confirm the Proponent's experience and/or ability to provide the Deliverables by checking the Proponent's references.

4.2 Stage II – General Criteria

Stage II of the evaluation process will consist of evaluating Proposals based on the following general criteria:

	Category	Weight
4.2.1	Experience, Skills, and Qualifications: Experience, satisfactory performance on similar completed projects. Number, qualifications and relevant experience of personnel to be assigned to the proposed team.	40
4.2.2	Proposal: The depth and detail of the Proposal, which indicates an understanding of the scope, size, and complexity of the Deliverables.	25
4.2.3	Service Management: The proponent's management of the work, delegation of responsibility, work plans, cost control, reporting and quality control, and subcontracting arrangements.	5
4.2.4	Fees and Costs: The Proponent's proposed fees and costs. All prices quoted shall be in Canadian Dollars. Prices shall also be quoted net of the Harmonized Sales Tax (HST) and any other federal or provincial taxes, if any, which may apply.	30

Public Health Sudbury & Districts will not be limited to the criteria referred to above, and Public Health Sudbury & Districts may consider other criteria that it identifies as relevant during the evaluation process. Public Health Sudbury & Districts may apply the evaluation criteria on a comparative basis, evaluating the Proposals by comparing one Proponent's Proposal to another Proponent's Proposal. All criteria considered will be applied evenly and fairly to all Proposals. In the event of a tie score, the selected Proponent will be determined on the basis of the Proponent with the highest rated score for pricing.

Public Health Sudbury & Districts reserves the right and discretion to divide up the Deliverables, either by scope, geographic area, or other basis as Public Health Sudbury & Districts may decide, and to select one or more Preferred Proponents to enter into discussion with Public Health Sudbury & Districts for one or more Agreements to perform a portion or portions of the Deliverables. If Public Health Sudbury & Districts exercises its discretion to divide up the Deliverables, Public Health Sudbury & Districts will do so reasonably having regard for the RFP and the basis of Proposals.

In addition to any other provision of this RFP, Proposals may be evaluated on the basis of advantages and disadvantages to Public Health Sudbury & Districts that might result or be achieved from Public Health Sudbury & Districts dividing up the Deliverables and entering into one or more Agreements with one or more Proponents.

4.3 Stage III – Short List and Further Evaluation

Public Health Sudbury & Districts may, in its sole and absolute discretion, short list one or more Proponents for further evaluation, including by way of interview, presentation and/or demonstration.

4.4 Stage IV – Selection of Preferred Proponent

At the conclusion of Stage III, a Preferred Proponent or Preferred Proponents may be selected.

4.5 Stage V – Negotiation of Agreement(s) and Award

If Public Health Sudbury & Districts selects a Preferred Proponent or Preferred Proponents, then it may:

- a) enter into an Agreement with the Preferred Proponent(s); or
- b) enter into discussions with the Preferred Proponent(s) to clarify any outstanding issues and attempt to finalize the terms of the Agreement(s), including financial terms. If discussions are successful, Public Health Sudbury & Districts and the Preferred Proponent(s) will finalize the Agreement(s); or
- c) if at any time Public Health Sudbury & Districts reasonably forms the opinion that a mutually acceptable Agreement is not likely to be reached within a reasonable time, give the Preferred Proponent(s) written notice to terminate discussions, in which event Public Health Sudbury & Districts may then either open discussions with another Proponent or terminate the RFP and retain or obtain the Deliverables in some other manner.

Part 5 – Terms and Conditions of the RFP Process

5.1 General Information and Instructions

5.1.1 Timetable

The following is the schedule for this RFP:

Requirement	Deadline
Issue Date of RFP	July 14, 2022 at 12 p.m.
Proponents: Deadline for Questions	July 20, 2022 at 4:30 p.m.
Public Health Sudbury & Districts: Posting of Responses to Questions	July 22, 2022 at 4:30 p.m.
Public Health Sudbury & Districts: Deadline for Issuing Addenda	July 25, 2022 at 4:30 p.m.
Proponents: Proposal Submission Deadline	August 2, 2022 at 4:30 p.m.
Public Health Sudbury & Districts: Completion of proposal evaluations and notification of short-listed Proponents and unsuccessful Proponents to date	August 5, 2022
Public Health Sudbury & Districts: Verification of references for the Preferred Proponent(s)	August 2, 2022 to August 5, 2022
Public Health Sudbury & Districts: Notification to unsuccessful Proponent(s) and successful Proponent.	August 10, 2022
Proponent: Deadline for Deliverables	December 31, 2022

The RFP timetable is tentative only and may be changed by Public Health Sudbury & Districts in its sole discretion.

5.1.2 Proponents to Follow Instructions

Proponents should structure their Proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a Proposal should reference the applicable section numbers of this RFP where that request was made.

5.1.3 Proposals in English

All Proposals should be in English only. Any Proposal received by Public Health Sudbury & Districts that are not entirely in the English language may be disqualified.

5.1.4 Public Health Sudbury & Districts' Information in RFP Only an Estimate

Public Health Sudbury & Districts and its advisors make no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to Proponents the general size of the work.

It is the Proponent's responsibility to avail itself of all the necessary information to prepare a Proposal in response to this RFP.

5.1.5 Proponents Shall Bear Their Own Costs

The Proponent shall bear all costs associated with or incurred in the preparation and presentation of its Proposal including, if applicable, costs incurred for interviews, presentations, or demonstrations.

5.2 Communication after Issuance of RFP

5.2.1 Proponents to Review RFP

Proponents are advised to examine all of the documents comprising this RFP and:

- a) are requested to report any errors, omissions, or ambiguities; and
- b) may direct questions or seek additional information, in writing by email to the appropriate Public Health Sudbury & Districts Contact (either Katarina Skilliter at purchasing@phsd.ca for questions about the Proposal submission process or Lesley Andrade at andradel@phsd.ca for questions relating to the Scope of Work and/or the Deliverables) on or before the Proponent's Deadline for Questions to Public Health Sudbury & Districts Contacts. All questions submitted by Proponents by email to Public Health Sudbury & Districts Contacts shall be deemed to be received once the email has entered into Public Health Sudbury & Districts Contact's email inbox. No such communications should be directed to anyone other than Public Health Sudbury & Districts Contacts.

It is the responsibility of the Proponent to seek clarification from Public Health Sudbury & Districts Contacts on any matter it considers to be unclear. Public Health Sudbury & Districts shall not be responsible for any misunderstanding on the part of the Proponent concerning this RFP or its process.

Public Health Sudbury & Districts is under no obligation to provide additional information, but may do so at its sole discretion.

To ensure consistency and quality of information provided to Proponents, Public Health Sudbury & Districts will collect all inquiries and respond to all inquiries by way of a written response that will be communicated to all Proponents.

5.2.2 All New Information to Proponents by Way of Addenda

This RFP will only be amended by an addendum in accordance with this section. If Public Health Sudbury & Districts, for any reason, determines that it is necessary to provide additional information (including responses to questions) relating to this RFP, such information will be communicated to all Proponents by addenda.

Each addendum shall form an integral part of this RFP.

Such addenda may contain important information including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by Public Health Sudbury & Districts.

5.2.3 Post-Deadline Addenda and Extension of Proposal Submission Deadline

If any addendum is issued after the Deadline for Issuing Addenda, Public Health Sudbury & Districts may at its discretion extend the Proposal Submission Deadline for a reasonable amount of time.

5.3 Submission of Proposals

5.3.1 Proposals Submitted Only in Prescribed Manner

Proposals should be submitted by the following method:

Via email, to Public Health Sudbury & Districts Finance Clerk at purchasing@phsd.ca, a password protected electronic file of the Proposal including all mandatory appendices, with the Registration Form signed by an authorized representative of the Proponent. The Proponent must then send the password only to unlock the Proposal and appendices to Lesley Andrade at andradel@phsd.ca.

5.3.2 Proposals Should Be Submitted on Time using the Prescribed Method

Proposals should be submitted as per the method set out above on or before the Proposal Submission Deadline. Proposals submitted to another location or email, or after the Proposal Submission Deadline will be deemed late and may be disqualified. For the purpose of calculating time, Public Health Sudbury & Districts will use the date and time stamp of the email received in by the Purchasing clerk.

5.3.3 Amending or Withdrawing Proposals Prior to Proposal Submission Deadline

At any time prior to the Proposal Submission Deadline, a Proponent may amend or withdraw a submitted Proposal. The right of Proponents to amend or withdraw

includes amendments or withdrawals wholly initiated by Proponents and amendments or withdrawals in response to subsequent information provided by addenda.

Any amendment should clearly indicate what part of the Proposal the amendment is intended to replace.

A notice of amendment or withdrawal should be sent to the purchasing@phsd.ca prior to the Proposal Submission Deadline and should be signed by an authorized representative.

Public Health Sudbury & Districts is under no obligation to return amended or withdrawn Proposals.

5.3.4 Proposal Not to Be Amended After Proposal Submission Deadline

Proposals may not be amended following the Proposal Submission Deadline.

5.3.5 No Incorporation by Reference by Proponent

The entire content of the Proponent's Proposal should be submitted in a fixed form and the content of websites or other external documents referred to in the Proponent's Proposal will not be considered to form part of its Proposal.

5.3.6 Public Health Sudbury & Districts May Contact Proponent for Clarification

Public Health Sudbury & Districts may contact the Proponent to request clarification (or the submission of supplementary written information in relation thereto) with respect to the Proposal and incorporate a Proponent's response to the request for clarification into the Proponent's Proposal.

5.3.7 Proposal to Be Retained by Public Health Sudbury & Districts

Public Health Sudbury & Districts will not return the Proposal or any accompanying documentation submitted by a Proponent.

5.4 Notification of Outcome

5.4.1 Notification to Proponents of Outcome of Procurement Process

Once the Preferred Proponent(s) and Public Health Sudbury & Districts execute the Agreement, the other Proponents will be notified by Public Health Sudbury & Districts in writing of the outcome of the procurement process, including the name of the Preferred Proponent(s).

5.5 General Guidelines

5.5.1 Prohibited Proponent Communications

The Proponents shall not engage in any communication that would constitute or create a Conflict of Interest and should take note of the Conflict of Interest declaration set out in the Registration Form.

Communication by a Proponent with any Public Health Sudbury & Districts representative other than Public Health Sudbury & Districts Contacts may result in disqualification of the Proponent's Proposal.

5.5.2 Proponent Not to Communicate With Media

A Proponent should not at any time directly or indirectly communicate with the media in relation to this RFP or any contract awarded pursuant to this RFP without first obtaining the written permission of a Public Health Sudbury & Districts Contact.

5.5.3 Freedom of Information and Protection of Privacy Act

The Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.F.31, as amended, applies to information provided to Public Health Sudbury & Districts by a Proponent. Subject to Section 5.6.1(a), a Proponent should identify any information in its Proposal or any accompanying documentation that is supplied in confidence and for which confidentiality is to be maintained by Public Health Sudbury & Districts. The confidentiality of such information will be maintained by Public Health Sudbury & Districts, except as otherwise required by law or by order of a court or tribunal. Proponents are advised that their Proposals will, as necessary, be disclosed on a confidential basis to Public Health Sudbury & Districts' advisers retained for the purpose of evaluating or participating in the evaluation of their Proposals.

By submitting any Personal Information requested in this RFP, Proponents are agreeing to the use of such information as part of the evaluation process, for any audit of this procurement process and for contract management purposes.

5.5.4 Make Public Proponent Names

Public Health Sudbury & Districts may make public the names of any or all Proponents.

5.5.5 Acceptance of Non-Compliant Proposals

Public Health Sudbury & Districts may accept Proposals that do not comply with the requirements of this RFP.

5.5.6 No Contract

By submitting a Proposal and participating in the process as outlined in this RFP, Proponents expressly agree that no contract or agreement of any kind is formed under, or arises from, this RFP, prior to the signing of a formal written Agreement.

5.5.7 Governing Law of RFP Process

This RFP process shall be governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein.

5.5.8 Bid Protest Procedure

Proponents are encouraged to contact Public Health Sudbury & Districts' Accounting Manager, Keeley O'Neill (email: oneillk@phsd.ca), to seek a resolution of any complaint prior to initiating a formal bid protest. Upon initial contact with Public Health Sudbury & Districts' Accounting Manager the proponent will have ten (10) business days in which to lodge a formal complaint in writing. If not received by that time, Public Health Sudbury & Districts' Accounting Manager will consider the issue resolved. Upon receiving a written complaint, Public Health Sudbury & Districts' Accounting Manager will discuss the matter and issue a timely response to the proponent. Any protest in writing that is not received in a timely manner will not be considered and the proponent will be notified in writing.

A protest in writing shall include the following:

- a) a specific identification of the provision and/or procurement procedure that is alleged to have been breached;
- b) a specific description of each act alleged to have breached the procurement process;
- c) a precise statement of the relevant facts;
- d) an identification of the issues to be resolved;
- e) the proponent's arguments and supporting documentation; and
- f) the proponent's requested remedy.

5.5.9 Bid Protest Procedure

If a proponent wishes to challenge the outcome of the RFP process, it should provide written notice to Public Health Sudbury & Districts Contacts within sixty (60) days of notification of award, and Public Health Sudbury & Districts will respond in accordance with its bid protest procedures.

Appendix A – Registration Form

TO: Public Health Sudbury & District

FROM: *(Insert Name of Proponent)*

RE: RFP: Resiliency Services and Supports

1. Proponent Information

(a) The full legal name of the Proponent is:

(b) Any other relevant name under which the Proponent carries on business is:

(c) The jurisdiction under which the Proponent is governed is:

(a) The name, address, telephone, facsimile number and email address of the contact person for the Proponent is:

(b) Whether the Proponent is an individual, a sole proprietorship, a corporation, a partnership, a joint venture, an incorporated consortium or a consortium that is a partnership or other legally recognized entity:

2. Not a Tender

The Proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required under the RFP. By submitting the Proposal, the Proponent confirms its understanding that the RFP is not a tender call and that no contractual relations are created between the Public Health Sudbury & Districts and the Proponent as a result of the RFP or the submission of the Proposal.

3. Addenda

The Proponent confirms that it has read and accepted all addenda issued by the Public Health Sudbury & Districts prior to the Deadline for Issuing Addenda. The onus remains on the Proponent to make any necessary amendments to its Proposal based on the addenda.

4. Conflict of Interest

Prior to completing this portion of the Registration Form, Proponents should refer to the definition of Conflict of Interest set out in the RFP.

If the box below is left blank, the Proponent will be deemed to declare that: (1) there was no Conflict of Interest in preparing its Proposal; and (2) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP. Otherwise, if the statement below applies, check the box.

- The Proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its Proposal, and/or the Proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If the Proponent declares an actual or potential Conflict of Interest by marking the box above, the Proponent must set out below details of the actual or potential Conflict of Interest:

5. Disclosure of Information

The Proponent hereby agrees that any information provided in this Proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal. The Proponent hereby consents to the disclosure, on a confidential basis, of this Proposal by Public Health Sudbury & Districts to Public Health Sudbury & Districts' advisers retained for the purpose of evaluating or participating in the evaluation of this Proposal.

(Insert Name of Proponent)

Signature of Proponent's Representative

Name: _____

Title: _____

Date: _____

Appendix B – Reference Form

Each Proponent is requested to provide three references from clients who have obtained similar goods or services from the Proponent in the last five years as those requested in this RFP.

Reference #1

Company Name	
Company Address	
Contact Name	
Contact Telephone Number	
Date Work Undertaken	
Nature of Assignment	

Reference #2

Company Name	
Company Address	
Contact Name	
Contact Telephone Number	
Date Work Undertaken	
Nature of Assignment	

Reference #3

Company Name	
Company Address	
Contact Name	
Contact Telephone Number	
Date Work Undertaken	
Nature of Assignment	