



Issue date:

Ohiarihkó:wa/July 27, 2021

## **REQUEST FOR PROPOSAL**

### **Updating and Development of ACFS Policies and Procedures**

The Mohawk Council of Akwesasne's Department of Community and Social Services is seeking proposals to review and update Akwesasne Child and Family Services policies and procedures pertaining to direct service delivery within the delivery of Child Protection Services. The goal is to provide staff with clear and relevant standards and procedures to ensure compliance with current laws and regulations, efficiency and consistency of practice.

The successful proponent must have extensive experience in developing child welfare service manuals that support a comprehensive customary care program to revitalize and enhance Akwesasne's traditional systems of collective responsibility and care for children and youth in the community.

#### **Closing Location:**

Mohawk Council of Akwesasne  
Kanonhkwa'tsheri:io  
31 Hilltop Drive, Akwesasne, QC H0M1A0

#### **Closing Date and Time:**

August 17, 2021 by 4:00 p.m.

Anyone interested in submitting a proposal for consideration may ask questions or otherwise request clarification by submitting an email to:

Karen Hill  
Director, Department of Community and Social Services

**Tel:** 613-575-2341 ext. 3307

**E-Mail:** karen.hill@akwesasne.ca

**MOHAWK COUNCIL OF AKWESASNE**  
**REQUEST FOR PROPOSAL – UPDATING AND DEVELOPMENT OF ACFS**  
**POLICIES AND PROCEDURES**

**I. Project Objective**

*Mohawk Council of Akwesasne* (MCA) wishes to engage a consultant to review and update *Akwesasne Child and Family Services* (ACFS) Policies and Procedures pertaining to Direct Service Delivery within the delivery of Child Protection Services. The goal is to provide ACFS staff with clear and relevant standards and procedures to ensure compliance with current laws and regulations, efficiency and consistency of practice.

The project will also include the development of a policy manual to support a comprehensive Customary Care programs to revitalize and enhance Akwesasne’s traditional systems of collective responsibility to support and care for children and youth in our community. These will ensure consistent service and support to children, youth, parents and alternate caregivers to decrease the vulnerabilities our children currently experience.

**II. Background**

It is critical that ACFS maintains clear and relevant policies and procedures as it is responsible for delivering a highly regulated, standardized service requiring a high level of transparency and accountability, responsible for ensuring the safety and wellbeing of children. Further it has long been recognized that Prevention support to Indigenous communities needs to be amplified and developing a comprehensive Customary Care program is an integral part of prevention. Given the complexity of the issues that will be encountered as we work with this segment of our population we require clear procedures and protocols to guide our engagement and support to this segment of our population.

ACFS became a mandated child welfare agency in 2012. It did so without participating in the current model of capacity development the Province has required of most of the Indigenous communities who, like ACFS, assumed the child protection mandate. This process required the development of a full set of service manuals which needed to be approved by a Ministry team responsible for ensuring the agency had the capacity to ensure the safety and well being of children it is responsible for. ACFS has since developed service manuals, but these need to be updated to reflect current standards and legislative requirements.

This, RFP seeks an experienced senior level child welfare practitioner, with recent experience in developing child welfare service manuals, to update the ACFS service manuals.

**III. Scope of Work and Reporting Requirements**

**1. Scope of Work**

The Consultant shall meet the following:

- Review and update the policies and procedures within the delivery of Child Protection services to reflect the changes to the Child, Youth and Family Services Act;
- ACFS policies and procedure manuals in the following areas shall form part of this contract:
  - Intake Assessment
  - Ongoing Family Service (Protection)
  - Children in Care
  - Information Technology
  - On-going Family Support (Prevention)
  - Traditional Support
- The extent of the work involves editing and updating previously approved policies and procedures:
  - ensuring consistency of language/terminology
  - ensuring consistent formatting
  - ensuring appropriate location of procedures within noted Manual
  - ensuring compliance with current legislation and standards for child protection, client rights and safety.
- All manuals regarding the above shall be approved by appropriate agency or organizational staff;  
The Consultant shall not, unless a change in law or regulations, change or deviate from the content and intent of the documents being edited; and
- All new and edited documents shall be forwarded upon completion and in accordance with the timetable below to the Director of DCSS.

## **2. Reporting Requirements**

The Consultant shall meet the following requirements:

- Work under the direction of the Director of DCSS, or designate;
- Work with a steering committee of identified DCSS staff to review, modify and finalize manuals as they are developed;
- Provide monthly updates on the status of the project, which will include a report summarizing the activities completed in each phase of the project;
- Final manuals will be submitted to the Director of DCSS in MS Word and PDF with editing enabled to allow updates as needed.

## **IV. General Information for Consultants**

### **1. Proposals**

All consultants must submit a complete response to the mandatory requirements of this RFP, using both MS Word or PDF format with respect to the phases of this RFP which they propose to fulfill. All proposals submitted must contain a technical section that outlines how the technical aspects of the project will be completed and a financial budget that outlines anticipated costs.

All proposal pages should be numbered for ease of reference. Proposals must be signed by an official authorized to bind the consultant to its provisions. Consultants are reminded that contents of the successful proposal will become part of a contractual obligation.

In submitting a proposal, consultants are deemed to waive any right to withdraw or modify it, except as hereinafter provided. A proposal may also be withdrawn in person by a consultant or its authorized representative provided that a receipt for the proposal is provided by the consultant or its representative. A proposal may only be modified by the submission of a new proposal or submission of a modification which complies with the requirements of this RFP following withdrawal of the previous proposal.

**2. Economy of Preparation**

The MCA encourages proposals to be prepared simply and economically, providing a straightforward, concise description of the consultants’ ability to meet the requirements of the RFP.

**3. Proposed Budget**

The budget ceiling for this project is \$48,000 and is subject to proposal reviews. The contract awarded for this Project will be a fixed-price contract with payments as outlined in the Payment Schedule below. The contract scope of work and budget shall remain firm during the project. The project should be completed within six (6) months or twenty four (24) weeks, starting in July 2021.

**4. Incurring Costs**

MCA is not liable for any costs incurred by consultants prior to issuance of a contract.

**5. RFP Timelines**

MCA will make every effort to adhere to the following schedule:

<b>Phase</b>	<b>Description</b>	<b>Date/Duration</b>
Contract Awarded	Contract signing	July 30, 2021
Phase 1	ACFS Intake Assessment	August 15, 2021
Phase 2	ACFS Ongoing Family Service (protection)	September 30, 2021
Phase 3	ACFS Information Technology Ongoing Family Support/Traditional Support	October 30, 2021
Phase 4	Ongoing Family Support/Traditional Support	December 15, 2021
Phase 5	Final Manuals Submitted (Editable MS Word or PDF)	January 15, 2022
Phase 6	Final Invoice Submitted on MCR approving all manuals.	January 31 2022

## **6. Response Date**

All completed proposals must arrive at the Mohawk Council of Akwesasne (MCA) Department of Community and Social Services (DCSS) **on or before 4:00 p.m. July 22, 2021 by email**. Late proposals will not be considered.

## **7. Payment Schedule**

Invoices must be submitted to the Mohawk Council of Akwesasne, Department of Community and Social Services and shall be paid in six (6) increments of eight-thousand dollar payments, (\$8,000) , according to the following schedule:

- August 6, 2021
- September 17, 2021
- October 15, 2021
- November 19, 2021
- December 17, 2021
- January 31, 2022

## **8. Discussions for Clarification**

Consultants may be invited after the deadline for proposals to provide oral or written clarification of their proposals. The MCA may initiate requests for clarification.

## **9. RFP Contents**

Proposals will be treated as confidential. If a contract is executed based on a proposal under this RFP, however, the proposal submitted in response to this RFP shall form part of the contract with the MCA. All material submitted with a proposal becomes the property of the MCA and may be returned only at the MCA's option. Proposals submitted to the MCA Department of Community and Social Services will be reviewed and evaluated in confidence.

## **10. Rejection of Proposals**

MCA reserves the right to reject any and all proposals received as a result of this request.

## **11. Restriction of Contact**

From the issue date of this RFP until a final determination is made regarding the selection of a consultant's proposal, any contacts with the MCA personnel concerning this RFP, proposals and the evaluation process must be approved in advance. Any violation of this requirement will disqualify the consultant's proposal. If it is discovered that any such violations have occurred on the part of a successful consultant, MCA may rescind that contract at no cost or penalty. Successful consultants are required to agree to make no other distribution, assignment, or subcontracting of any part of their contract beyond that identified in their proposal without the prior written consent of MCA.



## **12. Consultants Representations and Authorizations**

Each consultant by submitting its RFP understands, represents, and acknowledges that:

- i. All information provided by, and representations made by, the consultant in the proposal are material and will be relied upon in assessing the proposal and in awarding the contract. Any misrepresentation will result in disqualification.
- ii. The price and service descriptions presented in its proposal have been arrived at independently and without consultation, communication or agreement with any other contractor or potential contractor.
- iii. The prices, fees or charges or related estimates presented in its proposal, have not been disclosed to or discussed with any other firm or person who is or may be a consultant.
- iv. No attempt has been made or will be made to induce any firm or person to refrain from submitting a proposal under this RFP, or to submit a proposal higher than its proposal, to submit any intentionally high or non-competitive proposal, or to submit any other form of complementary proposal.
- v. The proposal is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other non- competitive proposal.
- vi. Until the selected consultant receives a fully executed and approved written contract from the Mohawk Council of Akwesasne there is no legal and valid contract in law or in equity, and the consultant may not begin to perform work.

## **13. Notification of Selection**

The consultant whose proposal is determined to be the most advantageous to the MCA, as determined by the steering committee will be notified in writing of its selection.

## **14. Disclaimer**

All information distributed in connection with this RFP is confidential, and is to be used for the sole purpose of completing submissions and for no other purpose unless prior written consent has been provided by the MCA. All material and information distributed will remain the property of the MCA to be used at their discretion.

All potential consultants electing not to submit a proposal will dispose of any and all confidential information in a responsible manner.

Potential consultant will not be compensated or reimbursed for costs incurred in preparing proposals.

The MCA reserves the right to:

- i. Accept or reject any or all proposals submitted if such decision is deemed to be in the best interest of MCA.
- ii. MCA assumes no obligation, no responsibility and no liability for costs incurred by the responding firms prior to the issuance of a Contract.

- iii. MCA reserves the right to negotiate a lower or different fee structure, the selection/prioritization of deliverables in line with the contract price with any firm that is selected.
- iv. Waive any anomalies in proposals.
- v. Negotiate with any or all potential consultants.
- vi. Modify or cancel the RFP.

Potential consultants may withdraw their Proposal at any time prior to the Proposal closing time by submitting a written withdrawal letter to the contact persons listed.

All Proposals are irrevocable for a period of (60) business days from the closing date.

### **15. Ownership of Proposals**

All Proposals, including attachments and any documentation, submitted to and accepted by the MCA in response to this RFP become the property of the MCA. The selected Consultant must provide proof of professional liability insurance, before entering a contract with MCA.

### **16. Conflict of Interest**

Potential consultant shall disclose in their Proposals any actual or potential conflict of interest and existing business relationships it may have with the MCA, its elected officials, appointed officials or employees.

## **V. Mandatory Information Required**

### **1. Proposal Content**

A proposal is required to fulfill the requirements of this RFP.

### **2. Scope of Work**

The scope of work section is a proposed plan of action for the consultant. Part III highlights the roles and responsibilities of the consultant throughout the project phases.

### **3. Technical Requirements**

The consultant's technical proposal must include the following information and should NOT include financial information:

- i. **Approach** – A discussion on how the scope of work is to be completed within the timeline.
- ii. **Deliverables** – A description of what is to be expected for each deliverable that is required.
- iii. **Schedule** – Tasks to be performed by week.
- iv. **Experience** – Reference similar past projects that were completed, which includes the company name, address, phone number and brief description of the project scope.
- v. **Project Team** – The resumes of the project team that will be involved in the project and their qualifications.

## **VI. Financial Requirements**

### **1. Cost Submission**

Include a budget itemizing fees for consulting days, tasks, travel per diem, other direct costs, and deliverables as well as any foreseen travel and other related costs. All costs and fees must be clearly described in the proposal.

### **2. Negotiation of Contract and Award**

When the MCA selects a successful consulting firm, they shall negotiate and attempt to enter into an agreement with that consultant. If contract terms and conditions cannot be negotiated with the selected consultant, a contract may be offered to another bidder or the RFP will be revised for further clarification and be retendered.

### **3. Payment Schedule**

All invoices must include the following information:

- i. An invoice number;
- ii. The consulting firms, address and telephone number; and
- iii. Progress report for the billing time frame that outline the various activities completed.

## **VII. Timeframe and Deliverables**

The timeframe for this work is six (6) months or twenty four (24) weeks, starting in July 2021. In addition to regular updates on work progress, deliverables are required as follows (alternative due dates may be offered in the proposal with explanation):

<b>Phase</b>	<b>Description</b>	<b>Date/Duration</b>
Contract Awarded	Contract signing	July 30, 2021
Phase 1	ACFS Intake Assessment	August 15, 2021
Phase 2	ACFS Ongoing Family Service (protection)	September 30, 2021
Phase 3	ACFS Information Technology Ongoing Family Support/Traditional Support	October 30, 2021
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Phase 5	Final Manuals Submitted (Editable MS Word or PDF)	January 15, 2022
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Consultant proposals must be submitted in the format, including heading descriptions, outlined above. All proposals must respond to all mandatory requirements. Any other information thought to be relevant, but not applicable to the RFP elements that are being bid on, should be provided as an appendix to the proposal. Consultants are encouraged to keep



their proposals to a maximum of 12 pages, excluding table of contents, appendices and references.

The MCA reserves the right to request additional information which is necessary to assure that the consultants' competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the contract.

### **VIII. Proposal Evaluation**

Submitted proposals will be reviewed by a steering committee, composed of DCSS personnel. Criteria for selection will include, but not be limited to:

- Demonstrated understanding of the project objectives, scope and desired outcomes;
  - Qualifications and relevant experience/performance of the consultant;
  - Project approach;
  - Organization and professionalism of the proposal;
  - Costs/Expenses to a maximum of \$5,000.00 will support in person meetings. Estimate of costs for travel, accommodation, meals.
- i. Certification: the proposal should contain a statement confirming that the consultant carries sufficient errors and omissions and liability insurance and that if successful, will provide a certification of insurance to MCA before beginning any work;
  - ii. Confirming that the consultant has a valid passport and is willing and able to cross the Canada/US border freely;
  - iii. Certifying its completeness and veracity, signed and dated by an authorized representative of the consultant.
  - iv. MCA expects to contract with the person or the firm whose proposal demonstrates that its performance of the work would be most advantageous to MCA, with all criterion considered.

### **IX. Information**

Anyone interested in submitting a proposal for consideration may ask questions or otherwise request clarification by submitting an email to [karen.hill@akwesasne.ca](mailto:karen.hill@akwesasne.ca). It is the responsibility of the Consultant to seek clarification from the MCA contact on any matter it considers to be unclear. MCA will not be responsible for any misunderstanding on the part of the consultant concerning this RFP or its process.