



Open Doors to Opportunity

INCLUSIVE PLACE TO WORK CERTIFICATION: CALL FOR PROPOSALS (CFP)

Open Door Social Services Society (dba Open Door Group)

Issue Date: April 8, 2024.

Closing Time: proposals must be received before 2:00 PM PST
on May 13, 2024.

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1. SERVICES FOR TENDER

To ensure compliance with Employment and Social Development Canada (ESDC) funding requirements for contracted services valued over \$25,000, Open Door Group (ODG) is issuing this public Call for Proposals (CFP) to solicit, evaluate, and select a third-party contractor. The services to be delivered are described in the following document and will be delivered between **June 3, 2024, and March 31, 2026.**

2. ELIGIBLE PROPONENTS

Eligible proponents fall into one of the following categories:

- **Non-profit organizations:** include community-based organizations, charities, or other entities legally registered as a not-for-profit under the relevant laws.
- **For-profit organizations:** Companies or businesses with a preference for Human Resources organizations that can demonstrate their capability to effectively cater to the needs of individuals with disabilities while meeting specific requirements.
- **Individual applicants** with relevant expertise, qualifications, and experience in providing the required services may also be considered eligible proponents. Individual applicants must meet all Contract Requirements outlined in this CFP and will be evaluated based on their demonstrated abilities to fulfill the Program's objectives.
- **Organizations owned by or employees of Open Door Group** are not eligible to bid on this CFP.

3. PROPOSAL SUBMISSION GUIDELINES

Proposals must be in English, **submitted electronically via e-mail to the Procurement Contact: Boutaina Elateri at boutaina.elateri@opendoorgroup.org**, and are requested to adhere to the following format:

- Responses should not exceed 20 pages in total. The font size should be 11-point Calibri, the margins 2.54 cm, and the spacing 1.00.
- Respondents are requested to complete their response and submit it as one PDF or Microsoft Word document, with the proponent's name included as part of the file name.
- Proposals must be received **before 2:00 PM PST on May 13, 2024** for them to be considered.

*Note: A detailed proposal format can be found in [Section 8 \(Proposal Format\)](#).

4. SUMMARY OF THE OPPORTUNITY

Open Door Group (ODG) has issued this CFP to select a qualified Contractor to design and develop a certification business and program that rates, certifies, and showcases employers who have accessible and inclusive workplaces. The overarching goal is to create an **Inclusive Place to Work Certification Program** (called the “**Program**” throughout the remainder of this CFP).

5. SITUATION OVERVIEW

5.1 Open Door Group Responsibility

Since 1976, Open Door Social Services Society (d.b.a. Open Door Group) has supported people in preparing for, finding, and maintaining meaningful employment and community connections. With a deep history of helping people with disabilities and people facing systemic barriers, ODG has become one of the largest non-profit organizations delivering employment services in BC. In 2023, the organization expanded nationally, adding Alberta, Saskatchewan, Manitoba, and Ontario to its service footprint. ODG operates with the following vision and mission:

Vision: A world where all people have access to opportunities that give them purpose, prosperity, and belonging.

Mission: Fostering well-being for all by opening doors to sustainable and meaningful employment.

One of ODG’s key impact areas in delivering its mission is strengthening employer, government, and sector-wide partnerships to support sustainable employment results for all.

5.2 Background

Today, 645,000 people are living with disabilities in Canada, aged 25 to 64 years, who are not employed and not currently in school. The employment rate of people with disabilities (65%) remains disproportionately lower than people without disabilities (80%) (Statistics Canada, 2022).

Conversely, Canadian employers face challenges in filling vacant positions due to factors such as an ageing population, changing skill demands, and evolving job seeker priorities, including wage and alignment with organizational versus personal values. Despite progress in fostering accessible and inclusive workplaces, some challenges remain in fully integrating hiring and retention practices for people with disabilities. Issues like conscious and unconscious bias, societal stigma, inaccessible environments, and limited understanding contribute to lower employment rates for persons with disabilities.

Since 1976, ODG has worked with employers to increase opportunities and access to employment for people with disabilities. In 2022, ODG, in partnership with the President's Group, created the [!\[\]\(2e897e890e69d81eae4503a8342c36b0_img.jpg\) "Disability Inclusive Employer Self-Assessment"](#) tool to further support employers in evaluating and strengthening accessibility and inclusivity in their workplaces. To date, 340 employers have utilized the self-assessment to improve their workplaces.

A major strategic goal for ODG is to build upon previous employer-related initiatives by developing and implementing this Program to support employers of various sizes and from multiple sectors in embarking on an ongoing, action-oriented, and measurable journey to improve workplace accessibility, inclusion, and sustainability for people with disabilities, ultimately increasing the number of people with disabilities in the Canadian workforce. Our overall objective is to utilize our reach, influence, and resources to create a community of accessible employers, leveraging our diverse service offerings.

The Program will contribute to the implementation and evolution of ODG's theory of change and continuum of supports. It will ultimately contribute to a broader network of inclusive, accessible employers who are certified through the Program, thereby creating more opportunities for job seekers facing barriers to find and sustain meaningful employment.

5.3 Scope of Work

The scope of work for this CFP includes drafting 1) business and product launch plans and 2) planning, designing and creating products, content, resources, and systems for an inclusive place to work certification program.

Materials should be written in English plain language and must ensure that all deliverables are accessible to persons with disabilities.

The Contractor will work with ODG assigned team member to ensure deliverables are professionally created and delivered.

5.3.1 Key Program Deliverables

- Research, evaluate, and recommend an inclusive place to work certification program to support employers to improve workplace accessibility, inclusion, and employment sustainability of people with disabilities.
- Design and create product(s), professional content, resources, and systems for the inclusive place to work certification program.
- Write a business startup plan for the inclusive place to work certification program of people with disabilities.
- Draft a program launch plan, and create materials for the launch.

5.3.2 Considerations

- **Persons with Lived Experience:** include persons with disabilities through the process either through consultation and or key personnel.
- **Bilingual Requirements:** ensure materials are available in English and French to accommodate Canada's bilingual population.
- **Cultural Sensitivity:** consider cultural diversity within Canada and ensure the certification program is sensitive to the needs and perspectives of people with different disabilities and diverse communities, including Indigenous peoples and newcomers to Canada.
- **Sustainability and Scalability:** ensure that the certification program is designed to be sustainable and scalable, with the flexibility to adapt to changing needs and circumstances and accommodate organizations of varying sizes and sectors across Canada.

5.4 Travel for Contractor

The Contractor will be responsible for all travel costs, if any.

5.5 Materials

The Contractor will be responsible for the costs associated with creating and developing materials and reports.

6. CONTRACT

6.1 Terms and Conditions, Term, and Option to Renew

Proponents should carefully review the terms and conditions and report any errors, omissions, or ambiguities to the ODG Procurement Contact in writing.

This contract term will be from **June 3, 2024, to March 31, 2026**. At the exclusive discretion of ODG, subject to satisfactory performance, ODG will have an option to extend the term of this agreement for one (1) additional six (6) month term, subject to the Contractor's agreement. The terms and conditions will not change if the contract is renewed for the optional renewal term, subject to Open Door Group's and the Contractor's written agreement.

6.2 Invoicing

Invoices will be submitted upon completion of an approved deliverable and will include all relevant backup reports on tasks completed. Payment will be due upon receipt of the invoice and ODG's acceptance of charges in the invoice. It is expected that the **first invoice will be submitted to ODG no later than June 19, 2024**.

6.3 Service Requirements

1. Engaging and seeking direction from ODG and key stakeholder's during all stages of planning and implementation.
2. Ensuring that deliverables meet the ODG's needs by consulting with ODG prior to and upon delivery of the deliverables, including by accepting feedback from the ODG if a particular deliverable requires additional work before being accepted by ODG;
3. Securing the involvement of any required sub-contractors or partners, with the necessary expertise and experience required to design and develop materials, facilitate group meetings of varying sizes and manage the dynamics of the discussions.
4. Ensuring that all deliverables are accessible to persons with disabilities, including any online materials and users who use accessibility devices and/or software.
5. Adhering to all reporting requirements of ODG. The Contractor will be required to provide ODG with reports on activities and outcomes during the Term of the Agreement as follows:
 - **Monthly Reporting:** The Contractor will provide a written monthly status report to assist ODG in understanding and verifying that all activities are proceeding as agreed. Copies of all project related materials (i.e. communications, outline and synopses of material, evaluations, etc.). Reports are due the fourth Thursday of each month with the first report is due no later than June 27, 2024.
 - **Monthly Meetings:** The Contractor will attend a monthly meeting to serve as the forum for the contractor and ODG to forge a strong working relationship and collaborate in order to effectively manage the Program and monitor performance. Meetings will take place on the third Wednesday of each month, starting on June 19, 2024. However, the initial launch meeting will occur on May 29, 2024.
6. Once all deliverables have been delivered, the Contractor will submit a detailed final report. This report will be a final summation of activities and deliverables carried out or delivered during the agreement's term and must describe the Program's results.

6.4 Other Requirements

6.4.1 Intellectual Property Rights

The Contractor must guarantee that no content or materials produced will infringe any third party's intellectual property rights. The Contractor will need to assign intellectual property rights to ODG to enable ODG's unrestricted use of business, program, and launch materials.

6.4.2 Location and Facilities

The Contractor will be expected to work out of their own local offices. The Contractor will also be expected to attend meetings throughout the Lower Mainland, as required (weekly or monthly).

6.4.3 Availability

The Contractor must be available to provide the services described above immediately upon execution of the Contract until the end of the Contract's term.

6.4.4 Insurance and Workers' Compensation Board (WCB) Coverage

The Contractor will be required to have WCB coverage and insurance. Prior to commencing work, the Contractor will be required to submit to ODG a Certificate of Insurance and proof of WCB coverage.

6.4.5 Confidential Information

The Contractor and their team will be required to enter into a confidentiality agreement on terms and conditions set out by ODG and mutually agreeable to ODG and the Contractor, which agreement will survive the completion or termination of the Contract.

6.4.6 Conflict of Interest

The Contractor will not, during the Term, perform a service for or provide advice to any person or entity where the performance of such service or the provision of the advice may, in the reasonable opinion of ODG, give rise to a conflict of interest between the obligations of the Contractor to ODG and the obligations of the Contractor to such other person or entity.

The Contractor must declare any real or perceived conflict of interest during their response. Failure to declare any real or perceived conflict of interest will result in disqualification.

6.4.7 Non-exclusive Opportunity

ODG may, at any time, assign work that is the same as or similar to that which is contemplated by this CFP to other resources or other contractors without compensation to the Contractor. At the discretion of ODG, such other resources may work independently of the Contractor or the Contractor may be required to integrate these other resources into multi-disciplinary teams working in co-operation with or under the direction of a party appointed by ODG, which party may be the Contractor.

7. REQUIREMENTS

For a proposal to be considered, a Proponent must clearly demonstrate they meet the mandatory requirements set out in [Section 9.1 \(Mandatory Criteria\)](#) of the CFP.

This section includes “Response Guidelines” which are intended to assist Proponents in the development of their proposals in respect of the weighted criteria set out in [Section 9.2](#) of the CFP. The Response Guidelines are not intended to be comprehensive. Proponents should use their own judgement in determining what information to provide to demonstrate that the Proponent meets or exceeds ODG’s expectations.

Please address each of the following items in your proposal in the order presented. Proponents may find it helpful to use the individual Response Guidelines as headings for proposal responses and are expected to follow the format for Proposals outlined in part 8 of this CFP.

7.1 Understanding of the Assignment and Issues

The Proponent demonstrates a sound understanding of the scope of work for the assignment and issues associated with a business startup and for the design, development, implementation, and launch of an inclusive place to work certification program.

Include a Response Guidelines for Understanding of the Assignment and Issues: a short (one or two page) summary demonstrating the Proponent’s understanding of the assignment and issues and key features of the proposal.

The Proponent has a clear project plan and project management process that will meet the deadlines and requirements of this CFP.

7.2 Capabilities

7.2.1 Organizational Experience

The Proponent and any subcontractor of the Proponent should have:

- Demonstrated experience in business startup, research, certification models, program design and program/enterprise development. This includes demonstrated experience in designing and creating products, professional content, resources and systems.
- Demonstrated experience in business planning and product launch initiatives;
- Demonstrated experience and knowledge of conditions belonging under the definition of disability.

7.2.2 Response Guidelines for Organizational Experience

Describe your organization's experience in the areas of: business startup; certification models and/or continuous quality improvement (CQI) initiatives/projects; program design, development, and launch. If your organization has a particular expertise in one area, describe how you will acquire expertise in the other areas to ensure the Scope of Work can be achieved.

Provide at least three examples of projects which demonstrate where you or your sub-contractor(s) have a minimum of 3 years' experience in working with projects of similar size and scope, using the following format:

- Project name;
- Names of resources and their role on each project;
- Length of the project (Start and end dates and total number of months);
- A description of the project including scope of the project;
- How this project constitutes relevant experience for the purpose of this proposal;
- Your organization's role in the project;
- Deliverables, measures and timelines that applied to this project; and
- The end result of the project.

Describe your experience in working with people with disabilities.

7.3 Key Personnel Experience

Proponents should provide a minimum of two references (including names and contact information) of individuals who can verify the quality of work provided specific to the relevant experience of the Proponent and of any subcontractors named in the proposal. References from the Proponent's own organization or from named subcontractors are not acceptable.

ODG may in its sole discretion, but is under no obligation to, check Proponent and subcontractor references without first notifying the Proponent or its subcontractors. ODG reserves the right to seek additional references independent of those supplied by the Proponent as are deemed necessary by it to verify the information contained in the proposal and to confirm the suitability of the Proponent.

If the Proponent is deemed unsuitable by ODG in its sole discretion due to unsatisfactory references, or if the proposal is found to contain material errors, omissions or misrepresentations, the Proponent's proposal may be rejected.

Proposals should identify the Proponent's resource team including any proposed Subcontractors intended to work the assignment. Key personnel should have:

- Demonstrated experience in their proposed role for designing, creating, and developing business plan and program launch plans;
- Demonstrated experience in implementing certification models and/or experience with Continuous Quality Improvement (CQI) initiatives and/or projects;
- Demonstrated experience in designing, creating, developing professional content, resources, systems and material;
- Demonstrated understanding of employment barriers for people with disabilities and employer challenges in creating accessible and inclusive workplaces.

7.3.1 Response Guidelines for Key Personnel Experience

Provide a curriculum vitae (maximum 1 page per person) for each proposed resource. Curriculum vitae do not have to form part of the Proposal and can be included as an appendix to the Proposal.

References may also be provided as an appendix and do not have to form part of the Proposal. Describe individual resources experience proposed for the opportunity, including:

A brief description of each person's experience, skills, and knowledge with respect to:

- Planning, developing, and implementing certification models and/or CQI initiatives/projects.
- Planning, designing, and creating professional content materials.
- Drafting business plans.
- Drafting program launch plans.
- Working with stakeholders.
- Relevant designations, degrees, or other qualifications.
- Experience working with people with disabilities.

Experience should be within the last 5 years.

7.4. Service Delivery and Approach

7.4.1 Project Plan

Propose a high-level project plan that clearly demonstrates how the Proponent would accomplish planning, designing, creating and delivering on all the work as detailed in [Section 5.3 Scope of Work](#) in a way that meets the timelines indicated in [Section 6.1 Contract Terms and Conditions](#).

Prepare a high-level project plan with a Gantt chart demonstrating:

- Deliverables and tasks.
- Timeframes associated with deliverables and tasks.
- Resources.
- Assumptions.
- Risks.

7.4.2 Resource Team

Identify the key personnel on the Proponent's resource team, including any proposed subcontractors. Describe key individual resources, including any Subcontractors proposed for the opportunity, including:

- Proposed title for each individual; and
- A brief description of each individual's roles and responsibilities

The Proposal should discuss plans should an unexpected departure of a proposed resource team member occur during the term of the Program. The proponent should demonstrate that they have a process in place to ensure that new staff and any Subcontractors have the appropriate qualifications, skills, and experience will be hired to fill any unfilled, resource team positions as soon as possible.

The Proposal should include how they will incorporate people with lived experience with a disability in their resource team.

7.4.3 Program Certification Model Determination Process

The proponent should outline the process they will follow to determine the certification model that ODG should pursue. This entails researching and evaluating various inclusive place to work certification models, accompanied by a rationale for their chosen methodology and process.

7.4.4 Planning, Designing, and Development of the Program and Materials Required for the Program.

The proponent should describe their approach to program design and the models they use. The proponent should describe the materials they will create and develop to support the successful creation of an inclusive place to work certification program. Identified materials must include but are not restricted to the following: professional content, resources, and systems. A detailed description of each material is required.

The proponent should describe how they will incorporate the perspectives and experiences of people with disabilities and employers in the design and planning of the certification program.

7.4.5 Approach to Business Startup Plan Development

The proponent should incorporate their approach to developing a Business Startup Plan for the Program. In the proposal, they should detail the proposed headings of the business plan they intend to draft and specify the content to be included under each heading.

7.4.6 Certification Program Launch Plan

The proponent should outline the key components of a successful program launch, encompassing pre-launch, launch, and post-launch stages. Additionally, they should specify the strategies and materials they will develop to facilitate the Program's launch.

7.5 Price

Prices should be:

- In Canadian dollars;
- Inclusive of duty, FOB destination, and delivery charges where applicable; and
- Inclusive of any applicable taxes.

The Proponent should provide one fixed, all-inclusive price for all services proposed. The price has to include all costs associated with the Program including the costs for travel, venues, and other administrative costs.

The cost that will make up the Program's total cost should not exceed \$225,000.

The score for this section will be calculated using the formula as follows: (Lowest Proposal's Cost / Proponent's Proposed Cost) x Maximum Points Available = Points Awarded for Price.

7.5.1 Response Guidelines for Price

The Respondent should provide one fixed, all-inclusive price for the key deliverables outlined in [Section 5.3 Scope of Work](#) of this CFP.

- Prices proposed are to be inclusive of all fees, expenses and administrative costs, including travel, administrative, and applicable taxes.
- The Proponent should complete the Table1: The Proposed Program Tasks and Budget on page 14. Note that this table will not be evaluated as part of the calculation described above at section 7.5 and is for informational purposes only.

TABLE 1: THE PROPOSED PROGRAM TASKS AND BUDGET

Deliverables	Program Tasks	Fixed, All-Inclusive Cost
Research, evaluate and recommend an inclusive place to work certification enterprise		
Draft a business plan and a program design for the Program		
Design and create Program's products(s), professional content, resources and systems		
Draft a product launch plan and create materials for the launch		
Travel costs		
Other administrative costs		
Applicable taxes		
Total cost: should not exceed \$225,000		

8. PROPOSAL FORMAT

Proponents should ensure that they fully respond to all requirements in the CFP in order to receive full consideration during evaluation.

The following format, sequence, and instructions should be followed in order to provide consistency in a Proponent's response and to ensure each proposal receives full consideration. All pages should be consecutively numbered, starting at 1. Page numbering should begin after Table of Contents.

- Respondents are requested to complete their response and submit it as one PDF or Microsoft Word document, with the proponent's name included as part of the file name.
- The font size should be 11-point Calibri, the margins 2.54 cm, and the spacing 1.00. The proposal will not exceed paper size of 8.5" x 11" and should not exceed 20 pages in total, excluding appendices and attachments and must include the following:

1. Signed cover letter that includes Confirmation of Proponent's Intent to be Bound as listed below:

CONFIRMATION OF PROPONENT'S INTENT TO BE BOUND

The enclosed Proposal is submitted in response to the referenced Call for Proposals (CFP), including any Addenda. By submitting a Proposal, the Proponent agrees to all of the terms and conditions of the CFP including the following:

- The Proponent has carefully read and examined the entire Call for Proposals;
- The Proponent has conducted such other investigations as were prudent and reasonable in preparing the Proposal;
- and the Proponent agrees to be bound by the statements and representations made in its Proposal.

PROponent LEGAL NAME (please print):

NAME OF AUTHORIZED REPRESENTATIVE (please print):

SIGNATURE OF AUTHORIZED REPRESENTATIVE:

DATE:

MM/DD/YYYY

2. Table of Contents including page numbers;
3. A short (one or two pages) summary demonstrating the Proponents' Understanding of the Assignment and Issue (see Section 7.1) and key features of the proposal;
4. The body of the proposal, including pricing, i.e. the "Proponent Response";
5. Appendices, appropriately tabbed and referenced;
6. Identification of Proponent contact (if different from the authorized representative) and contact information.

9. EVALUATION

Evaluation of proposals will be by a committee formed by ODG and may include employees and contractors of ODG and other appropriate participants.

Proposals will be assessed in accordance with the entire requirement of the CFP, including mandatory and weighted criteria.

ODG may elect to interview proponents, either in-person or virtually, as a final step in the evaluation process. If an interview is required, it will consist of an oral presentation followed by a question period.

ODG's intent is to enter into a Contract with the Proponent who has met all mandatory criteria and minimum scores and who has the highest overall ranking.

9.1 Mandatory Criteria

Proposals not clearly demonstrating that they meet the following mandatory criteria will be excluded from further consideration during the evaluation process.

Mandatory Criteria:

1. The proposal must be received via email to the Procurement Contact: Boutaina Elateri at boutaina.elateri@opendoorgroup.org.
2. The proposal must be received before 2:00 PM PST on May 13, 2024.
3. The proposal must include Confirmation of Proponent's Intent to be Bound.
4. The proposal must be in English.

9.2 Weighted Criteria

TABLE 2: THE PROPOSAL WEIGHTED CRITERIA

Weighted Criteria	Weight	Minimum Score
Proposal Format	5	3
One Page Summary demonstrating the Proponent's understanding of the assignment and issues and key features of the proposal.	15	9
Capabilities (section 7.2)	25	15
Inclusion of People with Disabilities in Key Personnel Experience	5	3
Service Delivery and Approach (section 7.4)	40	24
Price (section 7.5)	10	6
Total	100	60%

9.3 Price Evaluation

The cost that will make up the Program's total cost should not exceed \$225,000.

The score for this section will be calculated using the formula as follows: (Lowest Proposal's Cost / Proponent's Proposed Cost) x Maximum Points Available = Points Awarded for Price.

10. INQUIRIES

Inquiries related to this CFP, including any requests for information or clarification, may only be directed in writing, via e-mail, to the procurement contact identified below. The contact (subject to the preferred cut-off date and time below for enquiries) may respond before the Inquiries Closing Time.

Inquiries must be received before the designated Closing Time for Inquiries **at 2:00 p.m. Pacific Standard Time on April 22, 2024**, to be eligible for consideration and a potential response from ODG.

Information from any other source is not official and should not be relied upon. Inquiries and any responses providing new information will be recorded and distributed electronically to all Proponents.

Despite any other information provided in this part, Open Door Group may choose, in its sole discretion, not to respond, to respond in whole or in part, or to reformulate an inquiry in whole or in part.

Procurement Contact: Boutaina.Elateri@opendoorgroup.org

11. PROPONENTS' MEETING

There will be no Proponents' meeting.

THE END



Open Doors to Opportunity



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