



REQUEST FOR PROPOSALS HEALTH SECTOR

Professional Services for

PRODUCTION OF AN INVENTORY OF NAVIGATION SERVICES IN CANADA & EVALUATING THE NEEDS OF FRANCOPHONE IN THE ST-JOHN'S REGION

ST-JOHN'S, August 28, 2018



INTRODUCTION

The production of an inventory of health navigation services in Canada to improve access to health services and community consultations is the subject of this call for tenders. In the pages that follow, we describe the applicant organization, the mandate of the consultant sought, the requirements and modalities as well as the requirements to be respected by the tenderer in the preparation of the proposal.

1. PURPOSE OF THE CALL FOR TENDERS

APPLICANT

The Fédération des francophones de Terre-Neuve et du Labrador (FFTNL) is a non-profit organization that works to defend and promote the rights and interests of the Francophone and Acadian community in Newfoundland and Labrador. It intervenes to claim the rights of Francophones in minority situations. Its mission is to promote the Francophonie of Newfoundland and Labrador and to facilitate its development.

Under the umbrella of the FFTNL, the Réseau santé en français de Terre-Neuve-et-Labrador (RSFTNL) is committed to the overarching goal of obtaining health services in French for the Francophone and Acadian community of Newfoundland and Labrador. In order to improve health services in French, the RSFTNL contributes to the awareness and commitment of the community, and strategically advises its partners on the planning, organization and integration of health services.

Eastern Health is the largest integrated health organization in Newfoundland and Labrador. Eastern Health provides a comprehensive continuum of health services to a regional population of more than 300,000 people and is responsible for a number of unique provincial programs. Eastern Health stretches west from St-John's to Port Blandford and includes all communities on the Avalon Peninsula, Burin Peninsula and Bonavista Peninsula.

CONTEXT

Access to health care is a challenge for a number of Francophones, particularly newcomers, seniors and families, who are unable to express themselves fully or effectively in English and who, in some cases, have difficulty understanding the health system, how it works or how to navigate it. Due to language barriers, many newcomers are afraid to seek medical help or lack access to quality care or services and tend to self-care, sometimes leading to other health problems. It is also noted that in situations of vulnerability, people tend to use their mother tongue when they feel vulnerable. The Réseau santé en français de Terre-Neuve-et-Labrador and Eastern Health are partnering to determine whether a navigation service could be a solution to improving the health care services available to Francophones and Acadians in the St-John's region. Improving communication between patients and health care providers is the main goal of this project.

INTENT

The FFTNL would like to see a community consultation to identify specific needs and navigation services existing elsewhere in Canada, and to make recommendations on opportunities for improvement.

The results of the study aim to:

- Improve access to quality health care for members of the Francophone population of the St-Jean region;
- Improve newcomers' understanding of how to navigate the health system and prepare them to cope with their health care journey; and
- Obtain data on specific needs of the Francophone population to help inform decision-making.

2. CONSULTANT'S MANDATE

2.1 Objectives and tasks

The consultant will be responsible for:

- Make contact with navigation services existing elsewhere in the country;
- Prepare an inventory of these and site visit for recommendations (2);
- Make a regional needs assessment (St-John's region): identify the health needs of Francophones in the St-John's (challenges and opportunities);
- Conduct community consultations (2) and survey;
- Write a bilingual final report with recommendations;
- Consultant Presentation of results and reports.

2.2 Specifications

- Consultant to demonstrate expertise in the areas of evaluation and health Community;
- Consultations, survey and site visit: Fall 2018;
- Preliminary report: January 31, 2019;
- Deadline for submission of the final bilingual report: March 31, 2019;
- The consultant must be able to speak French and English;
- Available financial resources:
 - \$25,000 in fees (HST and travel expenses included - made in installments).

3. REQUIREMENTS AND TERMS

The following requirements and conditions apply to this solicitation. Submitting a proposal in response to this application constitutes acceptance of these requirements and terms.

3.1 Right of modification

The applicant reserves the right to modify the call or add elements to its content. In such a case, the tenderers will be notified.

3.2 Expenditures

The bidder is responsible for the full cost of preparing and submitting a proposal, including all travel expenses and taxes.

3.3 Evaluation of proposals

Submissions will be evaluated by a committee of representatives of the applicant. The latter reserves the right to award a contract strictly according to the submitted proposals or to enter into further negotiations with one or other consultants.

3.4 Rejection of the proposals

The evaluation committee reserves the right to reject all proposals. The lowest bid will not necessarily be selected. Only the successful bidder will be notified.

3.5 Acceptance and contractual agreement

The applicant has no obligation to a bidder before a written service agreement is signed between the applicant and the successful consultant.

3.6 Cancellation of contract

Some reasons justify a termination of contract between the applicant and the consultant. These reasons may include the following:

- the consultant does not meet one of the essential requirements of the contract or specifications;
- the consultant is no longer solvent;
- the consultant declared bankruptcy.

4. PREPARATION OF THE PROPOSAL

The proposal must contain and demonstrate the following:

- Contact information for the bidding company (mailing and e-mail addresses, telephone and fax numbers);
- Description of the company, including its experience or expertise;
- Description of the mandate and tasks as understood by the company;
- Cost according to tasks and deadlines;
- Consultation model done in the past;
- The offer must be written in French or bilingual.

5. SUBMITTING THE PROPOSAL

The deadline to submit a proposal is Friday, September 14, 2018 at 4:00 pm (Newfoundland time).

If you have any questions about this call for proposals, contact Roxanne Leduc at 709-757-2862.

Proposals must be submitted by e-mail (dga@fftnl.ca) no later than the date mentioned above.

The original version must be sent by post with the mention "Confidential" to the following address:

- **Fédération des francophones de Terre-Neuve et du Labrador**
Attention : Roxanne Leduc, assistant Director
Centre scolaire et communautaire des Grands-Vents
65 Ridge Road, suite 233
St-John's, NL A1B 4P5