



REQUEST FOR PROPOSALS HEALTH SECTOR

Professional Services for

PRODUCTION OF AN INVENTORY OF MENTAL HEALTH AND ADDICTIONS SERVICES IN NEWFOUNDLAND AND LABRADOR & EVALUATING THE NEEDS OF FRANCOPHONE IN FOUR REGIONS

ST-JOHN'S, August 28, 2018



INTRODUCTION

The production of an inventory of the mental health and addictions services offered in Newfoundland and Labrador including the one already offered in French, an online survey and community consultations are the subjects 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 not-for-profit organization that defends and promotes the rights and interests of the Francophone and Acadian communities in Newfoundland and Labrador. The FFTNL works to protect the rights of Francophones in minority situations. Its mission is to promote and facilitate the development of Francophonie in Newfoundland and Labrador.

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.

The Department of Health and Community Services is a partner in this project. The Department provides a leadership role in health and community services programs and policy development for the province. This involves working in partnership with a number of key stakeholders including regional health authorities, community organizations, professional associations, post-secondary educational institutions, unions, consumers and other government departments.

CONTEXT

The ability to enjoy life, deal with life events, experience, and regulate emotions are all components of positive mental health.

In a press releases dated March 29, 2018, the Honourable John Haggie stated that "In any given year, one in five Canadians will experience a form of mental illness. Close to 50 per cent of us will experience a mental illness at some point in our lives. According to the Canadian Medical Association, two in three people suffer in silence fearing judgement and rejection. These numbers are scary. These numbers are very real. And they tell me that change is needed. We must continue to shine a light on mental health and addictions. And, today right here at home in Newfoundland and Labrador, we are making ongoing progress towards change."

Francophone in minority communities have trouble obtaining the services or support necessary to keep them in balance in terms of mental health or to recover and the reality is the same in Newfoundland and Labrador. Impacts of language barriers are known to affect communication in general. For an individual who is in distress and experiencing hopelessness, language is essential to getting his or her message across and to feeling understood. Therefore, communication is key in mental health services. The reality of Francophones and Acadians in minority communities need to be addressed and specifically the importance of taking action to support mental health in French. The perception among Francophones is that very little information pertaining to mental health is available in French and services are almost non-existent. Hence, the importance of completing this proposed research. In small communities, such as those in Newfoundland and Labrador,

maintaining one's confidentiality is extremely important and this project would allow individuals to receive a service and remain anonymous in the process.

The Réseau santé en français de Terre-Neuve-et-Labrador and the Government of Newfoundland and Labrador join efforts in this project to determine a solution to strengthening mental health services for the Francophones and Acadians of this province.

As outlined in the All Party Committee Report on Mental Health and Addictions and the Way Forward-Towards Recovery Action Plan, addressing mental health and addictions problems are among the priorities of the province. There is much research/literature emphasizing the importance of the language barrier with regard to access to services in French. It will also reduce isolation (by reducing the geographical barrier, especially in Labrador (Labrador City and Happy Valley-Goose Bay) and Port-au-Port peninsula), exclusion and stigmatization of people living with a mental health condition and increase the population's wellness. Francophones in Newfoundland and Labrador will be able to express themselves in their own language for their health and well-being and if necessary be referred to French-language resources in their own communities. These elements contribute to the full development of NL Francophones in their language and culture.

INTENT

The FFTNL requires four community consultations, an online survey to identify specific needs, an inventory of the current mental health and addictions services existing in Newfoundland and Labrador, and recommendations on opportunities for improvement.

The results of the study aim to:

- Improve access to quality mental health services for the members of the Francophone population in Newfoundland and Labrador;
- Identify additional supports that would help strengthen the services in French along the mental health continuum and assist in answering the needs of the Francophone and Acadian populations in Newfoundland and Labrador; and
- Obtain data on the mental health 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:

- Determining the needs/demand of mental health services (What are the mental health services and support already existing/available in NL and/or elsewhere (evaluate the possibility to make those available for French speaking users) – Inventory & Situational analysis);
- Connecting with the communities (Four Community Consultations (Labrador City, Happy Valley-Goose Bay, Port-au-Port Peninsula and St-John's);
- Online Survey;
- Bilingual final report with recommendations;
- Consultant Presentations of results and reports.

2.2 Specifications

- Consultant to demonstrate expertise in the areas of health and more specific mental health and addictions, Community consultations and survey;
- Preliminary report: January 31, 2019
- Final report, including recommendations on increasing access to mental health and addictions services for Francophones in NL, to be submitted in both official languages before 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 both official languages.

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 and time listed above.

The original version must be sent by post and identified as "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