

April 14, 2022

## **Context**

Parkdale Queen West Community Health Centre (PQWCHC) is a community-based health care centre in the downtown west end of Toronto delivering coordinated primary health care, harm reduction, health promotion, illness prevention, advocacy and community capacity-building services to priority populations who encounter barriers to high quality health care services.

PQWCHC was formed in April 2017 through the successful integration of Parkdale Community Health Centre and Queen West - Central Toronto Community Health Centre, and its first Strategic Plan of the integrated Centre expires in 2022.

## **Purpose**

The PQWCHC Board of Directors is accepting proposals for consulting services to develop a refreshed three-year Strategic Plan for PQWCHC that will include measurable goals to guide the direction, priorities, and outcomes of the organization.

## **Scope of Services**

The successful proponent will be responsible for providing expert advice and facilitation throughout the project with the following deliverables:

- A critical path with relevant timeframes for the development of the Strategic Plan
- An analysis of relevant needs assessments and environmental scans from partner agencies
- A process designed and delivered to gather input from Staff, the Board of Directors and Stakeholders
- A comprehensive Strategic Plan suitable for public review and presentation with measurable goals to be delivered by the end of December 2022
- Project coordination through regular meetings with the Board Strategic Planning Working Group and Executive Director

## **Consultant Requirements**

It is expected that the successful proponent will have:

- Demonstrable recent experience and understanding of the non-profit sector in general and the community health sector specifically.
- Extensive strategic planning experience coordinating and facilitating the planning process to produce a suitable and comprehensive Strategic Plan.

## **Proposal Submission**

Interested proponents are asked to email a proposal of one PDF file no longer than ten (10) pages containing:

- Name of company, name of all consultants, and contact information
- A CV/resume/profile illustrating expertise and experience, including three to five examples of projects in similar size and scope to this project
- Three relevant references, including client name, contact person, phone number, project description, and results



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- Full details describing the general approach or development strategy, work plan, critical path with timeframes, and explanation of how the RFP requirements will be achieved including suggested and needed human and support resources
- A description of the deliverable that will be provided to PQWCHC at the end of the project
- A fee quote for services that includes a detailed budget with a breakdown of expected hours and other expected costs
- Disclosure of any real or perceived conflict of interest that either presently exists or could reasonably be foreseen as arising in the future should the proposal be accepted.

**NOTE:** A conflict of interest will be evaluated on its merits and will not necessarily result in the exclusion of a response.

You may supplement your proposal with any additional information you feel will strengthen your submission. Please keep total proposal to one PDF file of no more than 10 pages maximum.

### Questions and Clarification

All interested proponents may seek clarification and ask questions by sending email to the Executive Director Angela Robertson at [arobertson@pqwchc.ca](mailto:arobertson@pqwchc.ca)  
Telephone inquiries will not be answered.

### Selection criteria

Final determination and selection by the Board of Directors will be based on the following criteria:

- Demonstrated understanding of the project.
- Clear description of elements of work including expected outcomes
- Identification of who will do the work and timelines
- Relevance of completed projects, experience, and references
- Education, training and subject expertise
- Thoroughness of proposal and ability to meet specifications.
- Proposals are to be concise, one PDF file of no more than ten (10) pages

### Project Costing

It is anticipated that the fees for this Strategic Plan project will not exceed \$20,000 (inclusive of HST).

### Conditions

PQWCHC will not be liable for any costs incurred by a consultant in the preparation of their response to this proposal or attending to the presentation if required. PQWCHC reserves the right to ask for additional information and adjustments to any proposed response. PQWCHC will keep all information provided by the candidate as confidential. Information provided to the respondents is to be used for the sole purpose of responding to this RFP.



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### **How to Apply**

Please submit your proposal by email on or before May 16, 2022, at 12 noon to:  
Lemoi Peters, Corporate Executive Assistant - Parkdale Queen West Community Health Centre at [LPeters@pqwchc.ca](mailto:LPeters@pqwchc.ca)

We would like to thank all applicants for their interest; only those selected for interviews on will be contacted.

PQWCHC actively encourages applicants from all equity seeking groups – Indigenous Peoples, racialized and cultural minority groups, people with disabilities and LGBTQ and 2 spirit communities. Our Centre embrace diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop, and retain highly talented employees from diverse backgrounds allowing us to benefit from a wide variety of experiences and perspectives. We thank all applicants and advise that only those selected for an interview will be contacted.

In accordance with Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.