REQUEST FOR PROPOSAL
FOR
INFORMATION MANAGEMENT ASSESSMENT

Issued by:
NNAPF Inc.

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1.0 PURPOSE

NNAPF Inc., is currently accepting proposals from proponents to undertake an assessment of its Information Management system. The project will include a review and analysis of the current information management system to identify gaps, risks and problem areas as well as functions and supports that are working well, recommendations for improvements to the system so that ultimately, NNAPF will have an optimal system in its functionality to access, control, and coordinate the usage of the system with minimal risk to the organization while being cost effective.

1.1 BACKGROUND INFORMATION

NNAPF Inc. is a non-profit organization that operates as the Thunderbird Partnership Foundation. As a division of NNAPF, Thunderbird is committed to systems support specifically in working with First Nations to further the capacity of communities to address substance use and addiction while promoting mental wellness. We promote a wholistic approach to healing and wellness that values culture, respect, community, and compassion. Our top priority is developing a continuum of care that would be available to all Indigenous Peoples in Canada.

The Honouring Our Strengths A Renewed Framework to Address Substance Use Issues Among First Nations People in Canada (HOS) document is the framework for this continuum – it outlines community development programs; services for the prevention, early identification, intervention, and treatment of addiction; and the important roles of mental health and wellness in all aspects of care.

Thunderbird is also committed to supporting the First Nations Mental Wellness Continuum (FNMWC), which is rooted in cultural knowledge and emphasizes First Nations strengths and capacities, building upon the HOS. As such, our work is guided by the four components of mental wellness outlined within the FNMWC: Hope, Belonging, Meaning, and Purpose.

The Thunderbird Partnership Foundation is a member of the Wharerata (far-re-ahta) Group which is a part of the International Initiative for Mental Health Leadership (IIMHL) network. The shared vision of Wharerata is the near future in which Indigenous peoples sustain their optimal health and wellbeing and contribute to that vision through strategic use of our Indigenous leadership influence on mental health and addictions systems.

1.2 OBJECTIVES

The objective of the project is to provide a comprehensive report outlining an assessment of the current information management system, recommendations of how to obtain a cost-effective information management system which supports the organization’s growing needs and how to go about establishing such a system.

The primary objectives are:

1) Comprehensive assessment of the current information management system by considering the following areas:
• What is currently working with the system and what is not?
• What information is NNAPF storing and how is it best stored? The current system houses many files and documents which need to be reviewed and assessed as to how they should be stored so that they are secured, yet, easily accessible.
• Where is the source of the information? Is it internal? Or external? Does the source of information affect how and where it is stored?
• Look at the functionality of the current system from a user’s point of view - What are users frustrated with? What do they like? Is there misunderstanding of how to use the system? Are users approaching the system in the same way? Or are there many different conceptions of how it is used?
• How many databases does NNAPF have? And how many are needed?
• What are the risks that NNAPF is currently exposed to using the system as is?

2) **Recommendations for a sustainable, cost effective, user friendly information system**
• What from the current system can be utilized moving forward?
• What information has to be archived or deleted? How can files and documents that need to be maintained be securely stored in an organized and systematic way?
• Should any databases be removed?
• What does a shared document process look like? What will be the consistent approach to shared usage?
• For documentation that comes from external sources, for example, compilation of survey results, how will these be safely stored and protected?

3) **Establishment of a “new” information management system**
• From the assessment and recommendations from above, how does NNAPF obtain an optimal information management system? What is the outline of steps needed to reach the desired outcome?
• What costs will be incurred?
• What instructional manuals and user guides will be created to support the system and its users?
• How will risks be minimized? What safeguards will be put into place?
• What will be communicated to staff regarding the changes to the system?
• Who needs to be involved in the updates and changes to the system?

1.3 SCOPE OF SERVICES
The Contractor shall conduct a review of the current information management system including the usage and effectiveness of each database and the current cost associated with those databases. Additionally, the contractor will seek the views from a cross section of users to establish the pros and cons they experience with the current system.

The Contractor will establish what information is being kept and what information should be kept. They will determine the best information management system, based on organizational needs ensuring legal compliance and best practices, which offers the most effective process design to be executed consistently. They will determine how to ensure that users are consistent
in the application of storing, retrieving, and accessing documents and the facilitation of sharing and using information in the most time efficient way.

The Contractor will assess any risks associated with the information management system including the protection of information so that information created by each employee is housed safely and cannot be lost when an employee leaves the organization. Additionally, they will determine how the system will be protected so that files and documents are not corrupted, and their integrity is maintained.

The Contractor will provide an outline of how they intend to achieve the objectives outlined above and a timeline for the project. They will include status report updates and meetings with managers as part of the project.

1.4 PROPOSAL SUBMISSION GUIDELINES

This request for proposal is by invitation to proponents with the expertise in the area of information management.

Proposals will be accepted until 4:00 p.m. on April 14, 2021 and must be emailed to:

Annette Howlett, Operations Manager at:

ahowlett@thunderbirdpf.org

Proposals lodged in any manner other than as detailed in this paragraph or are submitted after the deadline shall be deemed to be invalid and may be excluded from consideration. All proposals must be signed by an official agent or representative of the company submitting the proposal. Contract terms and conditions will be negotiated upon selection of contractor for this Request for Proposal.

At the time of submitting a proposal, the bidder agrees there is no conflict of interest (real or perceived) unless specifically and clearly identified in their proposal with a recommended plan to manage the conflict of interest. If an actual or potential conflict of interest arises, the bidder agrees to notify the Operations Manager, Annette Howlett immediately.

1.5 BIDDER QUALIFICATIONS

To be considered for the project, the bidder must include their qualifications in the submission package which must include the following:

1. The name of the project lead (consultant) and name of team members who will be undertaking the work.
2. A summary of no more than two pages detailing experience working in the field of information management.
3. A curriculum vitae (CV) of all project team members with a minimum of one reference per team member from a similar project or work undertaken within the past year.
4. A completed fee schedule that outlines the estimated hours, rate of compensation and completion time for each objective.
Questions regarding this request for proposal can be made in writing to: Annette Howlett at ahowlett@thunderbirdpf.org. Questions will be accepted up to two days prior to the submission deadline date.

1.6 EVALUATION CRITERIA AND SELECTION PROCESS

The following criteria will form the basis upon which NNAPF Inc. will evaluate proposals:

1. The proposal was received prior to the deadline date.
2. Suitability of the proposal – it meets the needs and criteria of the RFP.
3. Expertise of the project lead and team members in relation to the project which is inclusive of curriculum vitae and reference(s).
4. Proponent has successfully completed similar projects and has qualifications to undertake the project.
5. Proponent has identified how they will execute the project including timelines for completion.
6. The price is commensurate with the value of the work to be completed and aligns with the budget for the project.

A selection committee will review and evaluate the proposals from April 15, 2021 to April 23, 2021. If any additional information is required from the proponent, they will be notified. Acceptance of the work is contingent on the completion of the objectives outlined in section 1.2 above.

Once the committee reviews and evaluates the proposals, the successful proponent will be notified by: April 26, 2021. Upon notification, the Contractor and NNAPF shall negotiate the terms of the contract immediately.

Notifications to proponents not selected will be completed by: April 27, 2021.

NNAPF Inc. reserves the right to accept any proposal submitted or reject all proposals. Any proposal submitted, that is not completely compliant with the requirements of the proposal documents may be accepted or disqualified, at the option of NNAPF Inc.