



Customer Relationship Management System (CRM)

REQUEST FOR PROPOSALS

**For Selection and implementation of a CRM
solution**

ISSUE DATE: JANUARY 25 2011
DEADLINE FOR PROPONENT INQUIRIES: FEBRUARY 1 2011
PROPOSAL SUBMISSION DEADLINE: FEBRUARY 9 2011

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Language of the RFP

This Request for Proposals has been prepared in both official languages of Canada. If there is a discrepancy between the English and French versions, the English version shall prevail.

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1. INTRODUCTION

1.1 Invitation to Proponents

This Request for Proposals ("**RFP**") is an invitation to suppliers (the "**Proponents**") to submit proposals (the "**Proposals**") for the services and deliverables described in Section 2.5 (the "**Deliverables**"). This RFP is issued by the Mental Health Commission of Canada (the "**Commission**"), a not-for-profit organization funded by Health Canada.

1.2 Agreement

The selected Proponent will be required to enter into an agreement with the Commission for the provision of the Deliverables (the "**Agreement**") and the Agreement shall include the terms and conditions set out in this RFP. It is the Commission's intention to enter into an Agreement with only one (1) legal entity. It is anticipated that the Agreement will be executed on or around February 09, 2011, and the term of the Agreement is to be for a period of **two months** expecting to be completed by **March 31, 2011**.

2. STATEMENT OF WORK

2.1 Background

The proposal to create the Mental Health Commission of Canada (MHCC) was first made by the Standing Senate Committee on Social Affairs, Science and Technology in November 2005. Almost two years earlier, in February, 2003, the Committee, under the leadership of Senator Michael Kirby, had undertaken the first-ever national study of mental health, mental illness and addiction.

During the final phase of its study, the Committee held more than 50 meetings, comprising more than 130 hours of hearings. The Committee heard from more than 300 witnesses, whose testimony filled more than 2,000 pages. The Committee travelled to every province and territory, and supplemented its public hearings by two separate e-consultations through the committee's website that gathered hundreds of individual stories.

Based on this evidence, the Committee tabled its final report, ["Out of the Shadows at Last – Transforming Mental Health, Mental Illness and Addiction Services in Canada"](#) in May, 2006. In it, the Committee reaffirmed the need for a Mental Health Commission to provide an ongoing national focus for mental health issues.

The Government of Canada announced funding for the Mental Health Commission of Canada in its March 2007 Budget, and indicated that the mandate and structure of

the Commission would be closely based on the proposal contained in the Senate Committee report.

The creation of the Commission was also endorsed by all provincial and territorial governments (with the exception of Québec) at a meeting of Ministers of Health in October 2005, and all these governments have since confirmed their support for the Commission. In addition, the creation of the Commission has been enthusiastically welcomed by all mental health stakeholder communities.

The Government of Canada named Former Senator Michael Kirby as the first Chair of the Mental Health Commission of Canada, and the Commission was incorporated as a non-profit corporation in March 2007.

The goal of the Mental Health Commission of Canada is to help bring into being an integrated mental health system that places people living with mental illness at its centre.

To this end, the Commission encourages cooperation and collaboration among governments, mental health service providers, employers, the scientific and research communities, as well as Canadians living with mental illness, their families and caregivers.

As stated in its 2010/11 Business Plan, the Commission's vision and mission are as follows:

- *Vision:* A society that values and promotes mental health and helps people living with mental health problems and mental illness to lead meaningful and productive lives.
- *Mission:* To promote mental health in Canada, to change the attitudes of Canadians toward mental health problems and mental illness, and to work with stakeholders to improve mental health services and supports.

While the commission is not intended to, nor will it provide, or evaluate mental health services, it is undertaking five key "strategies":

- Developing a **mental health strategy for Canada**
- Designing and implementing an **anti-stigma/anti-discrimination initiative**
- Designing and implementing a **knowledge exchange centre**
- Launching and supporting **partners for mental health**
- Design and implement the At Home/Chez Soi **multi-site mental health and homelessness research demonstration projects.**

The first three strategies are included in the original 2007 Funding Agreement with Health Canada, the fourth strategy was added to the 2008/2009 Business plan, while the homelessness research demonstration project was added to the Commission in 2008 and has its own separate Funding Agreement.



The Mental Health Commission of Canada will:

- Be a catalyst for the reform of mental health policies and improvements in service delivery;
- Act as a facilitator, enabler and supporter of a national approach to mental health issues;
- Work to diminish the stigma and discrimination faced by Canadians living with mental illness;
- Disseminate evidence based information on all aspects of mental health and mental illness to governments, stakeholders and the public.

The Mental Health Commission of Canada is currently headquartered in Calgary, Alberta, Canada and maintains offices in Ottawa and St Albert. Various staff members work remotely from their home offices, accessing their email through secured web mail. The MHCC currently utilizes Microsoft Exchange 2007 and Blackberry Enterprise Server for email and calendaring, Microsoft Sharepoint for document management and a Cisco VOIP for telephones.

Currently the MHCC employs approximately 150 staff across 8 different departments and 8 advisory committees. The MHCC also maintains partnership with various universities, research groups and other government agencies.

2.2 Requirement

The Mental Health Commission of Canada is committed to improving service delivery, communication and awareness of mental illness in Canada. To that end, the MHCC realizes a need for a unified system of effectively managing the interactions with the public, its partners and employees within the organization. The MHCC has identified the need for a Customer Relationship Management system (CRM) to help facilitate the management of these interactions and assist in the collaboration of multi-party projects and campaigns.

The organization is not a sales environment. The tool will not be used for prospecting potential leads and customers. The MHCC is fully funded by the government and does not solicit donations from its partners and constituents. The customers of the system will be partner organizations, media outlets and members of the general public expressing interest in the subject of mental health or any of MHCC's initiatives.

The MHCC currently does not have a centralized repository for the collection and sharing of contact information. Contact information currently resides in personal Microsoft Outlook folders, Microsoft Excel spreadsheets and an Intuit Quickbase application. Marketing and email campaign management currently utilizes ConstantContact. At present, the contact information throughout the organization is segmented, incomplete and out-dated. Current volume of contact data residing in ConstantContact is approximately 6,000 records.

The most common channel for contact is by email. Telephone, in-person meetings, seminars, conferences, webinars and e-newsletters constitute the remainder channels for communications. The CRM solution is expected to support communications by being the reservoir of knowledge and historical records of customer contact that can be easily accessed by staff at the MHCC. Furthermore, the solution is expected to facilitate the exchange of information and collaboration utilizing basic workflow and calendaring functionality.

Access to the system will be required for 70 users on a per user perpetual license or 40 users on a concurrent user licensing model. Access to the system for partners outside the commission is not required.

2.3 Objectives, Issues and Scope

The primary goal of the CRM solution is to enhance and grow our relationships with external parties and individuals. Our primary CRM software objective to support this business goal is to provide the tools, processes and methodologies to implement a customer focused approach to communications which is timely, accurate and relevant.

The key CRM objectives for the solution are:

- To develop a central repository for customer contact information that is complete, accurate, uniform and easily accessible by staff;
- Maintain a historical record of interactions with customers through multiple channels;
- Automate the tracking, aging and reporting of tasks and deliverables associated to a customer;

The other objective of the CRM solution is to address issues in the following areas:

- Establish processes and methodologies for campaign management and email marketing activities.
- Achieve efficiency and increase ROI on campaign activities through targeted list segmentation and campaign analytics.
- Streamline event planning procedures, tasks and deliverables.
- Develop a framework for identifying, tracking and closing sponsorship opportunities.
- Enable efficiency of use through a web interface, offline mode, mobility and single-sign on functionality.

Scope of work includes the following:

- Familiarization with background, functional requirements and desired end state of CRM for the Mental Health Commission of Canada;
- Verification of scope and development of detailed methodology, work plan and timeline for rapid implementation of the CRM solution;

- Installation and configuration of any hardware or software components of the CRM solution;
- Cost breakdown that reflects a four year Total Cost of Ownership (TCO);
- Technical system and End-User documentation
- System Administration and End User training;
- Change management, performance monitoring and best practices for successful user adoption;

2.4 Statement of Work

The successful Proponent will be responsible for investigating and recommending the most effective and efficient technical configuration of their solution. Consideration shall be given to the stability of the proposed configuration and future direction of the technology, confirming to the best of their ability that the recommended approach is not short lived.

The Proponent should provide justification for their proposed hardware and software solution. They are encouraged to present explanations of benefits and merits of their proposed solution, together with any accompanying services, maintenance, warranties and/or value-added services.

The successful Proponent's solution will satisfy the following functional requirements identified by the MHCC for successful implementation of the CRM.

- a) Enable single-sign on functionality to the solution utilizing Microsoft Active Directory authentication;
- b) Capture, store, update and retrieve company, individual and contact information;
- c) Capture, store, update and retrieve contact interaction information from various communication channels;
- d) Calendar functionality;
- e) Customizable workflow engine for repetitive, recurring or mandatory tasks related to opportunity/pipeline management;
- f) Ability to provide campaign management functionality - budgeting, tasks, analytics;
- g) Ability to provide event planning functionality; budgeting, tasks, analytics;
- h) Mass email capability for email marketing;
- i) List segmentation tools for targeted marketing;
- j) Web lead/contact capture;
- k) Secure web, offline and mobile access to the CRM solution;
- l) Synchronization with Microsoft Outlook/Exchange for contacts, calendars, tasks and emails;

- m) Define user access by role or group;
- n) Provide intuitive and flexible reporting capabilities;

As part of the implementation, the Proponent is expected to conduct or produce the following activities or work-products.

- a) Conduct project orientation and kick-off meeting;
- b) Develop detailed project work plan;
- c) Conduct detailed requirements gathering sessions, interviewing key stakeholders to confirm requirements, activities, and configuration of the CRM solution;
- d) Identify all data sources;
- e) Install and configure all required hardware and software;
- f) Create test plans and scenarios to validate the system;
- g) Develop and conduct end user training;
- h) Develop detailed backup and disaster recovery procedures;

Throughout the course of the implementation, the successful Proponent shall provide weekly status and progress, briefly summarizing work completed, upcoming work in the next period and issues requiring resolution or direction. Requests for information will be bundled where possible and discussed at a weekly meeting.

2.5 Deliverables

The implementation is to be completed by **March 31 2011**. No additional extensions should be anticipated or assumed. Deadlines for deliverables must be respected at all times and may only be extended with written permission from the Contracting Authority at least one week prior to the deadline in question.

In addition to weekly progress reports and meetings with the Evaluation Steering Committee and/or Project Authority as required, the Proponent shall deliver to the acceptance and satisfaction of MHCC the following:

- a.) Conduct project orientation and kick-off meeting;
- b.) Project plan and timelines;
- c.) Detailed requirements document;
- d.) Installation and configuration of hardware and software products;
- e.) Customization of software - user input screens, workflows, etc.;
- f.) Test plans and system testing procedures;
- g.) Backup and disaster recovery plan;
- h.) End-user training sessions;

3. REQUIREMENTS FOR PROPOSAL SUBMISSION

3.1 Proposal Contents

Please organize submission according to the following components and sequences.

- 1) Completed and signed form of offer;
- 2) An executive summary of the proposal;
- 3) A description of the proposed CRM solution;
- 4) A high level work plan and timeline for the project;
- 5) Details of the proposed project team including description of the relevant qualifications and experience of the individuals and the Proponents organization.
- 6) References for two similar CRM solutions successfully implemented by the Proponent within the last five years with similar size and scope;
- 7) Resumes of all personnel proposed for the key roles;
- 8) Detailed budget including clear outline of fees (per diem costs for all personnel) and expenses to carry out the implementation (Appendix A);
- 9) Completed and signed conflict of Interest declaration (Appendix B); and
- 10) Any proposed changes to the Agreement terms and conditions.

Proposals which fail to include the above information will be eliminated from the review process.

Proposals must be submitted electronically to the Knowledge and Innovation, Mental Health Commission of Canada crm-rfp@mentalhealthcommission.ca.

Proposals will be accepted until FEBRUARY 9, 2011

All proposals will become the property of the Mental Health Commission of Canada.

3.2 Costs

Please submit the price for completion of this project (both fees and expenses). The Proponent should assume that it is required to supply all necessary professional staff to undertake the assignment. The Proponent should also clearly outline the extent to which Commission staff and resources will be required in completing the assignment. The Proponent should provide **a concrete maximum ceiling price** for the assignment and a proposed payment schedule.

Unit and total prices for fees and expenses in a completed Cost Bid Form (Appendix A) must be submitted in a separate sealed package or separate electronic file from the rest of the proposal. We require that all prices shall be at least as good as those offered to any other customer of the Proponent for similar goods and services provided and performed under similar terms and conditions.

4. EVALUATION PROCESS AND CRITERIA

Proposals will be reviewed and assessed by an evaluation committee comprised of representatives of the Commission (President and Chief Executive Officer, Director, Manager) and may include independent third-party advisors as well as individuals from similar organizations that have undergone CRM implementations.

4.1 Mandatory Requirements

The mandatory requirements listed below will be evaluated in the selection process:

- Proposals must convey a grasp of the overall CRM goal of the MHCC and the significance of the key initiatives;
- Proposals must demonstrate a very clear understanding of the requirements and objectives;
- Proposals must describe relevant previous experience conducting CRM implementations with organizations of similar needs and scope;
- Proposals must clearly outline the methodology or approach including industry best practices to the implementation of the CRM solution;
- Proposals must establish the qualifications, expertise, and skills sets of the lead applicant and other personnel and describe their role in the implementation;
- Proposals must provide a work plan and timeline with detailed fees and expenses for each work plan component;
- The lead applicant must certify that, should services under a contract resulting from this solicitation be authorized, the personnel identified in this application will be available to commence performance of work immediately upon contract award and remain available to perform the work in relation to the fulfillment of this requirement;
- Proponent agrees to use reasonable efforts to ensure the continuity of personnel assigned to perform services under any Statement of Work. Proponent agrees not to reassign or otherwise remove any of its personnel assigned to perform services under any Statement of Work without prior written approval from the commission, however, proponents may replace or reassign personnel without consent in cases of
 - a.) promotion or permanent transfer;
 - b.) termination of employment;
 - c.) illness, death and other personal and compassionate reasons;
- Proponents may submit offers as partnerships or other business entities. Such partners or other “co-vendors”, if any, shall fully disclose their relationship. There shall not be any obligation to contract with more than one vendor. Any requirements for references, RFP request or similar reference materials shall mean all such partners or co-vendors;

4.2 Evaluation Process and Criteria

Proposals will be reviewed and evaluated by the CRM steering committee.

The Commission will conduct the evaluation of the Proposals in the following three (3) stages:

Stage I
Stage I will consist of a review to determine which Proposals comply with all of the mandatory requirements listed in <i>section 4.1</i> of the RFP for the independent evaluation. Proposals, which do not comply with all of the mandatory requirements, may, subject to the express and implied rights of the Commission, be disqualified and not evaluated further
Stage II
Stage II will consist of a scoring by the Commission of each qualified Proposal on the basis of the rated criteria.
Stage III
<p>Upon completion of Stage II for all Proposals, the sealed pricing envelope (Cost Bid Form) provided by each Proponent will then be opened and Stage III will consist of a review and scoring of the pricing submitted. The maximum score for this section is 10. The evaluation of price shall be undertaken after the evaluation of mandatory requirements (Stage I) and any rated requirements (Stage II) has been completed.</p> <p>The formula to be used for scoring price is as follows:</p> <p>$S = MP \times L / P$, where:</p> <p>S = the price score for the Proposal being evaluated;</p> <p>MP = the maximum points awarded for price; [maximum amount is 10 points]</p> <p>L = the price of the lowest price qualified Proposal; and</p> <p>P = the price of the Proposal being scored.</p>

Total Score

At the conclusion of Stage III, all scores from Stage II and Stage III will be added and, subject to satisfactory reference checks, the highest scoring Proposal will be selected and the Proponent of that Proposal will be invited to enter into an Agreement to carry out the work.

The Commission intends to award an Agreement to the Proponent who submits the most advantageous Proposal to the Commission as determined by the Commission through the evaluation process.

The Proposal with the lowest price will not necessarily be selected. While price is a determinant in the selection process, it is to be clearly understood that there must be a full and complete understanding of the services/deliverables to be provided, demonstrated through the Proposal as presented.

If no Proponents demonstrate appropriate qualifications or experience, the Commission may, without liability cost or penalty, cancel this RFP or choose not to award an Agreement to any of the Proponents.

Stage II will review, evaluate and score Proposals based on the following rating criteria out of a total of 90 points:

Qualifications and experience of the Proponent organization with CRM implementations: (10 points)

- Does the organization possess knowledge and experience in implementation of CRM solutions – preferably in a not-for-profit and/or public services industry vertical?
- Does the proponent demonstrate knowledge, understanding of MHCC's needs and goals pertaining to CRM?
- Is the organization private or public, financially sound and profitable?

Qualification of Key Members of the Proposed Team with CRM solution implementation: (20 points)

- What is the likelihood of the implementation team successfully achieving the objective(s) and completing this project within the time frame of the award?
- Does the proposal demonstrate that the team members individually and collectively have the appropriate range and depth of skills and experience necessary to conduct the implementation efficiently and effectively, e.g.,
 - academic qualifications
 - career background
 - track record
 - experience in conducting requirements gathering
 - experience in translating business needs to technical specifications
 - experience in installation and configuration of the solution

Methods and Approach: (60 points)

- Are the methods clearly described? Are the methods valid and adequate? Does the design address the project objectives? Are the approaches to measurement sound?
- Does the proposal contain sufficient detail to allow a complete understanding of the proponent's approach, e.g.,

- work plan
 - client engagement
 - project management, reporting and controls
 - scheduling and likelihood of timely delivery
 - strategy and plan to address the scope of work
 - data collection methodology and relevant instruments and techniques
 - details on how the proposed solution will align with, complement or enhance the CRM initiative at the MHCC
 - potential challenges and mitigation strategies related to the development and execution of the implementation methodology
- Does the proposal contain a contribution matrix that indicates the level of effort or time allocated for each proposed team member for each phase or task of the work plan in sufficient detail to permit an understanding of how the skills and experience of the individuals relate to their involvement in the work
 - Has the proponent conveyed understanding and a clear direction on the MHCC's goals and intentions with respect to the CRM implementation?
 - How well has the proponent identified and addressed the limitations of their solution or approach?
 - How well have the proponent's proposed solution fulfilled the functional requirements of the CRM implementation?

Stage III will review, evaluate and score Proposals based on the cost bid out of a total of 10 points.

Total Score will be determined by adding the scores of Stage II and Stage III.
 Stage II Score (___/90) + Stage III Score (___/10) = ____/100 points

5. TERMS AND CONDITIONS OF THE RFP PROCESS

5.1 Timeline

The following is the timeline for the RFP process:

ISSUE DATE:	JANUARY 25 2011
DEADLINE FOR PROPONENT INQUIRIES:	FEBRUARY 1 2011
DEADLINE FOR ISSUING ADDENDA:	FEBRUARY 2 2011
PROPOSAL SUBMISSION DEADLINE:	FEBRUARY 9 2011

The Commission may amend the above timeline for this RFP in its sole discretion at any time prior to the Proposal Submission Deadline.

5.2 New Information by way of Addenda

This RFP may be amended only by a written addendum (an “**Addendum**”) in accordance with this section. If the Commission decides that it is necessary to provide additional information relating to this RFP, such information will be communicated to all Proponents by Addenda made available to all Proponents in the same way as the original RFP. Any amendments or supplements to this RFP made in any other manner shall not be binding. It is the sole responsibility of the Proponent to ensure that it has received all Addenda pertaining to this RFP. The Commission will not take any responsibility for losses, misunderstandings, errors or omissions from the Proponent not having received or reviewed any and all Addenda.

5.3 Inquiries and contact information

Prospective bidders may direct questions and other communications about this RFP to:

Jack Wong
Knowledge and Innovation
Mental Health Commission of Canada
403-385-4069
crm-rfp@mentalhealthcommission.ca

All inquiries and communications must be received prior to the Deadline for Proponent Inquiries set out above.

5.4 Submission Details

Proponents must submit a hard and soft copy of their proposal. Proposal length must not exceed 20 pages, single-spaced using Arial 12 pt font. Pages must be numbered. The length restriction excludes appendices which should be limited to proponent resumes and references.

Proponents must submit one printed hard copy of the Proposal with original signatures, packaged in a sealed envelope (containing a separate Price Bid envelope) and labeled with the Proponent’s name and address, delivered before the Proposal Submission Deadline set out above to:

MENTAL HEALTH COMMISSION OF CANADA
#800, 10301 Southport Lane SW
Calgary, AB
T2W 1S7
Attention: Jack Wong



Proponents must also submit one electronic copy in Microsoft Word or PDF format, sent by email to the email address shown below before the Proposal Submission Deadline.

Email: crm-rfp@mentalhealthcommission.ca

Proposals submitted in any other manner will not be accepted.

In the event of conflict or inconsistency between the hard copy and the electronic copy of the Proposal, the hard copy of the Proposal shall prevail. Both the hard copy and electronic copy must be submitted before the Proposal Submission Deadline. Failure to deliver either the hard or electronic copy to the Commission before the Proposal Submission Deadline will result in disqualification. It is the sole responsibility of the Proponent to ensure the hard copy and the electronic copy are received by the Commission before the Proposal Submission Deadline.

5.5 Proponent is held responsible for own costs

The Proponent shall bear all of its own costs associated with or incurred in the preparation, presentation and submission of its Proposal.

5.6 Confidentiality of Information

All information, including, without limitation, any specifications, instructions, notes and memoranda, provided at any time by the Commission or its agents or contractors, to the proponent, or to employees, agents or contractors of the proponent, in connection with the this request for proposals or project shall be and remain at all times the sole and absolute property of MHCC and its licensors and shall not be used by the proponent for any purpose other than its participation in this request for proposal process, without the express written consent of MHCC.

5.7 Disqualification

The Commission may disqualify a Proposal on grounds of faulty submission, improper conduct or provision of inaccurate or misleading information by the Proponent.

5.8 Contract Matters

This RFP is not a legal offer, but only an invitation for proponents to submit a proposal to MHCC and shall not be construed as an agreement by MHCC to purchase any goods or services. MHCC shall not be bound to accept any proposal, or to enter into an agreement with any proponent submitting a proposal.

It is the proponent's responsibility to inform itself of all aspects of the project's requirements and the goods and services to be provided. No claim will be considered at any time for reimbursement for any expense incurred as a result of any misunderstanding in regard to the conditions or scope of the goods or services required.

5.9 Reserved Rights

Notwithstanding any other provision contained herein, the Commission in its sole discretion and without obligation to provide any reason therefore, shall have the unfettered right to, at any time and from time to time, do any of the following:

- accept or reject any proposal at any time, including without limitation, a proposal that is received by the Commission after the proposal submission deadline;
- accept or reject individual items in a proposal
- request clarification or further information regarding any item in a proposal
- consider any alternate goods, services, terms or conditions that may be offered, whether such offer is contained in a proposal or otherwise
- split this RFP or any agreement negotiated in connection with same, into multiple parts and accept proposals (or portions thereof) from more than one proponent
- enter negotiations, at any time before or after the proposal submission deadline with anyone, in relation to the subject matter herein
- if applicable, reject any proponent's recommendation of any subcontractor or any other third party associated with the proposal and jointly, along with such proponent, determine alternate acceptable third parties
- extend or otherwise vary the proposal submission deadline, or any other timeline set out herein
- revise or vary this RFP
- withdraw or cancel this RFP in whole or in part, whether having received any response hereto or not; and
- waive any of the stated requirements set out in this RFP or request non-compliant proponents to rectify any non-compliance within such time as the Commission may require.

No extension, variation, revision, withdrawal or cancellation of this RFP or any provision hereof shall be valid or binding on the Commission unless it is in writing and issued by a duly authorized representative of the Commission.

The Commission shall not at any time have any obligation to deal exclusively with any proponent, including the successful proponent (s). The Commission expressly reserves its rights and discretion to seek a proposal regarding the subject matter hereof, from any person whomsoever and at any time.

5.10 Successful Proponent

The successful proponent(s) will be notified in writing by the Commission of their selection as a party with whom the Commission wishes to negotiate an agreement. The Commission may, in its sole discretion, determine to move forward to the negotiation stage with one or more proponents, or it may determine to cancel this RFP. If an agreement cannot be negotiated with the successful proponent(s) within a time period satisfactory to the Commission, the Commission may at its sole discretion, terminate negotiations with that proponent(s) and either enter into

negotiations with another proponent, or terminate this RFP process and not enter into an agreement with any of the proponents.

There will be no valid or binding agreement between the proponent and the Commission, and no proponent will acquire any legal or equitable rights or privileges, relative to the goods or services to be provided or this RFP until the execution of a written agreement between the Commission and the proponent.

5.11 Public Communication

No publicity or discussions of the proponent's involvement or promotion of its relationship with the Commission shall be permitted until an agreement is fully executed by both parties and then only with the express written consent of the Commission. The failure of any proponent to do so shall be cause for the immediate rejection the proponent's proposal and the removal of the proponent from MHCC's approved vendor lists.

By submitting a proposal, proponents are acknowledging that their proposals may be shared with third parties as part of the Commission's evaluation and analysis process and hereby consent to same. Furthermore, proponents understand and agree that unless any option, scenario, opportunity, idea or process ("Idea") included in its proposal, is clearly identified in writing as proprietary to the proponent and meets the criteria that give rise to trade secret protection under applicable law, proponents will not be entitled to claim any compensation of any nature if said Idea is later used or implemented by or on behalf of the Commission, in whole or in part, whether pursuant to the contract contemplated by this request for proposals otherwise. No compensation will be due if the Commission developed the Idea itself without reference to the proposal, had prior knowledge of the Idea, holds or otherwise acquires proprietary rights to the Idea, or has not committed any fault or negligence with respect to its use of the Idea.

5.12 Execution of the Agreement

In addition to all of the Commission's other remedies, if a selected Proponent fails to execute the Agreement or satisfy any other applicable conditions within fifteen (15) days after notice of selection, the Commission may, in its sole and absolute discretion and without incurring any liability, rescind the selection of that Proponent and proceed with the selection of another Proponent.

5.13 Conflict of Interest

The Contractor declares that the Contractor has no interest in the business of any third party that would cause a conflict of interest or seem to cause a conflict of interest in carrying out the Work. Should such an interest be acquired during the life of the Contract, the Contractor shall declare it immediately to the Commission.

It is a term of this Contract that no individual, for whom the post-employment provisions of the *Conflict of Interest and Post-Employment Code for Public Office*



Holders of the Conflict of Interest and Post-Employment Code for the Public Service apply, shall derive a direct benefit from this Contract unless that individual is in compliance with the applicable post-employment provisions.



REFERENCES

Canadian Government Document. Standing Senate Committee on Social Affairs, Science and Technology. (2006). *Out of the Shadows at Last: Transforming mental health, mental illness and addiction services in Canada*. Retrieved December 3, 2007, from <http://www.parl.gc.ca/39/1/parlbus/commbus/senate/com-e/soci-e/rep-e/rep02may06-e.htm>.



APPENDIX A:

Cost Bid Form: The Proponent must not amend this Form in any way other than by providing the requested information.

Mental Health Commission of Canada
Cost Bid Form
Proponent Name _____

Phase I
Phase Name: {Insert Phase I Name}

Resource Name	Resource Type	Resource Level	Hourly Rate	Estimated Hours	Price
Name 1	Type 1	Senior			
Name 2	Type 2	Intermediate			
Name 3	Type 3	Junior			
Phase I Subtotal					

Phase II
Phase Name: {Insert Phase II Name}

Resource Name	Resource Type	Resource Level	Hourly Rate	Estimated Hours	Price
Name 1	Type 1	Senior			
Name 2	Type 2	Intermediate			
Name 3	Type 3	Junior			
Phase II Subtotal					

Total Proposed Price

--

Estimated travel and out of pocket expenses (for information)

\$ _____

APPENDIX B:

Conflict of Interest Declaration

To be signed submitted with your application. This declaration applies to applicants and their proposed team.

We have read the Conflict of Interest Guidelines. We have carefully reviewed our situation in light of these illustrations (check appropriate box):

☐ To the best of our knowledge and belief, we are involved in no situation or action that might be regarded as a potential conflict of interest with our duties as a consultant.

☐ It appears that we are involved in some situations or actions that might be regarded as a potential conflict of interest with our expected duties as a consultant. Details of each of these situations and/or actions are as follows:

1.

2.

3.

We agree to notify the Mental Health Commission of Canada, immediately if any new situations or actions develop that might be regarded as a potential conflict of interest with our duties as a consultant.

We further agree to be bound by the provisions of the Conflict of Interest Guidelines which form part of this Declaration.

Applicant(s):

Name (please print) _____

Signature _____ Date _____

Name (please print) _____

Signature _____ Date _____

All applicants are to sign

Name (please print) _____

Signature _____ Date _____

All applicants are to sign

Name (please print) _____

Signature _____ Date _____

All applicants are to sign



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