

**REQUEST FOR PROPOSALS**

**LANARK, LEEDS, AND GRENVILLE ONTARIO HEALTH TEAM POWER BI DASHBOARD ENHANCEMENTS**

**INTRODUCTION**

Rideau Community Health Services (RCHS) is a non-profit, community-governed, community health centre that provides comprehensive primary care, health promotion and community development services. RCHS is one of more than 50 organizations across the Lanark, Leeds, and Grenville area who have partnered together to form the Lanark, Leeds, and Grenville Ontario Health Team (LLG OHT). The purpose of forming the Ontario Health Team (OHT) is to implement a model of integrated, coordinated, and accountable care delivery, and improve the way health care is accessed and delivered in our region.

RCHS is acting as ‘fund-holder’ on behalf of the LLG OHT, responsible for the management and operationalization of the implementation funding from the Ministry of Health. As part of this position, RCHS has been tasked by the LLG OHT Collaboration Council to manage the RFP process for the facilitation of IT services to enhance their Power BI Dashboards.

1. **SCOPE OF WORK**

RCHS is requesting proposals for the provision of services to deliver comprehensive enhancements their Power BI dashboards to make provincial data more accessible to the population and partners, while supporting purpose planning, reporting, and showcasing the LLG OHT’s work. The project includes automating data refreshes, integrating new indicators, optimizing visualizations, and providing tailored training and documentation for independent management.

1. **OBJECTIVES**

As the LLG OHT continues to mature, it is essential to transform the existing OHT Power BI dashboard to serve as a critical resource for integrating and analyzing provincial and regional health data to drive informed decision-making, streamline reporting, and enhance collaboration among stakeholders. Power BI enhances the accessibility, actionability, and transparency of health data, equipping the LLG OHT with the tools needed to improve population health outcomes, enhance the patient experience, and deliver care more effectively. Its role in facilitating evidence-based planning and performance monitoring is essential as the LLG OHT continues to innovate and improve the regional healthcare system.

The goal is to enhance the design and functionality of the existing BI Dashboard into a comprehensive tool that addresses the following objectives:

* Centralized Data Access
* Enhanced Data Driven Decision Making
* User-Friendly Interface
* Real Time Data Visualization
* Customizable Views
* Data Integration
* Performance and Scalability
* Security and Access Control
* Key Performance Indicator Monitoring and Reporting
* User Adoption and Training
1. **DELIVERABLES**

The following deliverables are to be completed in a timeline that ensures that LLG OHT has a functional BI Dashboard by March 31, 2025.

* Project Plan and Timeline
* Data Integration Plan
* Wireframes/Mock-ups
* Dashboard Development
* Testing and Quality Assurance Reporting
* User Documentation
* Training Materials
* Security Protocol Documentation
* Deployment and Go-Live Support
* Post-Launch Support and Maintenance
* Performance and Scalability Report
* Feedback and Iteration Reports
1. **SPECIFICATIONS**

As part of the BI Dashboard enhancement process, the following are expectations as part of the overall exercise:

* A fully updated and optimized SharePoint environment.
* Documentation of configurations and customizations.
* A final report on the performance improvements achieved.
* User training materials and resources.
1. **REQUIREMENTS**
	1. **Scope of Work**

RCHS’ expectation is that vendors address the Objectives, Deliverables, and Specifications outlined in sections 2, 3 and 4, and develop a go-forward strategy. This strategy, along with other elements outlined, should be included as part of the vendor’s proposal submission.

* 1. **Vendor Profile**

Vendor to provide information about their organization and capability to provide the services proposed.

This should include, but is not limited to:

* + Corporate Mission, Vision, Values.
	+ Corporate Goals & Objectives.
	+ Years in operation.
	+ Major products and services offered.
	+ Any mergers, company takeovers or purchases with which your company has been involved within the last 12 years.
	+ Size and location(s) of your organization and whether it is publicly or privately owned.
	+ Major customer markets: local, regional, national, or international.
	+ Principal customer types: health care institutions, financial services, universities, government.
	+ Employee base, including number of employees and role.
1. **INTRODUCTION TO RESPONDENTS**
	1. **Enquiries**

All enquiries regarding this RFP must be emailed to:

Cheryl Tataryn

Office Administrator

Lanark, Leeds and Grenville Ontario Health Team

CTataryn@llgoht.ca

* 1. **Proposed RFP Schedule**

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| --- | --- |
| **Event** | **Timeline** |
| RFP Issue Date: | January 14th, 2025 |
| Bidder’s question deadline: | January 17th, 2025 |
| Deadline for issuing addenda: | January 24th, 2025 |
| RFP Closing Date: | January 31th, 2025, at 12:00pm Proposals should be sent directly to Cheryl Tataryn at the email address noted above. |
| Candidates advised of outcomes: | February 7th, 2025 |
| Anticipated Agreement Start Date | February 14th, 2025 |
| Power BI Dashboard Enhancements Complete | Mach 31st, 2025 |

**Notes:**

* + Proposals received after the official closing time will NOT be considered during the selection process.
	+ RCHS is not responsible for submissions that are delivered to any other email address or physical location other than requested in this RFP.
	+ The proposed RFP schedule is tentative and may be changed by RCHS in its sole discretion at any time prior to the RFP Closing Date.
	1. **Clarity And Organization of Proposals**

Proposals should be complete, clear, consistent, well-organized, and legible to facilitate evaluation. Proposals are required to have a separated cost breakdown that clearly outlines the cost of labour and resources. All information requested in this RFP should be provided in your proposal.

1. **PROPOSAL CONTENT**

RCHS is requesting vendors to submit a proposal for undertaking the scope and objectives as outlined in sections 1 and 2. In preparing a proposal, the vendor is required to provide, at a minimum, the following information:

1. A vendor profile describing the vendor’s relevant experience in completed projects of a comparable scope and magnitude (see section 5.2), as well as individual biographies for persons assigned to this project;
2. A statement of qualifications and experience of the vendor’s proposed Project leaders and key team members to be employed on the Project, describing their capabilities, experience, academic and other qualifications, and availability of the Project. Resumes should be attached;
3. A firm quote of the total project costs (including all professional fees, expenses, travel requirements, and applicable taxes), with costs broken down by each milestone or project phase and identifying per diem consulting hours/fees for each vendor team member who will be assigned to the project, together with terms of payment;
4. Three (3) references from previous clients for whom the vendor has provided similar services, along with a contact person and telephone number for each reference provided, and a brief description of the services provided by the vendor;
5. Any potential conflicts that the vendor or a specific individual or individuals prospectively working for such vendor on the project may have;
6. A Vendor’s Value Proposition: What unique value will your Company bring to the LLG OHT?
7. Executive Summary containing a brief description of your project development approach and costs;
8. Project understanding – a comprehensive narrative that illustrates the Respondent’s understanding of RCHS’s requirements and project schedule. The Respondent must explain how RCHS’s requirements will be met;
9. A description of your strategic facilitation methodology;
10. A recommended project scope based on the information provided here;
11. A comprehensive development plan including timelines, milestones, budgets (for each deliverable as outlined) and resources;
12. A description of your project management methodology;
13. A project management protocol identifying roles, responsibilities and reporting structures; and
14. Terms and conditions;

All pages of the proposal should be numbered and include the vendor’s name and date of the proposal. Items listed in the RFP should be addressed as thoroughly as possible.

The inability to meet any specified requirement must be stated and explained. An authorized representative of the company must sign the proposal.

Prior to submitting an offer, Vendors shall carefully examine all requirements and fully inform themselves of the conditions and limitations of the document to ensure a coordinated offer in response to this RFP.

1. **GENERAL CONDITIONS**
	1. **Cost of Proposal**

Preparation and submission of a proposal in response to this RFP is voluntary and any costs associated with the proposal preparation, submission, meetings, negotiations, or discussions with RCHS are solely the responsibility of the respondent submitting the proposal.

* 1. **No Claim**

 RCHS will not be liable to any respondent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the respondent in preparing and submitting a proposal or participating in negotiations for a contract, or other activity related to or arising from this RFP. Except as expressly and specifically permitted in this RFP, no respondent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this RFP, and by submitting a proposal, each respondent shall be deemed to have agreed that it has no claim.

* 1. **Respondent's Qualifications**

 In submitting a proposal, the respondent acknowledges and agrees that they have read, understood, and agrees to all terms and conditions described in this RFP and that it has the necessary experience, skills, and ability to effectively provide the services.

* 1. **Acceptance of Proposal**

 This project is contingent on receiving funding to proceed. RCHS reserves the right to accept or reject the lowest or any or all proposals received in response to this RFP. RCHS reserves the right to conduct personal interviews with selected respondents and to request references.

* 1. **Withdrawal**

 Respondents may withdraw their proposal at any time prior to acceptance.

* 1. **No Binding Contract**

 RCHS may, after reviewing the proposal received, enter discussions with one or more respondents, without such discussion in any way creating a binding contract between RCHS and any respondent. There will be no binding agreement with RCHS until a proposal has been presented to Collaboration Council, and subsequently is selected and approved by the committee by way of motion.

* 1. **Confidentiality**

 Any information acquired about RCHS, the LLG OHT, or partners, by a respondent during this process must not be disclosed unless authorized by RCHS or the LLG OHT or partners, and this obligation will survive the termination of the RFP process.

* 1. **Conflict of Interest**

 By submitting a proposal, the respondent declares that it has no pecuniary interest in the business of any third party that would cause a conflict of interest or be seen to cause a conflict of interest in carrying out the services.

* 1. **Awarding**

 Once funding for this project has been secured, a letter of engagement, satisfactory to both parties and setting out the requirements based on this RFP and the proposal, will be entered into, and signed by both parties.

1. **EXPRESSION OF INTEREST**

In responding to this RFP, please submit your proposal to the individuals noted in point 6.1 via email, no later than 12:00 p.m. on January 31st, 2025. Please include the name of the key contact, email address and telephone number.