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HARMONY CENTRE OWEN SOUND

Request for Proposal – Community Needs Assessment

1. Overview

Statement of Purpose

The purpose of this Request for Proposal (RFP) is to identify a qualified and experienced consultant to conduct a Community Needs Assessment, and prepare a Case for Support, and a Marketing and Funding Strategy, that will be used to guide the Harmony Centre Owen Sound to meet the needs of the community and be investment ready for future sustainability.

Background Information

Harmony Centre was established in 2012, as a social enterprising charity to support local nonprofits and arts groups from the community, while preserving the architecture of a beautiful historic building in downtown Owen Sound. The mission of Harmony Centre was to provide space for groups to educate, share, create and perform.

In 2020, after completing many repairs and physical upgrades to the building and experiencing turnover in user groups, the Board started a process to define what the role of Harmony Centre is in the community, including examining current policies and practices. At the same time, the Board wished to assess what future role Harmony Centre could play in the community and what community needs it could fill. It is therefore an opportune time for Harmony Centre to hire a consultant to assist the organization in developing a plan for the future. This project comes at a time when Harmony Centre is ready to embrace new opportunities to ensure that it is fully engaged with its community and sustainable for future growth. The funding for this project is from the Investment Readiness Program.

Objective

The objective of this document is to receive Proposal Submissions for the Community Needs Assessment, the Case for Support and a Marketing and Funding strategy for the Harmony Centre Owen Sound.

Scope of Work

The objective for this project is to seek input from the community on the need for shared rental space and to match those needs with opportunities within Harmony Centre.

The Scope of work includes:

Establish the Context

- Interviews with current and previous user groups for feedback on their experience.
- Review the current practices and models of Harmony Centre.

Community Engagement

- Conduct interviews with community stakeholders regarding:
 - Their current knowledge/attitudes towards the organization.
 - Opportunities they see in the building/shared space model
 - The sizes of rental spaces needed in the community and for what activities
- Look at spaces in the community offering similar services, do a comparison of what they offer and what the spaces are being used for
- Explore possible partnerships with other stakeholders in the community?
- Project demographics/economics of Owen Sound and area.
- Include information about current COVID needs and probable post COVID needs.
- Tools could include: surveys, town hall meetings, focus groups and site visits.

Identify Opportunities

- Develop a detailed report that outlines all the information from above, including results from surveys, meetings and focus groups.
- Include details on possible partnerships, uses for the building, and rental rates.
- Outline a plan for what the community needs from Harmony Centre and the renovations and cost to make any changes to meet those needs.
- Give an opinion on the sustainability of Harmony Centre in relation to the needs described by the community.
- Identify essential personnel (volunteer/paid) to ensure the community needs are met.

- Develop a marketing and funding strategy for the Harmony Centre. Include sources of income from the needs assessment, as well as possible grant opportunities, and fundraising. Create a case for support to be used to seek out the outlined opportunities.

a. Roles and Responsibilities

It will be the role of the Consultant to:

- Review key background materials.
- Facilitate town hall meetings, focus groups or interviews.
- Document all sessions.
- Research current funding opportunities for findings from the needs assessment to determine if there is funding available.
- Analyse the information and provide a written report to the board outlining all the above objectives.

b. Harmony Centre Representative

The Consultant will work with the Harmony Centre's Board Representative who will be the main point person for this study. The Board Representative will coordinate all activities and will review the draft and final reports, to then be submitted to the Board as a whole.

The Consultant will arrange with the Board Representative to have access to the space and to meet with user groups and volunteers. The schedule will be provided within 5 days of the contract award.

c. Projected Timeline

The selected Consultant will need to submit a draft report to the Board Representative for appraisal by (date). Three weeks after submission of the draft report, the Board Representative will provide comments on the Draft report. The Consultant will incorporate the comments in the final reports and submit the final reports by **Feb 15, 2021.**

The Consultant will then be available for up to 3 consultation meetings with the board following the final report submission.

d. COVID 19

With the ongoing Covid-19 pandemic and the guiding documents regularly being updated from <https://covid-19.ontario.ca> and [Grey Bruce Public Health](#), the Harmony Centre Owen Sound anticipates that the successful respondent will remain current with required protocols and policies when completing their work as part of their proposed work plan. Respondents are requested and encouraged to include in their proposal, any policies or procedures they have developed and undertaken in response to the Covid-19 pandemic.

Reporting

The data and information are to be stored electronically and in Microsoft Word and Excel xls. format.

The report is to be formatted as follows:

- Letter of transmittal on Consultant letterhead
 - Table of Contents
 - Executive Summary of major findings and recommendations
 - Introduction: a brief statement of property location and its current functions.
 - Definitions and assumptions of all the various standards and terms
 - Community Needs Assessment
 - Case for Support
 - Marketing and Funding Strategy
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- The Consultant is required to submit one original unbound hardcopy and an electronic copy of the Final Report in Microsoft Word and Excel of the complete report .
 - The Board of Harmony Centre intends to use the report to apply for grants and to support fundraising for the building.

Meetings

The Consultant will make provisions in their proposal for the following meetings: One Consultant orientation meeting with the Board Representative and applicable Harmony Centre Volunteers at contract start-up.

As required, telephone meetings to discuss progress, concerns, etc. The Consultant will prepare and deliver a virtual presentation to The Board Designate, Harmony Centre Volunteers and any Board Member who chooses to attend, on what their plan is to execute the community assessment, case for support and funding plan and the type of information that the Consultant will require from the Harmony Centre. The Consultant will deliver the presentation to the Board Representative three working days before the meeting.

The Consultant will make and retain records of all meetings, telephone discussions and interviews.

The Consultant shall prepare and present a final report presentation to the Board of Harmony Centre. The Consultant will be available for up to 3 meetings with the Board following the final report.

Respondent Selection Procedure

Schedule

The following schedule is proposed for the selection of the successful Respondent for this assignment.

Activity	Date
Request for Proposal Issued	August 26, 2020
Request for Proposal Closed	September 18, 2020
Interviews (if required)	Beginning the week of September 21, 2020
Selection of Successful Respondent	Beginning of October 2020

Note: although every attempt will be made to meet all dates, the Harmony Centre reserves the right to modify any or all dates at its sole discretion.

Selection Process

Proposals will be assessed on the basis of information provided by the Respondent at the time of submission as well as any additional information provided during subsequent meetings with the Respondent if required.

An evaluation committee consisting of Directors of the Board and their Designates will evaluate submissions.

Evaluation Criteria

Proposals will be assessed against the following criteria. The Harmony Centre reserves the right to shortlist the submissions for further evaluation and interviews which may alter the final scoring results. Proposals will be scored based on meeting or exceeding the expectations of the established evaluation criteria.

Evaluation Criteria	Weighting
Understanding and Methodology and Approach to this assignment	20
Proposed timeline and schedule and demonstrated ability to complete the proposal on time.	15
Proponent’s qualifications and relevant experience	15
Quality of information, tools and sample report for community assessment.	10
Quality of information, tools, and sample report for case for support.	10
Quality of information, tools, and sample reports for funding strategy	10
Proposal Cost	20

TOTAL	100
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Form of Proposal

The following list of requirements is to be included in the proposal submission:

Executive Summary

- Name of Consultant and their qualifications
- Consultant Profile (including sub-consultants)
- Consultant history and length of time in business
- Professional licensing of Consultant
- Team Member Qualifications
- Qualifications of the principal supervisor, with detailed references and resume, if applicable.

This Supervisor (professional) must be directly involved with the work and must assume full responsibility for all deliverables on schedule.

Proponents are to include an outline of the composition and organization of the Consultant team, if applicable.

For consistency, the same team members must be maintained for the duration of the project.

Methodology

Attach a summary that describes a detailed understanding of the requirements of this assignment.

Include information clearly describing your proposed methodology to be deployed, set priorities and time schedule, and approach to completing the assignment.

Describe the extent of work to be completed by the Consultant and the extent of work to be completed by any sub-consultants

Sample Report

The Proponent shall provide a sample community assessment report, and a case for support and a funding plan(with any accompanying spreadsheets, etc.) recently completed (within the past three years) by the Consultant.

Prohibited Proponent Communication

Any attempt on the part of any Proponent or any of its employees, agents, contractors or representatives to contact any person other than the Board Representative with respect to this RFP may be grounds for disqualification. Without limiting the generality of the forgoing, no attempt will be

made to contact any member of the Harmony Centre Volunteer Team or Director of the Board.

Proponent Not to Communicate with Media

A Proponent may not at any time directly or indirectly communicate with the media in relation to this RFP or any contract awarded pursuant to this RFP without first obtaining the written permission of the Harmony Centre Owen Sound Board Representative.

Confidential Information of the Harmony Centre

All information provided by or obtained from the Harmony Centre in any form in connection with this RFP either before or after issuance of this RFP:

- Is the sole property of the Harmony Centre and must be treated as confidential;
- Is not to be used for any purpose other than replying to this RFP and the performance of any subsequent Agreement;
- Must not be disclosed without prior written authorization from the Harmony Centre;
- Shall be returned by the Proponent to the Harmony Centre immediately upon request of the Harmony Centre, including all copies, both electronic and printed, that may have been provided.

Rights of the Harmony Centre

In addition to any other express rights or any other rights which may be implied in the circumstances, Harmony Centre reserves the right to:

- Request written clarification or the submission of supplementary written information.
- Verify with any Proponent or with a third party any information set out in the proposal;
- Make changes, including substantial changes, to this RFP provided that those changes are communicated to all bidding parties in advance of the Proposal Submission Date;
- Accept or reject a proposal if only one proposal is submitted;
- Select any Proponent other than the Proponent whose proposal reflects the lowest cost to the Harmony Centre;
- Cancel this RFP process at any stage;
- Accept any proposal in whole or part;
- Discuss with any Proponent different or additional terms to those contemplated in this RFP or in any Proponent's proposal; and
- Reject any or all proposals in its absolute discretion.

The Harmony Centre shall not be held liable for any expenses, costs, losses or any direct or indirect damages incurred or suffered by any Proponent, its agents, employees, sub-contractors, volunteers or any other third party resulting from the Harmony Centre exercising any of its express rights under this RFP or exercising any rights which may be implied in the circumstances.

Selection of a proposal will be based on all the above criteria and any other relevant information provided by the Respondent(s). Final selection will be based upon the evaluation of proposals unless it is deemed necessary to conduct interviews with one or more of the consultants. The Consultant determined to be the best qualified to perform this project will be recommended as per the Board of Directors for contract award. The lowest price bid will not necessarily be chosen.