

APTUS TREATMENT CENTRE

REQUEST FOR PROPOSAL

FOR

STAFFING AGENCY SERVICES FOR
DEVELOPMENTAL SUPPORT WORKERS

DATE ISSUED: April 16, 2024

APPLICATION DEADLINE: May 23, 2024, 4:00 PM EST

CONTACT INFO:

Patricia Triantafilou, Procurement Officer
procurement@aptustc.com

Solicitation #: 005-2024

SUMMARY OF KEY RFP DATES:

Date of Issuance:	Tuesday, April 16_2024
Intent to Respond	Wednesday, May 8, 2024 click HERE to inform us of your Intent to Respond or by email: procurement@aptustc.com . You will receive confirmation of your submission.
Deadline for Questions / Clarifications	Requests for questions/clarification must be received no later than Wednesday, May 8, 2024, 4:00 PM to: click HERE to submit your questions/clarifications or by email: procurement@aptustc.com All questions and answers will be shared and distributed by May 10, 2024, to all Proponents who have indicated their Intent to Respond.
Interviews with Shortlisted Proponents	Please hold the following dates/timeframes: <ul style="list-style-type: none">• June 7, 2024 – 10:00 – 4:00 p.m.• June 10, 2024 – 10:00 – 4:00 p.m. A one hour, virtual meeting will be confirmed with the shortlisted Proponents
Deadline for Submission of Proposals:	Thursday, May 23, 2024 4:00 PM
Contract Duration:	Three (3) years with the option to extend for up to two (2) additional years.
Proposal Delivery Address:	Responses must be submitted to the following email address: procurement@aptustc.com
Contract Award Date:	Monday, June 17, 2024
Contract Sign-off Date by Both Parties:	Friday, June 28, 2024
Contract Start Date:	Monday, August 19, 2024
Contact:	Patricia Triantafilou, Procurement Officer procurement@aptustc.com

1.0 INTRODUCTION

1.1 About Aptus Treatment Centre

Aptus Treatment Centre (Aptus) is a registered charity primarily funded by the Ministry of Children, Community and Social Services (MCCSS). Founded in 1979, Aptus specializes in supporting individuals with complex needs, including developmental disabilities, physical disabilities, medical complexities, and dual diagnosis (developmental disability and mental health issues).

1.2 Services and Programs

Aptus provides services and supports through the following programs and locations:

- **Supported Living** - eleven supportive living homes in Toronto and York Region:

Toronto

- 1 home - Dufferin and Finch Ave.
- 1 home - Dufferin and Highway 401
- 1 home - Yonge and Finch Ave.
- 1 home - Bathurst and Lawrence Ave.
- 1 home - Bathurst and Highway 401

York Region

- 2 homes - Keele and Highway 7 (Vaughan)
- 2 units in a condominium - Bathurst and Highway 407 (Vaughan)
- 1 home - Dufferin and Steeles Ave. (Vaughan)
- 1 home - Jane and Major Mackenzie Drive (Maple)

- **Adult Day Services** - located at Aptus' head office, 40 Samor Road, offering life skills and routines training to help promote independence
- **Education and Community Partnership Program (ECP)** - two schools providing supported learning in partnership with the Toronto District School Board and York Region School Board

1.3 Organization Overview

Aptus employs approximately 200 staff and operates with an \$18 million budget as a non-profit, charitable community agency primarily funded by the Ontario Government.

Our expert services empower individuals to reach their full potential through development, growth, and evolution. Aptus operates within a unionized environment. Our supported living homes provide 24/7 supports and focus on teaching life skills, routines, and practices to enhance independence. We promote community engagement and involvement in various activities.

Our sites prioritize sensory integration, community integration and communication. Individuals are encouraged to participate in meal preparation and daily chores, fostering a sense of responsibility. Our dedicated staff organizes recreational activities, including sports, table games, and community events.

2.0 PROCUREMENT PROCESS

2.1 Timelines

- Intent to Respond Deadline: May 8, 2024
- Questions/Clarifications Deadline: May 8, 2024
- Proposal Submission Deadline: 4:00 p.m. EST, Thursday, May 23, 2024
- Interviews with shortlisted Proponents: June 7, 2024 & June 10, 2024

2.2 Submission Instructions

Proposals must be submitted by email to procurement@aptustc.com by Thursday, May 23, 2024, 4:00 p.m. Late submissions will not be accepted.

3.0 MANDATORY REQUIREMENTS

Proponents must meet the following mandatory requirements to be eligible:

Licensing and Documentation

- a. Maintain and provide proof of Commercial General Liability insurance coverage for a minimum of \$2,000,000, including Professional Liability and Abuse coverage. A valid certificate naming Aptus as an additional insured will be required prior to contract signing.
- b. Provide proof of current and valid WSIB certification (will be required prior to contract signing).
- c. Possess a valid Business Number (BN) and proof of applicable HST registration status.
- d. Be registered and licensed to operate as a business in the province of Ontario, Canada.
- e. Provide proof of license to operate as a staffing service agency (mandatory requirement as per Ontario's Employment Standards Act as of July 1, 2024).

Experience & Qualifications

- f. Have a minimum of two (2) years of experience providing temporary staffing services to developmental service agencies.
- g. Demonstrate experience and understanding of the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA) and Ontario Regulation 299/10 Quality Assurance Measures (QAM).

4.0 SCOPE OF WORK

4.1 Key Deliverables

Aptus requires temporary staffing services to provide qualified Personnel meeting the following requirements when Aptus employees are unavailable. Aptus provides supports 24 hours a day, 7 days a week. From time to time, Aptus will require Personnel on an urgent (i.e. same-day) basis.

Qualifications and Requirements of Personnel:

- Possess a valid certificate, diploma, degree or equivalent in a relevant field (e.g. Developmental Services Worker) or an equivalent or appropriate healthcare-related certificate.
- Provide proof of valid training in First Aid/CPR, Crisis Prevention (CPI), and Infection Prevention and Control (IPAC).
- Provide proof of full COVID-19 vaccination status, medical clearance, and Vulnerable Sector Check.
- Understand and abide by Aptus' philosophy, policies, and procedures including conducting themselves in a professional and ethical manner.
- Perform work safely in accordance with the Occupational Health and Safety Act and Aptus' Health and Safety policies.
- Abide by standards, policies and Quality Assurance Measures (QAM) from the Ministry of Children, Community and Social Services related to service quality.
- Understand and comply with pertinent Government legislation related to supported living homes and developmental services including the Child and Family Services Act, as well as Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act and the Accessibility for Ontarians with Disabilities Act (AODA).

Responsibilities/Duties of Personnel:

- Provide support, instruction, and program development/implementation in areas such as personal care, social skills, daily living, cognition, communication, community awareness, etc.
- Assist with cleaning, meal preparation (assist the people supported in the preparation of daily meals including feeding, if necessary), and general upkeep of living spaces, vehicles and property.
- Maintain communication and contribute to a positive environment for individuals supported.
- Contribute towards maintaining good relations with supported living homes' neighbours
- Demonstrate effective judgment, crisis intervention, and management of aggressive behaviours.
- Demonstrate commitment to diversity, equity, and inclusion by supporting MCCSS's "Journey to Belonging" initiative.

Other:

- Aptus requires the temporary staffing services agency to produce invoices that track time and expenses by program, location and client, as needed.
- The Agency remit payment to agency Personnel in accordance with Ontario's Employment Standards Act and other legislation.

4.2 Contract Term

The initial contract term is three (3) years with an option for Aptus to extend for two (2) additional years.

5.0 PROPOSAL REQUIREMENTS

Proponents should submit complete proposals including:

5.1. Experience & Qualifications

This section should highlight the experience and qualifications of the Proponent organization relevant to the requirements listed section of 4.1 - Key Deliverables. This should include, but is not limited to:

- Company history and ownership
- Overview of the management team
- Describe relevant experience providing temporary staffing services to the developmental services sector, with particular emphasis on experience providing staffing services in support of individuals with complex needs within the Toronto or York region.

5.2. Recruitment and Screening

This section should describe the process(es) in place that will ensure the Proponent can provide qualified Personnel that will meet or exceed the requirements listed in section 4.1 - Key Deliverables. These process(es) should include, but are not limited to:

- Recruiting and screening
- Training and education
- Monitoring performance
- Responding to complaints and performance issues

5.3. Service Delivery

This section should demonstrate the Proponent's ability to provide qualified Personnel in a reliable and timely manner to meet the requirements listed in section 4.1 - Key Deliverables. The Proponent's response should include, but not be limited to:

- Process(es), timelines and standard response times for fulfilling staffing needs on an urgent (i.e. same-day) and non-urgent basis
- Capacity of Proponent organization to support needs of Aptus (i.e. how many qualified staff are available at any given time)
- Process(es) for managing scheduling conflicts between Aptus and other client organizations
- Timelines for billing and invoicing of customers

5.4. Licensing and Documentation

This section should include the following documentation in support of:

Mandatory Criteria (section 3.0 above):

- a. Maintain and provide proof of Commercial General Liability insurance coverage for a minimum of \$2,000,000, including Professional Liability and Abuse coverage. A valid certificate naming Aptus as an additional insured will be required prior to contract signing.

- b. Provide proof of current and valid WSIB certification (will be required prior to contract signing).
- c. Possess a valid Business Number (BN) and proof of applicable HST registration status.
- d. Be registered and licensed to operate as a business in the province of Ontario, Canada.
- e. Provide proof of license to operate as a staffing service agency (mandatory requirement as per Ontario's Employment Standards Act as of July 1, 2024).

Other:

- Sample Contract – Used by Proponent organization for similar engagements. Aptus reserves the right to negotiate terms and conditions prior to contract signing.

5.5. Completed Forms and Appendices

- **Schedule A** - Proponent Information
- **Schedule B** - Three (3) current or recent references, with a minimum of two (2) references from the developmental services sector in Toronto or York Region
- **Schedule C** - Pricing form

6.0 EVALUATION CRITERIA

The Selection Panel will compare and evaluate all proposals that meet the Mandatory Requirements in accordance with the following Scoring Grid to determine the Proponent's strength and ability to provide the services. Aptus will select the proposal(s) that are most advantageous to Aptus (including best value based on quality, service and price).

Evaluation Criteria/Scoring Grid	Ranking Weight
Pricing (Schedule C)	40%
Experience and Qualifications (5.1)	30%
Recruitment & Screening (5.2)	15%
Service Delivery (5.3)	15%
Relevant References (Schedule B)	Met or Not Met
Mandatory Requirements (3.0), Licensing and Documentation (5.4)	Met or Not Met

Shortlisted Proponents will be selected for an interview with Aptus.

7.0 GENERAL TERMS & CONDITIONS

Aptus reserves the right to select multiple Proponents for the Temporary Staffing Services contract, at its sole discretion. The contract will be awarded to the qualified vendor(s) who

submit the best overall proposal, based on experience in handling similar projects, qualifications, approach, reference from previous clients and price.

Aptus Treatment Centre reserves the right to discuss any and all proposals, to request additional information from Proponents for clarification purposes.

Aptus Treatment Centre reserves the right without prejudice to reject any or all proposals, and to determine in its own judgment the vendor(s) best qualified to meet its needs. The lowest-cost proposal will not necessarily be selected.

If, in the opinion of Aptus Treatment Centre, a proposal contains false or misleading information of any kind or does not contain sufficient details to fully evaluate the capability or proposed price, Aptus reserves the right, in its sole discretion, to reject the proposal.

Aptus Treatment Centre reserves the right to award a contract without further discussions or clarifications with vendors. Thus, the contents of the RFP response and all pricing, terms and conditions therein will be binding upon the vendor.

8.0 Proponents Expenses

Proponents are solely responsible for their own expenses in preparing, and submitting proposals, for any meetings, negotiations or discussions with Aptus in any way to select a preferred Proponent.

9.0 Debriefing

Not later than sixty (60) calendar days following the date of posting of a contract award notification in respect of the RFP, a Proponent may contact the Procurement Officer via email at procurement@aptustc.com requesting a debriefing from Aptus, and Aptus shall conduct such debriefing.

10.0 Conflict of Interest

Please declare any potential conflicts of interest, whether actual or perceived.

11.0 Solicitation of Aptus Treatment Centre Staff

Proponents and their agents will not contact any member of Aptus with respect to this RFP, other than Aptus' Procurement Officer at any time prior to the award of a contract or the cancellation of this RFP.

12.0 No Obligation

Aptus reserves the right to reject any or all proposals as a result of this request and to re-advertise or recommence the RFP process if it desires.

Schedule A

Proponent's Information

Temporary Staffing Services for Aptus Treatment Centre

Complete this form and include it with the submission. Please ensure all information is legible.

1.	Company Name	
2.	Company Owner or President	
3.	Contact Name, Head Office Address, Phone number, email	Primary Contact Name: Phone #: Email:
4.	Years providing Temporary Staffing service in Developmental Services sector	
5.	Do you currently provide similar services in Toronto or York Region?	
6.	Company Head Office Address:	
7.	Main Phone #:	
8.	Company E-mail:	
9.	Company Business Number (CRA):	

Schedule B

Recent or Current References

Provide three (3) recent or current references of the Services where the requirements were similar to Aptus's requirements as set out in this RFP. Aptus reserves the right to request site visits and demonstrations of existing operations. Aptus reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review.

Reference #1

Name of Company:	
Company Contact Information	Contact Name: Phone Number: E-mail Address:
Length of time you have provided services to this customer (minimum two (2) years)	
Scope of Services provided	

Reference #2

Name of Company:	
Company Contact Information	Contact Name: Phone Number: E-mail Address:
Length of time you have provided services to this customer (minimum two (2) years)	
Scope of Services provided	

Reference #3

Name of Company:	
Company Contact Information	Contact Name: Phone Number: E-mail Address:
Length of time you have provided services to this customer (minimum two (2) years)	
Scope of Services provided	

Schedule C

Pricing Form

Temporary Staffing Services for Aptus Treatment Centre

Prepared and submitted separately but considered to be part of the proposal, an agency quotation for the fees to be charged for the duration of the Contract Period inclusive of the option to extend.

Any other related costs should be clearly stated to be part of the quoted project fee.

Job Classification	Hourly Rate
Day	
Evening (variety of shifts between 12:00 pm and 11:30 pm)	
Overnight Awake	
Overnight Asleep	

Other comments: