



Parent Support Services Society of BC

Request for Proposals: Human Resources Consultant - RFP2022-02

Proposal Due Date: 5:00:00 PM PST, February 18, 2022

1. Summary and Background

Parent Support Services Society of B.C. (PSS) is a provincial-wide operating society with an independent Board of Directors that focuses on the rights of children and families to be abuse free. PSS is currently accepting proposals from qualified and experienced Human Resources Consultant, to provide human resources consulting services.

The selected consultant will be responsible for supporting the Executive Director and Accountant with auditing, recommending, and establishing human resources practices that support the ongoing success of PSS.

2. About PSS

For nearly 50 years our mission has been to protect the safety and wellbeing of children and promote the health of all families in all their diversity in British Columbia. By partnering with communities and those in a parenting role, we can provide support, advocacy, education, research, and resources.

Currently we have 9 FTEs. We contract out our accounting, IT, and other services as needed.

3. Project Purpose and Deliverables

3.1 Project Purpose:

The objective of this Proposal is select a human resources consultant to enter into a contract with PSS. The contractor shall have experience and expertise in performing not-for-profit/Society human resource audits, be free of any obligations or interests that may conflict or affect their ability to perform and act as the human resources consultant on our behalf, and have the capacity to provide this service in a timely manner that provides best value for quality.



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The purpose of the Human Resources Services is to:

1. Meet with the necessary staff when required throughout the process; working with stakeholders to ensure alignment with requirements
2. Perform the a human resources audit;
3. Make recommendations to PSS for compliance and overall organizational improvement;
4. Identifying and embossing change management practice throughout the lifecycle of the project, including communication plan, to ensure successful implementation; and,
5. Serve as a resource and be available for consultation for the duration of the contract.

From a technical perspective, we envision the provider to submit a proposal and any appendices, which includes the following:

1. Company Profile and Contract: A brief profile of your background, the scope of your practice, and the range of activities performed. Identify the contact person, phone number and email address as well as the address and phone number of the office that will manage or assist in managing the contract.
2. Experience with Not-for-Profit organizations: List current and past clients and indicate the scope of work performed. Describe your familiarity and experience with BC employment regulations, specifically related to nonprofit organizations.
3. Staffing: Name and brief resume of the partner(s), manager(s) and other key staff who would be assigned to this contract.
4. Implementation: Proposals for work performed, approach and commitment to perform the work within the time specified in the schedule. This would include the approach to be used to gain an understanding of PSS' structure and systems as well as a proposed schedule and any specific techniques or processes to be used for the project.
5. COVID-19 Protocols: Outline the necessary precautions that the firm will take to ensure the safety of all staff involved. This plan must, at a minimum, follow WorkSafe BC and other governmental requirements or legislation in place.
6. Other Services: Description of the methodology to be used for keeping PSS abreast of any changes in human resources principles or legislation that would impact human resources at PSS.



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3.2 Scope of Work and Project Deliverables:

The contractor will be responsible for the following deliverables:

1. Auditing, Designing & Documenting HR policies and processes
2. Job description review/recommendations - clarifying roles & responsibilities within the organization. Review organizational functions and determine the proper distribution of areas of responsibility for team members.
3. Review and improve as necessary, existing procedures for onboarding, performance review, professional development, promotion, and separation of employees.
4. Develop long-term plan plans for HR, assist in contingency and succession planning for all areas of the organization
5. Audit HR compliance, including regarding personnel files, training compliance, and records management; recommend policies required to comply with applicable laws and regulations
6. Work with Executive Director, and relevant stakeholders, to implement recommendations and support compliance
7. Assess and possibly provide assistance in developing specifications for the competitive procurement of benefits plans.

3.3 Key Dates and Timelines:

The expected key dates and deliverables relating to the audit are as follows:

| Deliverables | Key dates* (2022) |
|------------------------------------------------|-----------------------------------|
| Proposals Due | 5.00pm PST, Friday February 18 |
| Proponent Chosen Letter of engagement | February 18-25 |
| Start Project | March 7 |
| Audit complete/recommendation report submitted | April 29 |
| Complete Project | September 30 |

*Depending on the availability, dates to be adjusted.



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3.4 Period of Contract:

The resulting contract will be in effect from approximately March 7, 2022 until September 30, 2022.

4. Proposal Evaluation Criteria

Only those bids that meet all mandatory requirements identified in this Request for Proposal will be further evaluated. The bid should be concise and should address, at a minimum, all mandatory criteria identified below. It is suggested that the Bidder address these criteria in sufficient depth in the bid.

4.1 Mandatory criteria for technical and financial bid includes:

- Estimated fees in Canadian dollars, excluding applicable taxes, for each deliverable listed. All costs must be itemized to include an explanation of all fees and costs. Bidders are requested to provide the hourly fee for personnel involved in delivering the proposed deliverables. All costs and fees must be clearly described.
- History of the firm and location, affiliation with any relevant partners or networks, size, etc.
- Description of support team, including bios, relevant experience and specific expertise that they will bring to this role – this section should demonstrate the ability of the firm to deliver on the specific items outlined in Deliverables
- Description of support process, including specifics regarding the level of responsiveness that PSS can expect on a regular basis – this section should include details about measures in place for when the primary contact/support staff are not available.
- Two (2) client references ONLY, for whom you have provided the services described in the statement of work.
- Value-added services, including whatever the Bidder may want to add to its proposal.
- Timeframe for completion of the project;
- All proposals must be signed by an official agent or representative of the company submitting the proposal.
- Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted. Additionally, all costs included in the proposals must be all-inclusive to include any outsourced or contracted work.
- All related documents/deliverables will become the property of PSS



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4.2 Evaluation criteria:

PSS will evaluate all proposals against all mandatory and rated requirements identified herein, based on the following criteria. To be eligible, all proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner.

To ensure consideration for this Request for Proposals, your proposal should be complete and include:

- **Organizational Experience (60%):** Bidders will be evaluated on their experience as it pertains to the scope of this project; examples of their work; client testimonials and references. Specifically does the bidder have the:
 - Functional, technical or vertical expertise – including staff expertise and experience – needed to accomplish their proposed deliverables?
 - Sectoral/problem or issue set expertise needed to accomplish their proposed deliverables?
 - Geographic/location-based expertise necessary to accomplish their proposed deliverables?
 - Experience working effectively within complex governance structures?
- **Value and cost (40%):** Bidders will be evaluated on the cost of their solution(s) based on the work to be performed in accordance with the scope of this project;
 - Is the scope of the proposed work and the funds requested reasonable and commensurate with the proposed goals?
 - Does the proposal represent a particularly thoughtful and efficient use of resources?

5. Timelines and Contract

- All proposals in response to this RFP are due no later than 5pm PST, February 18, 2022. Any proposals received after this date and time will NOT be considered.
- The shortlisted selection of firms will be reviewed by the Executive Director and Accountant. Parent Support Services will notify the preferred bidder and bidders who were not selected will be made within 10 business days of a decision.
- Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by PSS and will include scope, budget, schedule and other necessary items pertaining to the project



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6. How To Submit Proposal

Bidders should submit their proposal, in one consolidated document in PDF, to office@parentsupportbc.ca by February 18, 2022 at 5pm PST, with "RFP2022-02 Human Resources Consultant" in the subject line.

7. General Terms and Conditions

No Obligation

The submission of a proposal shall not in any manner oblige PSS to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.

Ownership of Proposals

All Proposals become the property of PSS. PSS agrees to treat all Proposals as confidential and agrees to use the Proposals only for purposes related to this RFP process.

Agreement of Non-Disclosure

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of PSS solely for the benefit of PSS.

Conflict of Interest

Proposers must identify any real or potential conflict of interest that may exist in connection to this RFP and/or any subsequent agreements. A conflict of interest is any situation or relationship that gives the Proposer a real or perceived unfair advantage or any situation or relationship that is not in keeping with the Proposer's own conflict of interest standards. Any non-disclosure of any potential conflicts of interest may be sufficient cause to disqualify the Proposal or terminate/cancel any subsequent agreements.

Irrevocable Offer

Proposals constitute a valid and irrevocable offer which is open for acceptance by PSS for a period of 60 days following the Closing Date noted in the Key Dates table.

Compensation

No Proposer 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 Proponent shall be deemed to have agreed that it has no claim.



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Responsible Proposer

For PSS, a responsible proposer means:

- Does not discriminate and does not do business with others who discriminate on the basis of race, color, ethnicity, sex, gender, etc.
- Takes steps to safeguards all those it comes in contact with from any form of sexual abuse, harassment and discrimination.
- Complies with all applicable laws and regulations
- Will make no reference to PSS in any literature, promotional material, etc. without the express written consent of PSS.
- Has the necessary experience, resources (people/staff/subcontractors, financial and equipment and facilities) and technical skills to complete the Scope of Work

Use of PSS Logo

Proposers may use PSS's logo only for the preparation of their Proposal for this RFQ. The Proposers are not permitted to use PSS's logo for any other purpose without written consent from PSS.

Contract Term

PSS will negotiate contract terms and selection. All contracts are subject to review by PSS and a project will be awarded upon signing of a contract which outlines terms, scope, budget and other necessary details.

