



Ontario Community Care Access Centres (CCAC) Request For Proposals Process (RFP) in Home and Community Care

Initiation Phase

1. The CCAC posts the intent to begin an RFP process on MERX (government procurement website) by announcing the release of an RFQ (Request for Qualification).
2. The CCAC sets a pre-qualification (RFQ) deadline date
3. Respondents enter pre-qualification process to be able to compete for contracts: (Pre-qualification criteria include financial viability of company, creditworthiness, litigation history, submission of total service volumes provided over three of the last five years by discipline and demonstration of experience providing similar services. Upon meeting pre-qualification criteria respondents receive notice from the CCAC that they have met pre-qualification criteria and will be allowed to compete in RFP process
4. Respondents are allowed to submit clarification questions to the CCAC at the beginning of the RFP process. All questions are responded to at one time, in writing.
5. Respondents have the opportunity to attend an RFP meeting held by the CCAC to obtain more information.
6. Respondents submit RFP responses to the CCAC by specified deadline dates and according to strict documentation submission guidelines.

Evaluation Phase

7. CCACs evaluate proposals based on 'two-envelope' system¹, (Criteria for quality is weighted at 75% (quality submission = 45% and interview/site visit = 30%) and includes ability to produce evidence regarding processes to monitor and evaluate quality service, on-going staff training and risk management processes. Interviews are held and on-site visits are generally conducted.
8. CCACs use a fair and equitable process to judge all submissions for high quality criteria only.
9. Once quality requirements have been met (score 75% or greater), respondents obtain an interview/site visit. **Only** those respondents who receive 75% or greater on the interview proceed to site visit. A score of 75% or greater is required on the site visit for the price envelope (Envelope #2) to be opened. The price component is weighted at 25%.²

¹ Two Envelope refers to two main criteria (quality and price) on which the proposal is judged: Quality is weighted at 75%, and price is weighted at 25%.

² Price Evaluation is only possible after sealed envelopes containing price quotations are opened. If a Respondent does not pass the Quality phase, the price envelope is never opened.

Notification Phase

10. Successful Respondents are notified of contract award, percent of service volumes awarded and contract start dates
11. Successful Respondents begin service to CCAC.
12. Proposal debriefing is provided to unsuccessful respondents and often upon request to successful respondents.

Service Delivery Phase

13. CCACs
 - determine eligibility of clients for care,
 - set service levels,
 - notify service provider of care requirements and make payments for service on a regular basis
 - monitor quality of service delivery on a quarterly and annual basis through reports and site audits over the duration of the contract until the contract expiration date.