
REQUEST FOR PROPOSAL (RFP) FOR Performance Measurement Consultant

Issued by: Pinecrest-Queensway Community Health Centre (PQCHC)

Date Issued: October 10th 2025

I. INTRODUCTION

The Pinecrest-Queensway Community Health Centre (PQCHC) is issuing this Request for Proposal (RFP) to engage a qualified Consultant to develop a Performance Measurement Framework and corresponding data collection tools and processes to support West Ottawa HART Hub's evaluation and reporting requirements. This work will take place in the context of an integrated service delivery model with 7 partner agencies and multiple data sources, including at least 2 EMRs. The Consultant will also be responsible for training staff; overseeing data collection; compiling, cleaning and analyzing data, including comparisons with broader health system data; completing reporting requirements; and identifying data collection improvements to be implemented in future years.

This is a 7-month contract (November 2025- May 2026) with the possibility of extension to April 2028.

II. BACKGROUND INFORMATION ON PQCHC AND FAMILIES FIRST PROGRAM

Organizational Description:

The Pinecrest-Queensway Community Health Centre (PQCHC) is a community-based health and social service provider serving the western Ottawa region. PQCHC provides integrated, multidisciplinary health services, along with health promotion, employment services, children and family services and community development programs. With a focus on equitable access to care, PQCHC serves a diverse population, including those with low income, immigrants, Indigenous people, and equity deserving groups.

West Ottawa HART Hub (WOHH):

The West Ottawa Homeless and Addiction Recovery Treatment (HART) Hub (WOHH) is a collaborative initiative designed to improve substance use health outcomes across the Ottawa West Four Rivers region. It is one of 28 HART Hubs (3-year demonstration projects) across Ontario being established to support individuals who are seeking help for their substance use health, mental health and housing needs.

The WOHH is being developed and delivered by seven core partners and led by PQCHC, with support from more than 20 organizations across the region. The HART Hub will provide safe, low-barrier and judgement-free access to a full continuum of services for people in need of support with their substance use health. This continuum will include primary care, addiction medicine, withdrawal and treatment services as well as housing, and housing case management support, peer connection, and access to social services.

The WOHH recognizes that substance use health requires a system-level response, built on principles of co-design and co-leadership with people with lived and living experience (PWLLE). The Community Addictions Peer Support Association of Ottawa (CAPSA) is a core funded partner, providing co-leadership in program and policy development, governance and evaluation. Other funded partners include Montfort Renaissance, Ottawa Salus, Recovery Care, Pathways to Recovery and Psychiatric Survivors of Ottawa. A unique feature of our project is the shared care model of services, with six agencies delivering integrated services across two program sites.

III. KEY RFP DELIVERABLES

The Consultant will work with the project's Performance Measurement and Data and Digital Health Working Groups to complete the following deliverables:

- Revisit and refresh the Evaluation Framework completed during the application process
 - Ensure it encompasses funder requirements
 - Ensure that CAPSA's Key Performance Indicators, developed based on extensive research and focused on priorities set by those with lived experience, are embedded in the framework
 - If possible, include a common data set with other HART Hub sites in the Ottawa area
 - Ensure the framework addresses the full range of KPIs to tell our HART Hub story
 - Align the evaluation framework and data collection with directives from the Centre of Excellence and/or other provincial tables as appropriate
- Establish data collection tools and processes which can be implemented across the HART Hub
 - Address challenge of multiple EMRs and data sources
 - Review current data collection practices of core partners to assess baseline
 - Research and build off the data collection processes and tools of organizations doing similar work
 - Establish templates, workflows and schedules for data collection
 - Ensure tools and processes are aligned with our collective health equity lens and practice
- Launch and oversee data collection
 - In collaboration with WOHH leadership, orient staff to data collections tools, timelines and workflows
 - Support staff with data collection challenges in early stage of roll-out
 - Conduct regular data pulls to ensure data is being collected appropriately
 - Address issues and adapt processes as needed
- Compiling, cleaning and analyzing data
 - Compile and clean data at regular intervals to ensure accuracy and completeness
 - Complete data analysis to measure project's progress against KPIs
 - Compare project data against broader health system data to identify similarities and differences
 - Identify data collection improvements to be implemented in future years.
- Reporting

- Assist in the completion of funder reports in collaboration with the WOHH leadership team

IV. RFP SUBMISSION DEADLINE AND REQUIREMENTS

Please submit the following documents to Dawn Lyons (d.lyons@pqchc.com) by October 27th 2025.

- Consultant's resume
- A brief description of the consultant's relevant skills and experience, highlighting how this aligns with the requirements outlined in the RFP
- A draft proposal and workplan outlining how deliverables will be met within 7-month timeframe
- Cost estimate (please note cannot exceed \$25,000 plus HST)
- Name and contact information for 5 professional references
- Completed conflict of interest form

RFP INQUIRIES

All enquiries regarding this RFP should be directed via email to Dawn Lyons, Interim Director, West Ottawa HART Hub d.lyons@pqchc.com. The deadline for enquiries is (insert date).

APPENDIX 1: CONFLICT OF INTEREST FORM

Conflict of Interest Form

If the box below is left blank, the Consultant will be deemed to declare that: (1) there was no Conflict of Interest in preparing its submission; and (2) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the Request for Proposal.

Otherwise, if the statement below applies, check the box.

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The Consultant declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the vendor foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the Request for Services.

If the Consultant declares an actual or potential Conflict of Interest by marking the box above, the Vendor must set out below details of the actual or potential Conflict of Interest:

Name: Signing Authority of Company

Title:

Signature:

Date:

APPENDIX 2: TERMS AND CONDITIONS

RFP Terms and Conditions

Communication after Issuance of RFP

The Client Representative is Dawn Lyons, Interim Director, West Ottawa HART Hub.

Consultants are prohibited from contacting any staff and Board to obtain any information pertaining to this RFP, RFP Process, or to demonstrate or justify the Consultant's services or relay other benefits of doing business with PQCHC. It is inappropriate for the Consultant to initiate contact with any member of the Client Representative or any other staff unless specifically requested to do so by the Client Representative. Please note that it is inappropriate for the Consultant to engage in any entertaining of any staff member connected with this RFP. Any Consultant who fails to comply with this requirement will be disqualified from the bidding process.

Reservation of Rights of Pinecrest-Queensway Community Health Centre

In addition to any other express rights or any other rights which may be implied in the circumstances, without liability, cost, or penalty to PQCHC, PQCHC may at any time prior to or after the RFP Closing Date: October 27th 2025

Waive formalities and accept proposals that substantially comply with the requirements of this RFP;

Waive irregularities in any consultant's proposal;

Check references other than those provided by a consultant;

Disqualify a consultant whose proposal contains misrepresentations or any other inaccurate or misleading information;

Disqualify a consultant or the proposal of a vendor who has engaged in conduct prohibited by this RFP;

Accept or reject a proposal if only one proposal is submitted;

Select any consultant other than the consultant whose proposal reflects the lowest pricing;

Cancel this RFP process at any stage;

Cancel this RFP and issue a new RFP for the same or similar services;

Discuss with any consultant different or additional terms to those contemplated in this RFP or in any vendor's proposal;

Accept a consultant's proposal as is, or negotiate with any consultant any new requirements or terms, or changes that may be deemed necessary by PQCHC; and

Reject any or all proposals in the absolute discretion of PQCHC.

Any amendment or supplement to this RFP will be communicated to interested parties in the same manner in which this RFP was issued.

Any reference to RFP in this document will mean this RFP and all addenda, amendments or supplements, if any.

Costs of proposals

PQCHC assumes no responsibility for any Consultant's costs associated with the preparation and presentation of its proposal.

Confidentiality

All information distributed in connection with this RFP is confidential and is to be used for the sole purpose of completing submissions and are to be used for no other purpose unless prior written consent has been provided by PQCHC. All material and information distributed will remain the property of PQCHC to be used at their discretion.

All candidates electing not to submit a proposal will dispose of any and all confidential information within a responsible manner.

Governing Law

The RFP, the consultant's proposal and every document that will be required to be executed by the parties pursuant to the RFP will be governed by the laws of Ontario and the laws of Canada applicable therein, without reference to their respective conflict of laws principles.

Evaluation of Proposals

The evaluation of the proposals will be conducted by the PQCHC RFP committee. A proposal must meet the requirements of each applicable stage to proceed to the next stage.

Stage 1 consists of evaluating the knowledge / experience profile, proposed approach and pricing.

Stage 2 consists of a virtual interview

Stage 3 consists of verifying reference information. PQCHC's RFP Team will contact the listed references of the selected candidate for verification.

The points allocated to each stage of the evaluation process are as follows:

Stage, Evaluation Process, Points

1. Pricing Information, 10
2. Service Requirements- knowledge / experience profile and approach 20
3. Interview 20
3. Reference Verification, Pass / Fail

SELECTION OF VENDOR

Failure to Enter into Agreement

If a selected Consultant fails to execute the Agreement within a period of 30 days of notice of selection, PQCHC may, in its sole and absolute discretion and without incurring any liability, rescind the selection of that Consultant.

Notification to Other Consultants

Once an Agreement is executed by the successful vendor and PQCHC, the other Consultants will be notified by PQCHC.