



REQUEST FOR PROPOSALS

NUNAVUT TUNNGAVIK INCORPORATED

1.0 INTRODUCTION

1.1 Purpose of this request

This Request for Proposal is for the development of a discussion paper that will outline the steps and actions required to develop a Wellness Ombudsperson's Office, or a body with similar functions in Nunavut. The purpose of this office will be to increase access to recourse for Inuit who experience discrimination, racism and lack of culturally appropriate support in Education, Family Services and Health Systems. The office will be the point of contact to report incidents of discrimination when accessing these services and it will determine options to resolve conflicts or concerns to ensure necessary improvements and changes overall in these systems.

Further detail about the scope of work and required timeline can be found in section 2.0 below.

1.2 Background

Nunavut Tunngavik Incorporated (NTI) is the representative organization for Nunavut Inuit under the 1993 Nunavut Agreement, a comprehensive land claims agreement with the Crown. NTI's mission is to advance Inuit economic, social and cultural well-being through the full implementation of the Nunavut Agreement. For more information about NTI (including NTI's Procurement Policy) and the Nunavut Agreement, please visit www.tunngavik.com.

2.0 SCOPE OF WORK AND TIMELINE

2.1 Scope of Work

The successful proponent will complete the following as per the Project Schedule/Timeline outlined in section 2.2:

- Undertake a document review and perform background research on the issue;
- Conduct key informant interviews with stakeholders as recommended by an advisory group established by NTI;
- Provide a written update to NTI monthly; and

- Produce an environmental scan report and present these findings to the advisory group. The report should address:
 - Current mechanisms available to address discrimination, racism and lack of culture-appropriate support in Family Services, Education and Health in Nunavut, including findings from key informant interviews.
 - Formal structures available to Indigenous populations in North America, New Zealand, Australia, and other Indigenous regions (e.g., Circumpolar) for receiving and resolving complaints of racism in these systems.
 - Whether there are examples of similar bodies who also provide a mechanism to receive complaints from Inuit employees seeking recourse and remedy due to experiences of racism working in these systems.

The successful proponent may be asked to present the report to a larger gathering of stakeholders involved in improving Cultural Safety in the Family Services, Education and Health systems.

Based on the research produced by the environmental scan, the successful proponent will develop:

- Recommendations on the structure and scope of the Ombudsperson’s Office, including feasibility and effectiveness of serving a broad scope of service complaints (i.e., Health, Education and Family Services versus the Health System, alone). The recommendations could be in the form of options listing potentially different models.
- A business plan for the Ombudsperson’s Office (staffing levels and operating costs);
- 3 iterative drafts of specific advocacy and complaint management mechanisms that can be employed by the Ombudsperson to address anti-Inuit racism in Family Services, Education and Health in Nunavut for review with relevant partners (e.g., Government of Nunavut Departments of Health, Education, Family Services, and Justice etc.); and
- A final roadmap to establishing an Ombudsperson’s office, including legal and regulatory issues/steps which need to be addressed to establish and formalize the role.

2.2 Project Schedule/Timeline

The project duration is 8 months with a start date of February 24, 2025 and an end date of October 24, 2025.

Date of RFP issue:	January 20, 2025
Final Response to Inquiries:	January 31, 2025
Date and Time for Final Submission:	February 5, 2025
Award of Contract by (preferred):	February 19, 2025

Project Start (preferred):	February 24, 2025
Interim Progress Reports:	Monthly
Draft Reports:	To be determined in collaboration with contractor.
Final Reports:	October 24, 2025

3.0 GENERAL INSTRUCTIONS TO PROPONENTS

3.1 Submissions and Inquiries

An interested firm or individual (Proponent) may submit a hard copy and/or an electronic copy of their proposal. Hard copies should be in a sealed envelope or other sealed packaging, clearly marked on envelope/packaging with the name of this RFP. Proposals must be received by NTI no later than 5:00 p.m. ET on February 5, 2025 at the following physical or email address:

Nunavut Tunngavik Inc.
 Attention: Opal McInnis
 3rd Floor, Igluvut Bldg. P.O. Box 638
 Iqaluit, NU X0A 0H0
 E-mail: omcinnis@tunngavik.com

For email submissions, it is recommended that the proposal be sent well in advance of the closing deadline. NTI will not accept liability for any claim, demand or other actions for any reason should an e-mail transmission be interrupted, not received in its entirety, received after the stated closing time and date, or for any other reason.

NTI will not consider any proposal that is delivered after the closing deadline or is delivered to any address other than that provided above.

All inquiries concerning this RFP are to be in writing and directed to kbeddard@tunngavik.com. Any responses and/or any changes to the RFP will be posted on the NTI website or made available to all invited parties.

3.2 Terms and Conditions

(a) NTI has the right to cancel this RFP at any time and to reissue it for any reason whatsoever, without incurring any liability, and no Proponent will have any claim against NTI as a result of the cancellation or reissuing of the RFP.

(b) Submitted Proposals may be amended before the deadline or withdrawn on written notice to NTI at any time before acceptance. All Proponents will be advised whether or not they are successful as soon as practicable.

(c) NTI may reject any proposal as non-responsive if it does not provide all information requested by this RFP, or waive any deficiencies considered by NTI, in its sole discretion, to be non-material. NTI may contact a Proponent any time after the submission of a proposal for the purpose of clarifying information contained in the proposal.

(d) NTI will not make any payments for the preparation of a response to this Request for Proposal. All costs incurred by a Proponent will be borne by the Proponent.

[DRAFTING NOTE (NOT PART OF THE RFP): ALTERNATIVE VERSION OF (d) IF CEO DECIDES TO PROVIDE FUNDING TO INUIT FIRMS BEFORE A PROPOSAL IS ISSUED] NTI will not make any payments for the preparation of a response to this RFP, except to Inuit Firms registered on NTI's Inuit Firm Registry at the sole discretion of the Chief Executive Officer. Inquiries can be made in writing and directed to the Inquiry Contact.

(e) This RFP is not an offer or tender call. NTI is not bound to accept any proposal or the proposal that provides for the lowest cost or price.

(f) If a contract is awarded as a result of this RFP, it shall be awarded to the Proponent who is most responsive and whose proposal provides the best potential value to NTI. A Proponent who is "responsive" is one who best meets the requirements described in this RFP and possesses the ability to perform fully the requirements described in the RFP.

(g) The negotiation and execution of a written agreement shall constitute the making of a contract. No proponent shall acquire any legal or equitable rights or privileges whatsoever under this RFP until the contract is signed.

(h) The contract will contain relevant provisions from this RFP, from the accepted proposal, as well as other terms that may be mutually agreed upon, whether arising from the accepted proposal or as a result of any negotiations. NTI reserves the right to negotiate modifications with any Proponent who has submitted a proposal.

(i) In the event of any inconsistency between this RFP and the ensuing contract, the contract shall govern.

(j) An evaluation committee will review each proposal. NTI reserves the exclusive right to determine the qualitative aspects of all proposals relative to the evaluation criteria. NTI has no obligation to discuss with Proponents its decisions regarding any qualitative aspects of Proposals.

(k) NTI encourages the use of Inuit goods, services, labour, and training of Inuit labour in any evaluation of a Proposal (see Evaluation Criteria for further detail). A list of approved Inuit Firms can be found on NTI's website or obtained from NTI's Inuit Firm Secretariat.

(l) Proposals may be short-listed. Proponents whose proposals are short-listed may be requested to make a formal presentation. Such presentations shall be made at the cost of the Proponent.

(m) The proposal and accompanying documentation submitted by the Proponent become the property of NTI and will not be returned.

4.0 SUBMISSION REQUIREMENTS

The proposal shall include all the information required below in order to be evaluated.

4.1 Proponent's Knowledge and Experience

(a) Outline Corporate Experience in Procurement Area (maximum length: 2 pages)

The proposal should describe the Proponent's organizational capacity relevant to the project/services, including but not limited to:

- A summary overview of the Proponent's organization describing the number of years in business; types of resources; and types of clients to whom the Proponent has provided services; and
- The number of Proponent's full time and part time employees and/or subcontractors that are available to provide services to the project;

(b) Outline Individual or Team Knowledge and Experience (maximum 2 pages per team member)

The proposal should describe the principal members of the proposed team, including their roles and responsibilities, their knowledge, experience and qualifications, and their ability to provide the required work. Information provided for each should include name, education, certification (if any) and any prior experience working in the north / Nunavut / with Inuit and/or Indigenous peoples and organizations.

(c) Identify Past Projects and Reference

The proposal should describe at least one specific project or assignment (maximum: three) that the Proponent has carried out that is similar to the required work in question or for a client comparable to NTI that demonstrates the Proponent's expertise relevant to the required work.

Details should include the date and duration of the project, the number of company resources involved in the project and their roles, a description of the project's value to the client, and what the Proponent specifically did during its involvement with the project.

Projects demonstrating experience working in the north / Nunavut / with Inuit and/or Indigenous peoples and organizations are preferred.

A minimum of one independent reference (that is, from someone other than the Proponent or someone on the Proponent's team) must be provided. NTI may also consult its own records and staff with respect to work the Proponent has done for NTI or a Regional Inuit Association and take that into account in the scoring.

4.2 Project Approach and Work Plan

The Proposal must include

- A detailed outline of the project approach and methodology
- A detailed work plan, to include steps to be taken and tasks to be completed as well as a detailed timeline
- Project controls including quality assurance measures and measures and contingency plans to ensure the proposed timeline will be met
- A clear description of deliverables

4.3 Project Budget (Estimated Fees and Expenses)

The proposal should provide an estimated project budget with a reasonable level of detail that include, at a minimum

- Hourly and/or daily rates for each team member or class of team member (including subcontractors), and rates for travel time, if any or different
- Flat rates for particular services (where applicable)
- Any other rates, charges or discounts
- Number of hours/days for each team members on any given task (in general, any task that requires more than 3 days of work or costs more than \$3,000, whichever is lower, requires a separate line of description and estimated hours/days).
- Payment schedules (e.g., payment due upon completion of work or installment payments based on a fixed timeline or stages of work under a logical sequence (the latter is preferred where practical)).

Amounts must be stated in actual dollars and cents, exclusive of GST, and expressed in Canadian funds. The Proposal should include an outline of the preferred billing arrangements, if any, and may include a description of a standard invoice. The proposal should also identify whether the proponent will charge an administrative/management fee (if yes, the percentage (the administrative/management may not exceed 10% of the project budget (excluding GST and disbursements/expenses)).

All expenses/disbursements will be based on estimate and subject to approval of the project manager if a Proponent is selected to enter into a contract with NTI.

Inuit Firms registered on NTI's Inuit Firm Registry will receive an adjustment (Inuit Firm Adjustment) of 20% on the fees and expenses component of the proposal. In order to receive the Inuit Firm Adjustment, proposals must include information of the Proponent's ownership structure. Proposals must also include details concerning all sub-contractors, including the fees and expenses attributable to the subcontractor. The Inuit Firm Adjustment will not be applied to any portion of the proposal where the work is to be

subcontracted to a non-Inuit firm. The Inuit Firm Adjustment may be applied to proposals made by non-Inuit firms with respect to any portion of the proposal where the work is to be subcontracted to an Inuit firm.

4.4 Use of Inuit Labour

NTI promotes Inuit employment and use of Inuit labour. In order to receive the adjustment for use of Inuit labour, contract proposals must include details concerning proposed use of Inuit labour by the proponent and all sub-contractors. Contract proposal demonstrating the use of Inuit labour (directly or through sub-contractor) will receive up to 20% of the overall available points. Additional reporting will be required from the successful Proponent on the actual use of Inuit labour after the contract is awarded and failure to implement the proposed Inuit labour target will result in a penalty.

5.0 PROPOSAL EVALUATION

Proposals that are considered to be complete will be evaluated according to the following criteria:

Required Criteria	Points Available
Corporate Experience: 10 Individual and Team Knowledge/Experience: 20 Past Projects and References: 10	Subtotal: 40
Project Approach and Work Plan	10
Project Budget (Estimated Fees and Expenses, including Inuit Firm Adjustment, where applicable)	30
Use of Inuit Labour	20
Total Points	100