



Request for Proposals

Review of Use of Request for Proposal Process for Settlement and Language Services

Ministry of Attorney General Request for Proposals Number: AG:2006-FAD-0001

Issue date: December 1, 2005

Closing Time: Proposals must be received **before** 2:00 PM Pacific Time on: January 4, 2006

Government Contact Person: All enquiries related to this Request for Proposals, including any requests for information and clarification, are to be directed, in writing, to the following person who will respond if time permits. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses will be recorded and may be distributed to all Proponents at the Province's option.

Betty-Ann Atherton, Acting Manager, Procurement Support

Facsimile: 250 387-5034

Delivery of Proposals

Proposals must not be sent by mail, facsimile or e-mail. Proposals are to be submitted as follows:
3 complete hard-copies must be delivered by hand or courier to:

Ministry of Attorney General
Management Services Branch, Finance and Administration Division
5th Floor, 910 Government Street
Victoria, B.C. V8W 9J8
Attention: Betty-Ann Atherton

Proposal envelopes should be clearly marked with the name and address of the Proponent, the Request for Proposals number, and the project or program title.

Proponents' Meeting A Proponents' meeting will **not** be held.

Proponent contact phone number:

Proponent Section Instructions:

A person authorized to sign on behalf of the Proponent **must** complete and sign the Proponent Section, leaving the rest of this page otherwise unaltered, and include the originally-signed and completed page with the first copy of the proposal.

Proponent Section:

The enclosed proposal is submitted in response to the above-referenced Request for Proposals, including any addenda. Through submission of this proposal we agree to all of the terms and conditions of the Request for Proposals and agree that any inconsistent provisions in our proposal will be as if not written and do not exist. We have carefully read and examined the Request for Proposals, including the Administrative Section, and have conducted such other investigations as were prudent and reasonable in preparing the proposal. We agree to be bound by statements and representations made in our proposal.

<i>Signature:</i>	<i>Legal Name of Proponent, and Doing Business As Name If Applicable:</i>
<i>Printed Name:</i>	<i>Address:</i>
<i>Title:</i>	
<i>Date:</i>	

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A. Definitions and Administrative Requirements

1. Definitions

Throughout this Request for Proposals, the following definitions apply:

- a) "CBS" means the Common Business Services of the Ministry of Labour and Citizens' Services;
- b) "Contract" means the written agreement resulting from this Request for Proposals executed by the Province and the Contractor;
- c) "Contractor" means the successful Proponent to this Request for Proposals who enters into a written Contract with the Province;
- d) "Ministry" means Ministry of Attorney General and Minister Responsible for Multiculturalism;
- e) "must", or "mandatory" means a requirement that must be met in order for a proposal to receive consideration;
- f) "Proponent" means an individual or a company that submits, or intends to submit, a proposal in response to this Request for Proposals;
- g) "Province" means Her Majesty the Queen in Right of the Province of British Columbia and includes the CBS division and the Ministry;
- h) "Request for Proposals" means the process described in this document; and
- i) "should" or "desirable" means a requirement having a significant degree of importance to the objectives of the Request for Proposals.

2. Terms and Conditions

The following terms and conditions will apply to this Request for Proposals. Submission of a proposal in response to this Request for Proposals indicates acceptance of all the terms that follow and that are included in any addenda issued by the Province. Provisions in proposals that contradict any of the terms of this Request for Proposals will be as if not written and do not exist.

3. Additional Information Regarding the Request for Proposals

Proponents are advised to fill out and return the attached Receipt Confirmation Form. Any subsequent information provided on this RFP will be sent to those Proponents that have completed this form.

4. Late Proposals

Proposals will be marked with their receipt time at the closing location. Only complete proposals received and marked before closing time will be considered to have been received on time.

Hard-copies of late proposals will not be accepted and will be returned to the Proponent.

In the event of a dispute, the proposal receipt time as recorded at the closing location shall prevail whether accurate or not.

5. Eligibility

- a) Proposals will not be evaluated if the Proponent's current or past corporate or other interests may, in the Province's opinion, give rise to a conflict of interest in connection with the project described in this Request for Proposals. This includes, but is not limited to, involvement by a Proponent in the preparation of this Request for Proposals. If a Proponent

is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the Government Contact Person listed on page 1 prior to submitting a proposal.

- b) Proposals from not-for-profit agencies will be evaluated against the same criteria as those received from any other Proponents.

6. Evaluation

Evaluation of proposals will be by a committee formed by the Province and may include employees and contractors of the Province. All personnel will be bound by the same standards of confidentiality. The Province's intent is to enter into a Contract with the Proponent who has the highest overall ranking.

7. Negotiation Delay

If a written Contract cannot be negotiated within thirty days of notification of the successful Proponent, the Province may, at its sole discretion at any time thereafter, terminate negotiations with that Proponent and either negotiate a Contract with the next qualified Proponent or choose to terminate the Request for Proposals process and not enter into a Contract with any of the Proponents.

8. Debriefing

At the conclusion of the Request for Proposals process, all Proponents will be notified. Unsuccessful Proponents may request a debriefing meeting with the Province.

9. Alternative Solutions

If alternative solutions are offered, please submit the information in the same format, as a separate proposal.

10. Changes to Proposals

By submission of a clear and detailed written notice, the Proponent may amend or withdraw its proposal prior to the closing date and time. Upon closing time, all proposals become irrevocable. The Proponent will not change the wording of its proposal after closing and no words or comments will be added to the proposal unless requested by the Province for purposes of clarification.

11. Proponents' Expenses

Proponents are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the Province, if any. If the Province elects to reject all proposals, the Province will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

12. Limitation of Damages

Further to the preceding paragraph, the Proponent, by submitting a proposal, agrees that it will not claim damages, for whatever reason, relating to the Contract or in respect of the competitive process, in excess of an amount equivalent to the reasonable costs incurred by the Proponent in preparing its proposal and the Proponent, by submitting a proposal, waives any claim for loss of profits if no Contract is made with the Proponent.

13. Proposal Validity

Proposals will be open for acceptance for at least 90 days after the closing date.

14. Firm Pricing

Prices will be firm for the entire Contract period unless this Request for Proposals specifically states otherwise.

15. Currency and Taxes

Prices quoted are to be:

- a) in Canadian dollars;
- b) inclusive of duty, where applicable; FOB destination, delivery charges included where applicable; and
- c) exclusive of Goods and Services Tax and Provincial Sales Tax.

16. Completeness of Proposal

By submission of a proposal the Proponent warrants that, if this Request for Proposals is to design, create or provide a system or manage a program, all components required to run the system or manage the program have been identified in the proposal or will be provided by the Contractor at no charge.

17. Sub-Contracting

- a) Using a sub-contractor (who should be clearly identified in the proposal) is acceptable. This includes a joint submission by two Proponents having no formal corporate links. However, in this case, one of these Proponents must be prepared to take overall responsibility for successful performance of the Contract and this should be clearly defined in the proposal.
- b) Sub-contracting to any firm or individual whose current or past corporate or other interests may, in the Province's opinion, give rise to a conflict of interest in connection with the project or program described in this Request for Proposals will not be permitted. This includes, but is not limited to, any firm or individual involved in the preparation of this Request for Proposals. If a Proponent is in doubt as to whether a proposed subcontractor gives rise to a conflict of interest, the Proponent should consult with the Government Contact Person listed on page 1 prior to submitting a proposal.
- c) Where applicable, the names of approved sub-contractors listed in the proposal will be included in the Contract. No additional subcontractors will be added, nor other changes made, to this list in the Contract without the written consent of the Province.

18. Acceptance of Proposals

- a) This Request for Proposals should not be construed as an agreement to purchase goods or services. The Province is not bound to enter into a Contract with the Proponent who submits the lowest priced proposal or with any Proponent. Proposals will be assessed in light of the evaluation criteria. The Province will be under no obligation to receive further information, whether written or oral, from any Proponent.
- b) Neither acceptance of a proposal nor execution of a Contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or by-law.

19. Definition of Contract

Notice in writing to a Proponent that it has been identified as the successful Proponent and the subsequent full execution of a written Contract will constitute a Contract for the goods or services, and no Proponent will acquire any legal or equitable rights or privileges relative to the goods or services until the occurrence of both such events.

20. Contract

By submission of a proposal, the Proponent agrees that should its proposal be successful the Proponent will enter into a Contract with the Province on the terms set out in Appendix B.

21. Liability for Errors

While the Province has used considerable efforts to ensure information in this Request for Proposals is accurate, the information contained in this Request for Proposals is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Province, nor is it necessarily comprehensive or exhaustive. Nothing in this Request for Proposals is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this Request for Proposals.

22. Modification of Terms

The Province reserves the right to modify the terms of this Request for Proposals at any time in its sole discretion. This includes the right to cancel this Request for Proposals at any time prior to entering into a Contract with the successful Proponent.

23. Ownership of Proposals

All proposals submitted to the Province become the property of the Province. They will be received and held in confidence by the Province, subject to the provisions of the *Freedom of Information and Protection of Privacy Act* and this Request for Proposals.

24. Use of Request for Proposals

Any portion of this document, or any information supplied by the Province in relation to this Request for Proposals may not be used or disclosed, for any purpose other than for the submission of proposals. Without limiting the generality of the foregoing, by submission of a proposal, the Proponent agrees to hold in confidence all information supplied by the Province in relation to this Request for Proposals.

25. Reciprocity

The Province may consider and evaluate any proposals from other jurisdictions on the same basis that the government purchasing authorities in those jurisdictions would treat a similar proposal from a British Columbia supplier.

26. No Lobbying

Proponents must not attempt to communicate directly or indirectly with any employee, contractor or representative of the Province, including the evaluation committee and any elected officials of the Province, or with members of the public or the media, about the project described in this Request for Proposals or otherwise in respect of the Request for Proposals, other than as expressly directed or permitted by the Province.

B. Requirements and Response

1. SUMMARY OF THE REQUIREMENT

The purpose of the RFP is to contract with a successful Proponent to conduct a review of the use of the Request for Proposal process currently used by the Settlement and Multiculturalism Division and provide recommendations to its effectiveness as an appropriate solicitation method for procuring Settlement and Language services.

The Contractor will also be responsible for expressing an opinion on what the best and most practical methodology would be for acquiring immigrant Settlement and Language Services.

The total contract price must not exceed \$40,000 and the services should be completed within three (3) months from the date of signing the Contract.

The Contractor and named individuals must not have worked with or for any contractor who has provided Settlement and Language Services within the past three (3) years.

2. ADDITIONAL DEFINITIONS

In addition to the RFP Definitions set out in paragraph 1 of Section A, throughout this Request for Proposal, the following definitions will apply:

- a) “BCSAP” means British Columbia Settlement and Adaptation Program;
- b) “Outcome” means a benefit or change for individuals or populations during and after receiving services or participating in program activities. Outcomes may relate to behaviour, skills, knowledge, attitudes, values or condition;
- c) “Settlement and Adaptation” Settlement means meeting the initial needs of newcomers for the basic needs of life, including housing, food, registering children in school, signing up for language training, generally accessing mainstream services, with the assistance of the Contractor, and understanding basic rights and responsibilities. Adaptation means the next step in the process, characterized by an immigrant’s ability to realize some benefits of settlement - that is, being able to access mainstream services independently, understanding Canadian social and cultural norms, improving language skills, developing contacts and building friendships in the community, and re-assessing personal goals.
- d) “Settlement and Language Services” means Streams 1, 2, 3 and 1/3 Blended under BCSAP:
 - i) “Stream 1” means Information and Support Services - Services include: initial needs assessments; orientation to and information about community and government services and systems, and Canadian norms; and referral to other community services. These services are provided in most cases by Settlement Workers who are employed by the organizations contracted to provide these services and are often available in the first language of the newcomer.
 - ii) “Stream 2” means Community Bridging Services – Services that match immigrant and refugee newcomers (individuals [youth and adult] or families) with volunteers from the host society so that they can better understand Canadian life and culture,

develop friendships and a sense of connectedness, and learn to access services in the community. The host volunteers will also benefit from these friendships and learn more about immigrants and immigration.

- iii) “Stream 3” means English Language Services for Adults (ELSA) – ELSA provides English as a second language instruction to adult immigrant newcomers to assist them with their settlement and adaptation to Canadian society. In order to reduce barriers to access, many of the third party organizations also provide free on-site child minding for dependent pre-school aged children of ELSA learners. They also, very occasionally, offer financial assistance for learners to travel to and from their classes when the cost of travel is clearly a barrier to attendance.
- iv) “Stream 1/3 Blended” means Information, Support & English Language Services for Adults – Services that provide multiple-barriered immigrant and refugee newcomers with the support services of Stream 1, while at the same time providing them with English language instruction.
- f) “Settlement and Multiculturalism Division” or “Division” means the Settlement and Multiculturalism Division within the Multiculturalism and Immigration Branch of the Ministry of Attorney General and Minister Responsible for Multiculturalism.

3. MINISTRY SITUATION/OVERVIEW

3.1 Division Responsibility

The Settlement and Multiculturalism Division (the Division) oversees the planning, funding, implementation, and management of the British Columbia Settlement and Adaptation Program (BCSAP). The primary goal of BCSAP is to support the successful settlement and adaptation of new immigrants and refugees to British Columbia. The Division assists newcomers in adapting to Canadian society through funding contracts with third-party agencies providing essential Settlement and Language Services. The majority of the funding for BCSAP is provided by the Federal Government under the terms of the Agreement for Canada – B.C. Cooperation on Immigration, available on the following website <http://www.cic.gc.ca/english/policy/fed-prov/bc-2004-agree.html>

3.2 Background

Under BCSAP, there are five major streams of funding:

- Information and Support Services (Stream 1);
- Community Bridging Services (Stream 2);
- English Language Services for Adults (ELSA) (Stream 3);
- Information, Support & English Language Services for Adults (Stream 1/3 Blended); and
- Sectoral Support and Delivery Assistance (Stream 4). This stream is out of scope for this RFP.

Since June, 2001 the Division has been working to identify commitments and priorities outlined in the government’s New Era document, available at <http://www.gov.bc.ca/> and strategic and fiscal

plans. A key goal of the government is to conduct business in an open, accessible, accountable, and financially responsible manner, within and outside the Ministry.

The objectives of the Division to meet this goal are:

- to achieve an effective third party contracting system based on accountability for results;
- to enhance the quality of services and products and the manner in which they are delivered; and
- to maximize the efficiencies and effectiveness of service delivery.

In order to meet the above objectives, over the past three years the Province has gradually shifted the method of procuring immigrant Settlement and Language Services, moving from an application process to a Request for Proposal (RFP) method for the majority of contracts. In 2004, there was a major implementation of the use of RFPs for contracts valued at approximately \$19 million for all funding Streams except Stream 4 of the BCSAP. The results of the RFPs varied depending on the particular community. For example, in some cases there was consolidation by larger agencies which resulted in the loss of contracts by agencies that had been traditional service providers. Due to budget reductions, changes to service demands, and the way the RFPs were structured, some communities lost services.

Several community agencies and other stakeholders have reacted negatively to this change and have requested a review of the RFP process for Settlement and Language Services. In a meeting with settlement sector representatives in February, 2005, former Ministers responsible for immigrant settlement, together with Ministry executives (in the former Ministry of Community, Aboriginal and Women's Services), made a verbal commitment to review the manner in which social service contracts related to immigrant Settlement and Language Services are established.

The Division's contract management practices have also been the subject of routine internal audits and reviews (such as the 2002 Contract Baseline Review). These audits and reviews resulted in the Division re-evaluating previous contracting processes and making adjustments that provide a clearer, more transparent process, defining program and service objectives and measurable Outcomes, and establishing consistent criteria and evaluation methodologies. This will enable the Ministry to consistently evaluate program effectiveness and make changes to improve service whenever necessary.

The Ministry has recently developed contracts for settlement and language services through several Requests for Proposals (RFPs). Based on feedback from vendors who provide these services, the Ministry made a commitment to review the RFP process for procuring these services. A Contractor is required to conduct a review of government policies and procedures related to the RFP process when procuring immigrant Settlement and Language Services, and to provide recommendations to its effectiveness as an appropriate solicitation method for procuring Settlement and Language services. The Contractor will also be responsible for expressing an opinion on what the best and most practical methodology would be for acquiring Settlement and Language Services.

3.3 Project Scope

3.3.1 Scope

The purpose of the RFP is to contract with a successful Proponent to conduct a review of the use of the Request for Proposal process currently used by the Settlement and Multiculturalism Division and provide recommendations to its effectiveness as an appropriate solicitation method for procuring Settlement and Language services. The Contractor will also be responsible for expressing an opinion on what the best and most practical methodology would be for acquiring Settlement and Language Services.

The final Contract(s) negotiated between the successful Proponent and the Province will be managed by the Manager, Procurement Support, of the Management Services Branch.

The Contractor will be paid for services on submission of an invoice upon Ministry approval of the interim and final reports. Invoices should accompany the reports at the time of submission.

3.3.2 Out of Scope

A needs assessment of service gaps and a review that encompasses broader social services are outside the scope of this review.

4. REQUIREMENTS

4.1 Capabilities

4.1.1 Qualifications

Proponents should name specific individuals to provide the services described in this RFP who have specialization and/or specific knowledge of:

- the British Columbia Provincial procurement policies and processes; and
- Canadian competitive procurement legislation and practice.

The above specialization and/or knowledge should have been gained through experience with Canadian competitive procurement projects, such as RFPs or formal education in Canadian procurement legislations and practices.

The Ministry prefers Proponents who have a general knowledge of Canadian procurement law and the Canadian immigration settlement and language services sector. General knowledge of procurement law should have been gained through research and experience with Canadian competitive procurement projects.

General knowledge of the Canadian immigration settlement and language services sector should have been gained through research, experience with non-BC immigration settlement and language services sector, and/or arms-length experience with the BC Settlement and Language Services sector (i.e. experience that was not directly related to one or more specific organizations that have provided or are currently providing Settlement and Language Services to the Province).

NOTE: Experience in procurement will be weighted more heavily than knowledge of the Canadian immigration settlement and language services sector.

Proponents and named individuals must not have worked with or for any contractor who has provided Settlement and Language Services within the past three (3) years.

Response Guideline

1. Name the individual(s) proposed to provide the services described in this RFP.
2. Describe how the individual(s) has gained the specialization, specific knowledge or general knowledge described above.
3. Describe how the Proponent organization and named individual(s) have not worked with or for any contractor who has provided Settlement and Language Services within the past three (3) years. Proponents may find a list of current Settlement and Language Services contractors at <http://www.ag.gov.bc.ca/sam/bcsap/pdf/results.pdf> Proponents are advised that this list may not be complete of all relevant contractors within the past three years. Proponents should contact the government contact person named on the front of this RFP if they are in doubt.

4.1.2 Experience

The individual should have three (3) years experience providing services of a similar nature. Services of a similar nature are defined as including the following elements:

- a) Reviewing and assessing the changing environment of procurement practices and methods, particularly in British Columbia;
- b) researching or investigating issues related to Canadian procurement practices;
- c) advising senior management on the impacts of policy changes;
- d) preparing policy, research and briefing papers on public sector procurement practices;
- e) dealing with other Canadian jurisdictions (municipal, private sector, international) to determine procurement best practices; and
- f) research and evaluation related to Canadian federal and provincial procurement practices.

The Ministry prefers that individual also have experience with the following:

- g) keeping current on developments in the procurement and competitive solicitation environment, particularly as they relate to the public sector.

Response Guideline

4. For the individual(s) named in section 4.1.1, describe in detail how items (a) through (g) are met. Include dates and names of the organization(s) where this experience was gained.
5. Provide three references for each of the persons named who can verify the information provided in response to question 4. References should contain

sufficient information for contact. The Ministry may contact these references without first notifying the Proponent.

6. Provide a resume for each individual named.

NOTE: Proponents are advised that if the Ministry checks the references provided by the Proponent, the information given by the reference will be taken into consideration in the evaluation and may affect the score awarded to the Proponent in this section.

NOTE: The Ministry expects that the individual(s) named under this section will be available for the duration of the Contract. Any changes to the named individual(s) will require the prior, written approval of the Ministry.

4.1.3 Administrative Capabilities

The Contractor will provide their own office, secretarial and administrative support services including but not limited to facsimile machine, stationery\letterhead, photocopying, office furniture and equipment and word processing. Proponents should have the Microsoft Word and Excel to ensure compatibility with the Ministry's systems.

The Contractor will be required to provide proof of Commercial General Liability insurance coverage. Proof of coverage will be in the form of a completed Province of British Columbia Certificate of Insurance provided prior to the commencement of services.

Response Guideline

7. Describe how the administrative and insurance expectations outlined above are proposed to be met.

4.2 Approach

4.2.1 Service Delivery

The Contractor will conduct a review of the use of the Request for Proposal process currently used by the Settlement and Multiculturalism Division and provide recommendations to its effectiveness as an appropriate solicitation method for procuring Settlement and Language services.

At a minimum, the Ministry requires the Contractor to:

- i) examine and demonstrate a basic understanding of the Settlement and Language Services provided by the Ministry;
- ii) review the procurement policies and procurement environment of the Province; as they relate to the procurement of Settlement and Language Services;
- iii) research the procurement processes used in other Canadian provinces and the Canadian federal government for the procurement of similar immigrant settlement and language services;

- iv) review the history and trends in contract solicitation/procurement and award methods for Settlement and Language Services over the past 10 years in BC and provide a brief history of key highlights;
- v) consult with key stakeholders throughout the Province (both internal and external to the BC provincial government) to determine their views on the use of RFPs and other procurement methods for Settlement and Language Services (travel may be required if the Proponent determines that in-person meetings with stakeholders is part of their proposed service delivery);
- vi) review and consider the legal and practical (including cost) implications of adopting procurement methods for Settlement and Language Services that could be an alternative to an RFP, or that change the existing RFP processes;
- vii) identify potential options to the current RFP process for Settlement and Language Services, including analysis of the advantages and disadvantages of each;
- viii) based on the collected stakeholder information and review data, provide a determination on what the best and most practical methodology would be for acquiring Settlement and Language Services; and
- ix) based on the collected stakeholder information and review data, provide a determination on what impact, if any, the proposed changes to the Settlement and Language Services would be on the procurement policy and procurement environment of the Province.

Response Guideline

8. Explain the proposed methodology to address each of the deliverables listed as items (i) to (ix) above. Include a description of all major activities (including planned travel, if applicable), a timeline (expressed as number of work days from Contract signing) for each major milestone and deliverable proposed.

NOTE: When responding to this section, Proponents may propose travelling for in-person meetings with stakeholders, researching purposes, etc. Any travel costs associated with this approach are to be included in the price proposed (see section 4.3); the Ministry will not pay separately for any travel costs associated with this Contract.

NOTE: In the event that the Ministry requests the Contractor to travel, Ministry-directed travel expenses may be claimed at the government Group II rate.

4.2.2 Reporting

The Ministry requires:

- i) an interim report outlining the progress of the project at the half way point of the Contract; and
- ii) a final report including the review findings, recommendations, and a rationale on what the best and most practical methodology would be for acquiring Settlement and Language Services.

Response Guideline

9. Describe how the reporting requirements outlined above are proposed to be met. Include the format, frequency and a brief overview of the content for each.

4.2.3 Communication

Proponents should have strategies and procedures to manage regular communications. These strategies and procedures should include:

- Regular communication methods using a variety of tools, such as phone, email, fax, etc.; and
- Referrals of media or service provider inquiries to the Division.

The Ministry also expects to be contacted immediately over any issues that may affect the Contractor's ability to provide the services as per the Contract.

Response Guideline

10. Describe in detail how the above expectations are proposed to be met.

4.3 Price

Proponents should propose an all inclusive, fixed and firm lump sum for all services described in this RFP. This lump sum needs to be inclusive of all expenses.

NOTE: Any travel proposed by the Proponent for the delivery of services are to be included in the price proposed (see section 4.2.1); the Ministry will not pay separately for any travel costs associated with this Contract unless travel is specifically requested by the Ministry.

NOTE: The Ministry will not pay for any items above the proposed lump sum.

The Ministry will use the proposed lump sum for evaluation purposes, using the following formula:

Lowest Proposed Price	X	Maximum points available
This Proposal's Proposed Price		

NOTE: Only those proposals that meet all mandatory requirements and minimum scores will be evaluated for price.

Response Guideline

11. Provide the proposed all inclusive, fixed and firm lump sum for all services described in this RFP.

5. EVALUATION

This section details all of the mandatory and desirable criteria against which proposals will be evaluated. Proponents should ensure that they fully respond to all criteria in order to receive full consideration during evaluation.

5.1 Mandatory Criteria

Proposals not clearly demonstrating that they meet the following mandatory criteria will be excluded from further consideration during the evaluation process.

Criteria	
a)	The proposal must be received at the closing location by the specified closing date and time.
b)	The proposal must be in English and must not be sent by facsimile or e-mail.
c)	Three (3) copies of the proposal must be submitted.
d)	An unaltered, completed and signed RFP cover page including Proponent section must be submitted with the proposal.
e)	Proponents and named individuals must not have worked with or for any contractor who has provided Settlement and Language Services within the past three (3) years.
f)	The total contract price must not exceed \$40,000.

5.2 Desirable Criteria

Proposals meeting all of the mandatory criteria will be further assessed against desirable criteria.

Criterion	Weight	Minimum score
Capabilities	40	24
Approach	40	
Price	20	
TOTAL	100	

6. Proposal Format

The following format, sequence, and instructions should be followed in order to provide consistency in Proponent response and ensure each proposal receives full consideration. All pages should be consecutively numbered.

- a) An unaltered, completed and signed RFP cover page including Proponent Section.
- b) Table of contents including page numbers.
- c) A short (one or two page) summary of the key features of the proposal.
- d) The body of the proposal, including pricing, i.e. the "Proponent Response".

Appendix A Receipt Confirmation Form

REVIEW OF USE OF REQUEST FOR PROPOSAL PROCESS FOR SETTLEMENT AND LANGUAGE SERVICES

REQUEST FOR PROPOSALS NO. AG:2006-FAD-0001

MINISTRY OF ATTORNEY GENERAL

CLOSING DATE AND TIME:

Proposals must be received **before** 2:00 PM Pacific Time on: January 4, 2006

For any further distributed information about this Request for Proposals,
please return this form by fax as soon as possible to:

Attention: Betty-Ann Atherton
Acting Manager, Procurement Support
Management Services Branch, Ministry of Attorney General
5th Floor, 910 Government Street
Victoria, B.C. V8W 9J8
Email: BettyAnn.Atherton@gov.bc.ca
Fax: 250-387-5034

COMPANY: _____

STREET ADDRESS: _____

CITY: _____ POSTAL/ZIP CODE: _____

PROVINCE/STATE: _____ COUNTRY: _____

MAILING ADDRESS, IF DIFFERENT: _____

FAX NUMBER: (___) _____ PHONE NUMBER: (___) _____

CONTACT PERSON: _____

TITLE: _____

E-MAIL ADDRESS: _____

Please send us any subsequent information about this Request for Proposals by:

Courier Collect: Courier Name and Account No. _____

Fax (default if no box checked) E-Mail

Appendix B Contract Form

By submission of a proposal, the Proponent agrees that should its proposal be successful, the Proponent will enter into a Contract with the Province in accordance with the terms of the Province's General Service Agreement; a copy of which is available on the Internet at:

http://www.pc.gov.bc.ca/psb/GSA/General_Service_Agreement.doc