



## **Prince Edward-Lennox and Addington Social Services**

### **Request for Proposals**

#### ***EarlyON Child and Family Centres***

Prince Edward-Lennox and Addington Social Services (PELASS), as the Consolidated Municipal Services Manager (CMSM) for the Counties of Prince Edward and Lennox and Addington, is seeking to select a qualified and experienced not-for-profit organization for the management and operation of EarlyON Child and Family Centres. A lead proponent will be selected for each of the Counties of Prince Edward and Lennox and Addington.

The requirements for the responses to this Request for Proposal (RFP) are described in this document. Submissions by email, mail or in person, from qualified organizations, will be received by the undersigned no later than **March 9<sup>th</sup>, 2018**.

**All submissions should be marked “Confidential”.**

**Pam Kent**  
**Manager, Children’s Services**  
**Prince Edward – Lennox and Addington Social Services**  
**County of Lennox and Addington**  
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## I. Background

The County of Lennox and Addington, as the CMSM for the Counties of Prince Edward and Lennox and Addington, provides Social Assistance (Ontario Works), Social Housing and Children's Services through its Prince Edward-Lennox and Addington Social Services (PELASS) Department. The Children's Services Division of PELASS is responsible for planning and managing a broad range of child care and early years services across the counties of Prince Edward and Lennox and Addington.

In 2016, the Ministry of Education announced its intention to transform Ministry funded child and family programs into an integrated, cohesive system of services and supports, to be known as EarlyON Child and Family Centres (EarlyON).

Beginning in 2018, CMSMs will be responsible for the local management of EarlyON Child and Family Centres as the service manager for childcare and early years services. This transformation will result in Ministry funded child and family programs becoming part of a cohesive system of services and supports guided by a provincial framework and a streamlined funding approach. PELASS in partnership with school boards and local service providers will implement EarlyON Child and Family Centres that:

- Enhance public awareness of available programs and services;
- Distribute programs based on demonstrated community needs;
- Integrate programs with other relevant early years and community services; and
- Ensure that children, their parents and caregivers have access to the same suite of high quality, core EarlyON services, regardless of where they live.

Prince Edward-Lennox and Addington Social Services invites qualified not-for-profit organizations to submit proposals that demonstrate their ability to manage and operate EarlyON Child and Family Centres within the County of Prince Edward and/or the County of Lennox and Addington. Based on submissions to this Request for Proposals (RFP), PELASS will select a qualified and experienced organization as the lead agency for the management and operation of EarlyON Child and Family Centres in the County of Prince Edward and/or the County of Lennox and Addington.

## II. Scope of Services

For the programs and services delivered in EarlyON Child and Family Centres, PELASS expects service providers to have:

- The capacity to deliver high quality early years programs that align with the pedagogical approach described in *How Does Learning Happen? Ontario's Pedagogy for the Early Years*;
- The ability to collaborate and integrate services with community partners;
- The existing capacity, knowledge and expertise to address the diverse needs of all children, parents and caregivers; and
- Techniques, methodologies and strategies that consider organizational change to improve program and service delivery.

This section contains information pertaining to the EarlyON Child and Family Centres vision and guiding principles, key goals, core services, customized community connections, service delivery methods, and staff requirements.

### Vision and Guiding Principles

EarlyON Child and Family Centres within Prince Edward and Lennox and Addington will be guided by the following principles:

*Child and Family Centered:* All programs and services are designed and delivered to meet the unique needs of parents, caregivers and young children to support their learning, development and well-being;

*Welcoming:* Programs and services provide a warm and welcoming environment based on the foundational conditions for supporting growth and long-term success;

*High Quality:* Programs and services are designed to foster positive experiences and outcomes and foster nurturing relationships between children, parents and caregivers and are based on the latest evidence and research;

*Inclusive:* Programs and services are accessible and responsive to children, parents and caregivers with varying abilities and cultural, language, socio-economic, sexual orientation and religious backgrounds;

*Integrated:* Programs and services are developed, coordinated and delivered in a cohesive manner in collaboration with broader community services, school boards, early years partners, primary care providers, parents and caregivers; and

*Community Led:* Communities, educators, parents and caregivers are engaged in designing programs and services that embrace and build on their strengths, address identified gaps and meet their unique needs.

## Key Goals for EarlyON Child and Family Centres

EarlyON programs and services must be designed and delivered to achieve the following key goals and objectives:

- i. Parents and caregivers have access to high quality services that support them in their role as their children’s first teachers, enhance their well-being, and enrich their knowledge about early learning and development;
- ii. Children have access to play and inquiry-based learning opportunities and experience positive developmental health and well-being;
- iii. Parents and caregivers have opportunities to strengthen their relationships with their children;
- iv. Francophone children and families have access to French language programs and gain enhanced knowledge about language and identity acquisition;
- v. Indigenous children and families have access to culturally responsive programming;
- vi. Parents and caregivers are provided with timely, relevant and up to date information about community and specialized services; and
- vii. Local service providers collaborate and integrate services to meet community needs in an efficient and accessible way.

## Core Services

To achieve the intended goals and outcomes of EarlyON Child and Family Centres, the Ministry has identified a suite of mandatory core services that must be available to children and families across the province at no fee to program participants. PELASS, in collaboration with local service providers, will be required to manage the delivery of a suite of core services (see table below) related to: 1) engaging parents and caregivers, 2) supporting early learning and development, and 3) making connections to other family services.

<b>Mandatory Core Services</b>
<p><b><i>Engaging Parents and Caregivers</i></b></p> <ul style="list-style-type: none"><li>• Inviting conversations and information sharing about child development, parenting, nutrition, play and inquiry-based learning, and other topics that support their role.</li><li>• Offering responsive pre-and postnatal support programs to enhance parent and caregiver well-being, enrich adult-child interactions and to support them in their role(s).</li><li>• Providing targeted outreach opportunities designed for parents and caregivers who could benefit from EarlyON programs and services but are not currently accessing services for a variety of reasons.</li><li>• Engaging parents and caregivers through a variety of formats, including, but not limited to discussions, informal one on one engagement, print and electronic resources or other engagement opportunities that reflect local community needs.</li><li>• Engaging parents and caregivers will occur with children present, wherever possible. Differentiated adult learning opportunities may be considered and planned on an as-needed basis.</li></ul>

**Support Early Learning and Development**

- Offering drop-in programs and other programs and services that build responsive adult-child relationships and encourage children’s exploration, play and inquiry, supported by *How Does Learning Happen? Ontario’s Pedagogy for the Early Years*.
- Grounding early learning and development programs in content that is based in relationships and focused on supporting the development of strategies, dispositions, and skills for lifelong learning through play and inquiry.

**Making Connections for Families**

- Responding to a parent/caregiver concern about their child’s development through conversations and observations which can be supported by validated tools and resources (e.g., developmental surveillance, Nipissing District Developmental Screen (NDSS)). In some cases, this may result in supporting parents/caregivers to seek additional support from primary care or other regulated health professionals.
- Sharing information and facilitating connections with specialized community services, coordinated service planning, public health, education, child care, and child welfare, as appropriate.
- Ensuring Child and Family Centre staff have relationships with community partners and an in-depth knowledge of their community resources to allow for simple transitions (warm hand-offs) for families who may benefit from access to specialized or other services.
- Providing information about programs and services available for the whole family beyond the early years.

**Customized Community Connections**

In addition to the core services, PELASS may collaborate with community partners to offer additional programs and services at EarlyON Child and Family Centres that align with the needs and priorities of individual communities. PELASS will leverage opportunities to provide multiple community services through fewer service delivery mechanisms to ensure that children, parents and caregivers have easy and efficient access to the services they need. PELASS may also choose to offer other community resources within EarlyON Child and Family Centres. They may choose to offer not-for-profit full cost recovery programs that meet an identified need in their community. These services should only be considered once the core service expectations are being met on a regular and consistent basis and will be identified through the local service planning process.

**Service Delivery Methods**

PELASS has the flexibility to offer EarlyON programs and services through a variety of service delivery methods. While it is mandatory to establish centres; providing mobile services, virtual resources and local phone lines is optional and at the discretion of individual CMSMs. EarlyON program and services are intended to be community-based and must not be offered within individual homes. Decisions regarding EarlyON program and service locations must align with identified community needs and priorities, with the goal of enhancing program accessibility and connections to broader community services. Qualified staff are responsible for delivering EarlyON Child and Family programs and services at

every centre. To be considered qualified, staff must possess or be working towards their Registered Early Childhood Educator (RECE) designation.

### III. RFP Timetable

<b>Issue Date of RFP</b>	December 27, 2017
<b>Pre-Bid Meeting</b>	End of January, 2018
<b>Deadline for Questions</b>	February 9, 2018
<b>Response to Questions</b>	February 16, 2018
<b>Submission Deadline</b>	March 9, 2018
<b>Anticipated Ranking of Proponents</b>	March/April, 2018
<b>Anticipated Announcement of Successful Bids</b>	May, 2018

The RFP timetable is tentative only, and may be changed by Prince Edward-Lennox and Addington Social Services at any time.

#### Pre-Bid Meeting

A non-mandatory pre-bid information meeting will be held at the end of January; time and location to be confirmed. The intent of this meeting is to provide clarification and guidance to proponents interested in submitting a proposal. Questions asked during the meeting will be noted and responded to in writing to all proponents by February 16, 2018.

#### Deadlines for Questions

It is the respondent's responsibility to seek clarification of any matter it considers to be unclear within the RFP document. Proponents should review the RFP, and may direct questions or seek additional information in writing to Pam Kent, [pkent@lennox-addington.on.ca](mailto:pkent@lennox-addington.on.ca), no later than February 9, 2018. Prince Edward-Lennox and Addington Social Services will provide all respondents with written responses to questions that are submitted by February 16, 2018.

### IV. Proposal Requirements

Respondents are required to submit one copy of their proposal only, prepared in letter- sized format. All proponents will be rated based on the criteria described below:

<b>Criteria Category</b>	<b>Weighting</b>
Organizational Overview	10
Governance and Leadership	20
Service Delivery	30
Implementation Plan	20
Finance and Budgeting	20
<b>Total Points</b>	<b>100</b>

The proposal should include:

**1. Organizational Overview** (10 points):

- Describe how your organization aligns with the vision, mission and guiding principles of EarlyON Child and Family Centres outlined in Section II;
- An organizational chart; and
- Confirmation of not-for-profit status.

**2. Governance and Leadership** (20 points):

- There will be one common brand logo and identification for all EarlyON Child and Family Centres in Prince Edward-Lennox and Addington. Lead agencies will be required to abide by guidelines established with respect to the master brand logo and identification. Use of the individual agency brand will be secondary to the use of the master brand. Will this pose a challenge for your organization? If yes, what will your mitigation strategy be?
- Describe your existing relationships with community partners in supporting children, parents and caregivers.
- What experience and expertise does your agency have in engaging families, making connections for families and supporting high quality early learning and development?
- What experience does your agency have in community planning?

**3. Service Delivery** (30 points):

- Describe your agency's current client service delivery and approach;
- The lead agency(ies) will be responsible for the delivery of the core early learning services based on Ministry of Education pedagogy document "How Does Learning Happen?" (HDLH) Describe your agency's knowledge and expertise in early learning particularly with respect to HDLH. Include how you will develop the services to be consistent with HDLH;
- Demonstrate your agency's willingness to meet the core service requirements which could require you to adapt to change with respect to services (e.g. hours of operation, programs, locations and ability to provide mobile outreach). Describe the risks you may encounter and the strategies you would implement to mitigate these risks;
- Describe your agency's willingness to provide programs for specialized populations, including, but not limited to French language services and Indigenous programs and services; and
- What monitoring and evaluation policies do you have? How will these policies support or limit any monitoring and evaluation policies for EarlyON?

**4. Implementation Plan** (20 points):

- How will your organization, using its existing structure, work within the context and direction of Prince Edward-Lennox and Addington Social Services to accomplish the key goals and core services of EarlyON Child and Family Centres?
- It is a requirement for all EarlyON staff to be Registered Early Childhood Educators (RECE). Please describe how you will meet this requirement; including mitigation strategies you may need to implement.

**5. Finance and Budget (20 points):**

- Provide a copy of annual audited financial statements for the past three years; and
- Identify how you will leverage existing service funding to maximize EarlyON service delivery by submitting a Budget that includes the following:
  - Staff salaries
  - Benefits
  - Insurance costs
  - Facility costs
  - Other incidentals (please describe)
  - Admin (10% of total)

*The Budget submitted should reflect the level of service that can be offered within the amounts listed in the table below, which is the approximate amount of funding that may be provided by PELASS for each county. This amount will be used for the purposes of evaluation only. During final negotiations funding amounts will be based on a needs assessments and environmental scan.*

<b>County</b>	<b>Approximate Budget</b>
Lennox and Addington	\$350,000
Prince Edward	\$275,000
<b>TOTAL</b>	<b>\$625,000</b>

**VI. Inquiries and Submission Instructions**

Prince Edward-Lennox and Addington Social Services (PELASS) will receive applications until **March 9<sup>th</sup>, 2018**. Late applications will not be accepted. All inquiries and submissions should be directed and delivered to:

**Pam Kent**  
**Manager, Children’s Services**  
**Prince Edward – Lennox and Addington Social Services**  
**County of Lennox and Addington**  
**95 Advance Avenue, Napanee, ON K7R 3Y5**  
**(613) 354-0957 ext. 2401**  
[pkent@lennox-addington.on.ca](mailto:pkent@lennox-addington.on.ca)

All submissions become the sole property of, and are subject to verification by, PELASS. PELASS assumes no responsibility for entries lost, stolen, delayed, damaged or misdirected, or for the failure, interruption or delay of any communication to be received, for any reason.

PELASS reserves the right, at its sole discretion and without prior notice, to amend, cancel, close, suspend or reinstate this call for proposals at any time, and for any reason whatsoever.