



MANITOBA ASSOCIATION OF
Friendship Centres
www.friendshipcentres.ca

MAC OFFICE

102 - 150 Henry Avenue
Winnipeg, MB R3B 0J7

(204) 942-6299

REQUEST FOR PROPOSAL

RECORD KEEPING, TRACKING, AND REPORTING SYSTEMS, MAFC PROGRAMS AND SERVICES

RFP ISSUE DATE: AUGUST 2, 2021

**DEADLINE FOR WRITTEN QUESTIONS: AUGUST 16, 2021,
3:00 PM CDT**

**PROPOSAL SUBMISSION DEADLINE: AUGUST 31, 2021,
3:00 PM CDT**



Introduction

The purpose of this Request for Proposal (RFP) is an invitation to prospective proponents to submit proposals for the development of information record keeping, tracking, monitoring, and reporting systems for the effective provisioning and control of programs and services offered by the Manitoba Association of Friendship Services as described below.

Instructions To Proponents

Closing Time and Address for Proposal Delivery

Proposals should be labelled with the Proponent's name and RFP Title. Proponents are responsible to ensure proposals are received on or before the following closing time. Any proposals received after the stated closing time will not be accepted.

CLOSING TIME: AUGUST 31, 2021, 3:00 PM CDT

The proponent must submit their proposals to the following contact mail and/or email:

Manitoba Association of Friendship Centres Inc.
102-150 Henry Avenue Winnipeg, Manitoba R3B 0J7

CONTACT INFORMATION

Primary Contact Name:

Kirby Fults
Executive Director
204 942 6299

Primary Contact Email: kirby@friendshipcentres.ca



Secondary Contact Name:

Kelly Taylor
Research and Policy Analyst
431 338 6788

Secondary Contact Email: kelly.taylor@friendshipcentres.ca

Proponent Inquiries

Any discrepancies or omissions in the RFP or inquiries as to the meaning or intent of sections within the RFP should immediately notify the PRIMARY contact above by email only. If an amendment is necessary, it will be issued by email as appropriate. No oral conversations will affect or modify the terms of the RFP or may be relied upon by the proponent.

INQUIRY CLOSING TIME: AUGUST 16, 2021, 3:00 PM CDT

Proposal Contents

Proponents' solutions must include activities to perform a deep understanding of Manitoba Association of Friendship Centres' (MAFC) programs and services, relationship management with partners and affiliates, reporting relationships, program processes, record keeping, tracking, monitoring, and reporting requirements, including financial processes and financial reporting components. The former is required along with a high-level risk assessment, in addition to the tools, facilities, and IT solutions proposed for delivery to support and sustain MAFC programs and services, including information security components. MAFC staff will be made available during all proposed solutions phases as required and appropriate (MAFC service levels TBD after selection of winning bid)



In addition to the proponent's solution, submissions are to include:

- Proponent Profile
- Qualifications and Experience
- Proposed Approach and Deliverables
- References
- Standard Services Agreement(s)
- Proposed Pricing
- Authorized Signatures

Evaluation Criteria

The evaluation criteria will compare and evaluate all proposals to determine which proponent is most advantageous to MAFC to select according to the following criteria.

Evaluation Criteria	Score %
• References	10%
• Applicable Experience	30%
• Implementation Plan	10%
• Account Management	10%
• Financial Considerations	40%



General Overview and Background

Friendship Centres were originally developed to provide referral services to Indigenous populations transitioning from reservations, Metis communities, and rural and remote areas to urban centres. There was an overarching need identified to assist people through these transitions in safe, caring ways that reduced the impacts of discrimination.

Friendship Centres grew and evolved, and so did their numbers. By 1968 there were twenty-six (26) Friendship Centres in operation throughout Canada and the need did not end there. The number climbed to forty-three (43) centres by 1972, and by 1983 there were eighty (80) centres in existence. Between 2012 and 2017 there was a total of one hundred and eighteen (118) Friendship Centres in Canada, and that number holds steady today. Friendship Centres experienced rapid growth at the time and their services were shifting from referrals and counselling work to front line program delivery.

The purpose of the Manitoba Association of Friendship Centres (MAFC) is to unify member Friendship Centres of Manitoba into one strong voice addressing issues at the local, provincial, and national levels for the betterment of Indigenous people. The target groups are the Friendship Centres in the Province, which are originally intended to provide programs and services to Indigenous people who migrate from rural to urban settings.

Objectives of MAFC are to provide assistance to any member Friendship Centre and provincial territorial associations (PTA's), in matters directly related to the member or PTA when requested to do so, especially in the following areas:

- cultural awareness, programming, community development, administrative support, and training
- Dissemination of information concerning the member Friendship Centres, Indigenous people, and general public
- Encouraging and improving communication between member Friendship Centres



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MAFC unifies the existing Friendship Centre members into one voice to advance issues between partner organizations, and within all levels of government, for the betterment of the populations they serve.

MAFC provides urban programs designed to help First Nations, Inuit, and Metis make the transition into the urban way of life, through urban centres, including assistance to facilitate federal government Urban Programming for Indigenous Peoples (UPIP). Of all the indigenous people living in Canada, more than half of them are living in urban centres.

MAFC also provides parent child centres to help improve the health and development of children ages 6 – 12. It is a place where parents and their children can go for different types of activities such as educational, social, cultural, and recreational programs. The centres also help provide parenting support and improve the health and nutrition of the children.

The areas that the parent child centres focus on are:

- Nutrition
- Parenting
- Literacy
- Capacity Building



Programs and Services Requiring Tracking, Monitoring, and Control

The activities and outputs of the Programs and Services streams funded by departments and governments support investments in projects which support transitions to cities from reserves, northern and remote communities, which also attract additional investments to increase participation in the economy.

Programs and Services initiatives eligible for funding include projects that support new and existing general programs serving urban Indigenous peoples. Funded projects can address locally identified issues, provided that they are not already funded or eligible to be funded by other departments or governments.

- Funding will be eligible in six key areas including:
 1. Projects for women (such as projects to help women transition out of shelters)
 2. Projects for vulnerable populations (such as projects for persons with addictions, disabilities, seniors)
 3. Projects for youth (such as projects that provide land-based activities, mentoring)
 4. Transition Services Projects (such as navigator services)
 5. Outreach Programs (such as cultural awareness training for non-Indigenous organizations)
 6. Community Wellness Projects (such as housing plans or studies, anti-racism, pre-employment supports)

Programs and Services provide controlled funding support for eligible projects. Controls are required to help ensure funding provided to projects is for specific activities only and is not to be used to support an organization's ongoing operations, is not intended to supplement a shortage of funding under another program or initiative of any order of government, or support an already successful program or initiative, especially as a repetitive delivery offering.



Investments made through the Programs and Services funding stream will reduce barriers, whether real or perceived, to urban Indigenous peoples' participation in the society by achieving one or more of the following expected performance results which are to be monitored and tracked:

- Emerging development of urban Indigenous community groups and organizations having enhanced capacity to be self-reliant in seeking meaningful partnerships with traditional and non-traditional partners
- Emerging development of partnerships and collaboration on policies, program planning, and projects towards improving socio-economic conditions for urban Indigenous peoples, with a focus on Indigenous youth
- Emerging projects to enable and empower urban Indigenous peoples to access available culturally appropriate programs and services
- Emerging projects to ease Indigenous peoples' transitions to urban centres from reserves and northern and more remote communities
- Emerging projects to attract additional investments and leverage resources, infrastructure, and support available to urban Indigenous peoples.



Record Keeping Services and Reporting Objectives

Record keeping services, tracking, monitoring, and reporting tools are required to support in house audit reviews of programs, associated financial processes needed to facilitate and manage program delivery, and financial reporting processes using existing templates or developing new ones to help facilitate a meaningful end user reality and effectively manage affiliated program relationships.

MAFC Program Services

MAFC components requiring tracking, monitoring, and reporting include:

- Main activities and expenditures_funded under the Organizational Capacity funding stream during the fiscal year ending March 31
- Funding support, improvements, and increases to existing programs and services
- Organizational Capacity funding facilitating the creation of new partnerships in the community
- Partnering relationships, including contribution type, level of accountability (i.e. financial; in-kind, shared resources)
- Delivery structures and accompanying processes for Organizational Capacity investments in urban centres
- Methods of program rollout for Programs & Services investments in Friendship Centres



PTA agreements

For each fiscal year end March 31, Organizational Capacity funding issued to eligible Friendship Centres as per the terms of funding agreements shall indicate (but not be limited to) the following:

- Maximum annual amounts
- Activities and expected results of funding and performance measurement requirements
- Monitoring activities and financial expenditures of Organizational Capacity investments, and necessary amendments to ensure eligibility and achievement of objectives.
- Challenges and Opportunities at the FCs and PTA's impacting funding expectations
- Impact of funding to support, improve, increase existing programs and services
- Funding shortfalls, descriptions impacting the PTA's delivery of Programs and Services
- Actions taken by the PTA to compensate in the event of financial shortfalls (e.g., reduced hours, layoffs)

Performance Indicators (Data for National Statistics)

Lists of all Programs, Projects & Services currently offered by the organization.

Funded UPIP projects reporting on the annual statistics of programs including demographics of participants:

- Gender, age, total # of clients and points of service
- Tracking of youth participation and demographics



Associated Statistical Reporting Items Requiring Tracking

Annex A

Urban Programming for Indigenous Peoples (UPIP)

Programs & Services - Final Reporting Items

1. Funding Recipient Names
2. Funding Recipient Addresses
3. Total funding invested per Recipient
4. Other contributors, both in-kind and financial
5. If applicable, program funding from which the other contributors' investments or contributions originated
6. Primary or key priority area of activity delivered by Recipient
7. Number of organizations receiving organizational capacity funding (in each province and territory)
8. Number and percentage of projects funded longer than one year
9. Percentage of clients receiving services as a result of UPIP funding in relation to total urban Indigenous population
10. Number of projects targeting each of the six key areas broken down by category: women, vulnerable populations (including disabled, seniors, former offenders), youth, transition services, community wellness projects, outreach programs
11. Number of individuals in each of the priority populations – women, vulnerable populations, youth, – that received services or participated in projects
12. Percentage of clients that are satisfied with the programming and/or services they received
13. Examples of success stories demonstrating client satisfaction and positive impacts of programs/services



14. Number of different services and/or programs being provided as a result of UPIP activities; and

15. Number of organizations leveraging funds

(These are statistics that Indigenous Services Canada (ISC) requires for its funding program tracking [especially: key priority area of project, # of individuals in each priority area, success stories] and are important to capture. If any section is blank, capabilities are required to indicate why, rather than leave it blank.)

Annex B:

Organizational Capacity eligible expenditures directly related to administration of funding required to be tracked include (but are not limited to) the following:

- costs of an administrator and/or other staff time required to support or oversee the project activities and/or administration of the agreement
- organizational overhead and/or infrastructure costs applied to supporting the project activities and/or the administration of the agreement, such as: office supplies, telephone/fax, postage, rent, audit, insurance and utilities
- costs for preparing financial and other reporting documentation required to be compliant with the agreement to provide funding
- travel and transportation for monitoring and/or administrative purposes
- training related to the administration of the funding
- meetings
- professional development

Organizational Capacity ineligible expenditures* include:

- purchase of capital assets with a market value more than \$5,000
- purchase of automobiles, land, or buildings cosmetic capital renovations
- hospitality
- international travel**
- provision of food as an act of food security for individuals and families**
- contingency/miscellaneous fees
- deficit recovery



- *Guides for eligible & ineligible expenditures are provided to PTA Technicians.
- **Expenditures related to food and travel may not exceed Provincial travel guidelines.

Annex C:

Budgeting Requirements For Reporting

There are also requirements to provide monthly/quarterly budget reporting prior to fiscal year end March 31 every fiscal year, as well as fiscal year-end reporting.

<i>Cost of Staff Time Required to Support Core Operations</i>					
<i>Staff Position – list position titles of those covered</i>		Approved Fiscal Budget	Actuals as of March 31	Variance	
1	<i>CEO or Executive Director</i>				
2	<i>Executive Assistant or Receptionist</i>				
<i>Employee Benefits</i>					
<i>Salaries and Benefits Totals</i>					
<i>Organizational Overhead and/or Infrastructure Costs applied to Support Core Operations</i>					
Cost Category					
Office supplies					
Utilities					
Postage					
Mortgage or Rent					
Professional Fees					
Travel and Transportation					
Meetings					
Translations and Communications					
Audit					
Honoraria for Elders					
Training and Development					
Telephone/Fax					
Banking Fees					
Insurance					
Equipment					
Total Direct Costs					
<i>Administration/Overhead Totals</i>					
Cost Category					
Admin/Staff time					
Organizational Overhead					
Cost for Preparing Financials					

Additional Key Requirements



Executive Committee Board Reporting

Proponents' solutions must service the MAFC reporting structure and corporate board of directors, executive committees, National and sub committees per its constitution and bylaws, including elder and scholarship programs – solutions must support record keeping, meeting, dissemination of information and reporting requirements of its committees (board books)

Safety, Reliability, and Security

Information System solutions must contain privacy, security and access protection controls, access provisioning and authentication services, including Identity and Access Management capabilities, Zero Trust Capabilities, data leakage, and vulnerability management monitoring and reporting. Change management based on appropriate access, and backup and recovery capabilities are also required.

Ease Of Use

One single set of records per client is required to be accessed for all services provisioned for member client walk in and follow up in the friendship centres. Information system solutions should allow entry, update, inquiry, reporting status, and details of all program services associated with a single client, PTA, or partner affiliate brought up for display upon a single inquiry for the member client.

Relationship Management



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Proposed solutions must be designed to provide effective member relationship management and compliance, record keeping tracking monitoring and reporting requirements, and links to support other program services with affiliated friendship centres, federal affiliates such as the National Association of Friendship Centres, Indigenous Services Canada (ISC), and other affiliated Federal and Provincial Government Agencies as appropriate.