



# **Request for Proposal (RFP)**

## **Equity and Diversity Framework Development and Implementation**

### **(December 2024)**

#### **1. Introduction**

Lumacare is committed to fostering a culture of equity, diversity, inclusion and anti-racism principles (EIDR) within our organization and the communities we serve. To further this commitment, we are seeking a qualified consultant or organization to design, develop and implement a comprehensive EIDR Framework tailored to the unique needs of our organization and community.

This initiative aims to identify and address systemic barriers, promote inclusive practices, and embed EIDR principles in our policies, practices, operations, programs, and community engagement efforts. We seek measurable, practical and implementable initiatives that can be realized by our organization with limited resources.

#### **2. Who We Are**

Lumacare is a provincial (Ontario) registered non-for-profit and registered charity. In operation since 1974, with its starting roots in the Downsview community, Lumacare was originally serving as Downsview Services for Seniors (DSS). Lumacare now operates at 4 locations and offers over 15 programs and services both in clients' homes and in community settings in the North York West area of the City of Toronto. Lumacare services are geared towards seniors with complex social and health needs. Lumacare has approximately 220 staff members and 23 active volunteers/ students.

Lumacare is dedicated to delivering exceptional and inclusive high-quality care and services to our community. Our mission is to enhance, engage, and empower the members of our diverse older adult community by providing integrated and high-quality services. We value empathy, respectfulness, inclusion, innovation, stewardship and partnerships. Our vision is to lead with innovative excellence in community support services for older adults and their circle of support.

#### **3. Purpose of the RFP**

The purpose of this RFP is to solicit proposals from experienced consultants or firms specializing in equity, inclusion, diversity, and racism to develop and implement an actionable and measurable EIDR framework. This framework will serve as a foundational document to align our organizational goals with equitable practices, promote a diverse and inclusive culture, and ensure accountability.

#### **4. Scope of Work**

The following deliverables are expected:

1. **Organizational Assessment**
  - Conduct interviews, surveys, and focus groups with key stakeholders.
  - Review existing policies, programs, and practices to identify EIDR gaps.
2. **Community Engagement**
  - Engage with stakeholders to incorporate diverse perspectives and experiences in shaping the framework.
3. **Framework Development**
  - Design a comprehensive and actionable EIDR Framework, including key principles, strategies, and practices.
  - Define measurable goals, timelines, and evaluation metrics to assess progress.
4. **Implementation Plan**
  - Help us establish and launch an equity committee.
  - Develop a detailed implementation plan with phased approaches.
  - Recommend strategies for integrating EIDR into daily operations, hiring practices, staff training, and other areas.
5. **Training and Capacity Building**
  - Create training modules and resources to build awareness and skills among staff, leadership, and other stakeholders.
6. **Ongoing Evaluation and Reporting**
  - Design an evaluation framework with regular reporting mechanisms to track the organization's progress toward its EIDR goals.
  - Sustainability: Establish mechanisms for continuous improvement and accountability to ensure long-term impact.

## 5. Proposal Requirements

Interested consultants or firms should submit a proposal that includes the following:

- **Organizational Background**

Describe your experience in developing EIDR frameworks, particularly within similar organizations or sectors.
- **Proposed Methodology**

Outline your approach to conducting assessments, stakeholder engagement, and framework development.
- **Project Timeline**

Provide a detailed timeline for each phase, from assessment through implementation and evaluation.
- **Staffing and Qualifications**

Provide resumes or bios of team members assigned to this project, detailing relevant expertise.
- **References**

Include at least three references from previous clients who can speak to your work on similar projects.
- **Budget**

Include a comprehensive budget, with a breakdown of costs for each phase of the project.

## 6. Evaluation Criteria

Proposals will be evaluated based on the following:

- Experience and expertise in equity, inclusion, diversity, and racism consulting preferably within the sector or related experience.
- Depth and quality of proposed methodology and approach.
- Demonstrated ability to create actionable, measurable frameworks.
- Thoughtfulness and inclusivity of the engagement strategy.
- Value for investment with a clear and reasonable cost breakdown.
- Strategies for ensuring long-term impact and accountability.
- Capacity to deliver on time and within budget.
- Strong references and samples of past performance.

## 7. Timeline

- **RFP Release Date:** Wednesday, December 11, 2024
- **Proposal Submission Deadline:** Friday, January 10, 2025
- **Interviews with Shortlisted Candidates:** Week of January 27, 2025
- **Selection and Notification of Award:** Week of February 3, 2025
- **Project Commencement:** February 17, 2025

## 8. Submission Instructions

Please submit proposals electronically to [gkehoe@lumacare.ca](mailto:gkehoe@lumacare.ca) by January 10, 2025, with the subject line RFP for Equity and Diversity Framework. For any questions or clarifications, contact Geraldine Kehoe, Director of HR and Facilities at [gkehoe.hr@lumacare.ca](mailto:gkehoe.hr@lumacare.ca).

Thank you for your interest in partnering with Lumacare to support our commitment to equity, diversity, and inclusion. We look forward to reviewing your proposal and partnering with a consultant who shares our commitment to excellence and community service.

## 9. Budget

All proposals must include clearly described itemized costs/fees to complete the tasks described under project deliverables.

\*Lumacare budget for this project is up to \$25,000 excluding HST but inclusive of travel & out of pocket expenses.

## 10. Instructions to Applicants

All proposals must be submitted by **5:00 pm EST, Friday, January 10, 2025, by email** to: Geraldine Kehoe at [gkehoe@lumacare.ca](mailto:gkehoe@lumacare.ca) Subject line: "Proposal for Equity and Diversity Framework Development and Implementation". Questions about this RFP should be sent via email to [lsingh@lumacare.ca](mailto:lsingh@lumacare.ca)



### **11. Proposals must include:**

A description of the applicant's approach to EIDR framework development, consultation, including methodology, perspective or philosophy that guides your work.

A comprehensive work plan that includes:

- Clear description of the applicant's plan to complete all project components
- Timeline that also indicates "check-in" points for project status updates
- Detailed budget that includes expenses (i.e., consultant's time, materials and supplies, and any other expected expenses).
- Proposals must be signed by an authorized individual(s) of the applicant organization and include the name, title, address, telephone number and email address of the individual(s) with authority to negotiate and contractually bind the individual/organization.
- The official name, address, phone number and email address of the applicant (organization or individual) as well as the name of the principal contact person and the name and title of the person authorized to execute the contract.
- Biography/resumes of key personnel fulfilling the contract, if awarded, including key qualifications and previous similar work experience.
- Three references who can speak about their experience with the consultant on similar projects.

### **12. Confidentiality**

If the applicant deems any material submitted to be proprietary or confidential, that must be indicated in the relevant sections of the response.