



**Canadian Centre for Accreditation**

*Excellence in community services*

**Centre canadien de l'agrément**

*L'excellence en matière de services communautaires*

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## Strategic Planning Request for Proposals

**Issue Date:** November 2, 2023

**Closing Date:** November 24, 2023

**Contact:** Damilola Aroaye, Executive Assistant, [ea@canadiancentreforaccreditation.ca](mailto:ea@canadiancentreforaccreditation.ca)

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### Background and Introduction

The Canadian Centre for Accreditation (CCA) is a national, not-for-profit organization offering accreditation specifically tailored to community-based health and social services across Canada. We offer accreditation founded on recognized best practices in governance, management, service delivery and client and community engagement.

CCA was originally founded in 2012 by associations in the areas of family services, children and youth mental health, community-based primary health care, and credit counselling. Since that time, we have expanded our areas of service to also include mental health and addictions, community-based support and social services, counselling and group services and youth justice.

CCA serves over 200 organizations across Canada, that vary greatly in size, setting and clients and cultural communities served. We strive to respond to the diversity of our participating organizations, and our standards reflect that through a commitment to supporting organizations to deliver services from a strengths-based approach, that are person-centered accessible and culturally, and responsive to the communities they serve.

Our standards were developed to promote quality and excellence in community-based health and social services. They are reviewed every 4-5 years, through a comprehensive process involving stakeholders and experts in each area. Our Organizational and Community-based Primary Health Care standards are accredited by the International Society for Quality in Health Care External Evaluation Association.

CCA's success depends on the contributions of over 200 volunteer reviewers. Each accreditation review is conducted by a CCA-trained team of volunteer reviewers, many of whom have expertise in community-based health and social services in Canada.

Our operating budget for 2022/23 was over \$1M. Our services are funded primarily through accreditation fees paid by our participating organization, quality improvement training delivered in partnership with a company specializing in this area, and occasional external grants.

CCA is continuously on a journey to improve in the areas of service delivery, collaboration and engagement with our partners and participating organizations. Over the past couple of years, we have also begun exploring how to better incorporate diversity, equity and inclusion throughout our governance and operations. The COVID pandemic also had a significant impact on our services, and the ability of both participating organizations and volunteer reviewers to engage in accreditation. We are currently undertaking a programmatic evaluation to further understand the lasting impacts of the pandemic on our stakeholders and to explore opportunities for adapting and improving our services and service delivery model.

As we come to the end of our 2020-2024 Strategic Plan, we are seeking an experienced consulting team to support the CCA Board of Directors in planning strategically for the next few years to come.

## Scope of Work

The Strategic Planning Consultant will be responsible for

- Conducting an environmental scan of external factors that are/may be influencing CCA's future
- Gathering input and assessing CCA's strengths, weaknesses, threats and opportunities through consultation with key stakeholders such as, the CCA Board staff and consultants, participating organizations, volunteer reviewers, partner organizations, community health and social services sector leaders, government representatives etc. through various formats such as 1:1 interviews, focus groups and surveys.
- Reviewing results of the fall 2023 staff engagement survey results
- Reviewing reports from the post-accreditation evaluations from participating organization and reviewers; the recent standards review processes; the fall 2023 program evaluation and the 2022 key messages development process
- Any other activity deemed necessary by the consulting team to fully inform this strategic planning process
- Presenting key findings and recommended strategic priorities and objectives to CCA's Board of Directors in spring of 2024
- Generating the final version of CCA's next Strategic Plan by June 5, 2024

## Deliverables

1. Strategic Plan process and timeline – draft to be presented in December 2023 to the CCA Governance Committee, with the final version to be presented to the full Board of Directors at its January 10, 2024 meeting
2. Findings from environmental scan, stakeholder engagement and document review - to be presented in early April 2024 to the CCA Governance Committee, with the final version to be presented to the full Board of Directors at its May 1, 2024 meeting
3. Strategic Plan – draft to be presented to the full Board of Directors at its June 5, 2024 meeting, with final version to be submitted for adoption by the members on July 3, 2024

## Qualifications & Experience:

- Minimum 5 years of relevant and successful experience in assisting non-profit, community-based organizations in developing strategic plans, and integrating an equity and inclusion lens into the planning process and final product
- In depth understanding of the accreditation landscape in Canada
- In depth knowledge of the national health and social services landscape
- Experience with the sectors and types of organizations served by CCA

## Required Content Submission

- 1) Company/Professional Profile(s)
  - Company Profile
  - Team Member Professional Bios
  - Description of experience relevant to the scope of work
- 2) Workplan
  - Approach and methodology for the completion of the scope of work
  - Sample strategic plan
  - Description of work activities and timelines for the deliverables
- 3) Three recent examples of successful Strategic Planning work, completed by the company/team members, with at least one example in the not-for-profit health or social services sector(s) in Canada.
- 4) Service Fee - please quote a flat fee for this project
- 5) Three relevant references, including organization and contact name e-mail and phone number.

### Evaluation Criteria:

Component	Weight
Company/Team Experience	20
Approach and Methodology	15
Description of Work Activities	20
References	15
Service Fee	30

### Applicable Dates:

Request for Proposal Release Date: November 2, 2023  
Deadline for respondent questions: November 15, 2023  
Bid submission deadline: November 23, 2023  
Estimated review and selection: November 24 – 29, 2023  
Estimated Notice of Award Date: December 1, 2023  
Anticipated Period of Performance: December 4, 2023 – July 3, 2024

Please feel free to submit questions to Dami Araoye, Executive Assistant up to November 15, 2023 at [ea@canadiancentreforaccreditation.ca](mailto:ea@canadiancentreforaccreditation.ca).

Proposal submission are due no later than November 23, 2023 via e-mail to [ea@canadiancentreforaccreditation.ca](mailto:ea@canadiancentreforaccreditation.ca). **Submissions received after November 23, 2023 will not be considered.**