



CASTLEGAR & DISTRICT  
COMMUNITY SERVICES SOCIETY

# REQUEST FOR PROPOSALS

**Castlegar and District Community Services Society (CDCSS)**

## **Consultant Required:**

*Volunteer Driver Services in the West Kootenay Boundary Region-  
Planning & Partnership Development Project*

**Issue Date: April 3, 2024**

**Please Email Submission to:**

**Castlegar and District Community Services Society**

**[info@cdcoss.ca](mailto:info@cdcoss.ca), please quote **“Consultant Volunteer Driver Services”** in your subject  
line**

**Questions may be directed via email to:**

**[info@cdcoss.ca](mailto:info@cdcoss.ca), please quote **“Consultant Volunteer Driver Services”** in your subject  
line**

## TABLE OF CONTENTS

<b>1. ORGANIZATIONAL BACKGROUND</b> .....	3
A. Castlegar and District Community Services Society (CDCSS).....	3
B. Volunteer Driver Services in the West Kootenay Boundary Region: Planning & Partnership Development Project (referred to as “the Project”).....	4
Background.....	4
Rationale for the Project.....	4
<b>2. PROJECT DETAILS AND DELIVERABLES</b> .....	5
Project Scope.....	5
Project Funding.....	5
Project Goal.....	5
Project Objectives.....	5
<b>3. SUBMISSION REQUIREMENTS OF THIS RFP</b> .....	6
Contact Information.....	6
Company/Consultant Profile.....	6
Proposal, Experience & Expertise.....	6
Project Timeline.....	6
Project Budget.....	7
Project Expenses.....	7
References.....	7
Supplementary Information.....	7
<b>4. EVALUATION PROCESS</b> .....	<b>7</b>
<b>5. ADMINISTRATION</b> .....	<b>7</b>
Freedom of Information.....	7
Expenses.....	7
Disclaimer.....	7
Discrepancies or Omissions.....	7
Irrevocability of Proposals.....	8
Liability for Errors.....	8
Agreement with Terms.....	8
Modification of Terms.....	8
Language.....	8
<b>6. SUBMISSION PROTOCOL</b> .....	<b>8</b>

## 1. ORGANIZATIONAL BACKGROUND

### A. *Castlegar and District Community Services Society (CDCSS)*

The **Castlegar and District Community Services Society** began in 1979 as a volunteer exchange bureau and incorporated as a non-profit, multi-service organization in 1983 under the BC Societies Act. CDCSS's mission is to improve the quality of people's lives by providing practical assistance, counselling, support, and affordable housing, and by working for social change in our community. Our website is [www.cdcss.ca](http://www.cdcss.ca).

#### **CDCSS CURRENT PROGRAMS:**

1. *Better at Home* Program for seniors living independently
2. Child and Youth Action Network
3. PEACE Counselling Program for children and youth
4. RCMP-Based Victim Service Program for victims of crime or accident
5. Safe Homes Program for self-identified women/children leaving relationship violence
6. Sexual Abuse Intervention Counselling Program for children
7. Stopping the Violence Counselling Program for self-identified women leaving relationship violence
8. Temporary Shelter and Outreach Program for adults living without homes
9. West Kootenay Volunteer Driver Program for adults in West Kootenay area
10. Women's Outreach Program for self-identified women/children leaving relationship violence

#### **WE BELIEVE (OUR VALUES):**

1. In working for social change and a healthy environment – that preventing problems is as important as addressing them;
2. That diversity brings richness to society – that all persons should be treated equally and without prejudice;
3. That all people should live free from violence;
4. That when facilitating change, working from strengths is more effective than simply working on problems; and
5. That our clients can reach their potential as vital members of the community.

CDCSS' programs and services are delivered under contracts with various levels of government and grant funders, and by private donations and other dedicated contributions. The organization is governed by a volunteer Board of Directors, is managed and led by a professional Executive Director, and programs are delivered by qualified and trained employees.

## **B. Volunteer Driver Services in the West Kootenay Boundary Region: Planning & Partnership Development Project (referred to as “the Project”)**

### **Background**

CDCSS’s West Kootenay Volunteer Driver Program (WKVDP) has existed for close to 20 years. The program was initiated by a group of service providers in the Castlegar community who identified a major gap in transportation services at that time, particularly for seniors needing to get to critical medical appointments throughout the region, including to Kelowna. CDCSS went on to create the WKVDP which has since expanded to serve adults beyond the immediate Castlegar area to those who reside within the West Kootenay communities, and surrounding rural areas, of Nakusp, Slocan, Winlaw, Nelson/Kaslo, Salmo, Shoreacres, Glade, East Shore communities, Fruitvale, Montrose, Trail, and Castlegar.

Service needs have grown over the years; however, operational funding for the WKVDP has remained relatively unchanged. The program receives a small annual contribution from the Interior Health Authority along with other grant funds that change from year to year. In an effort to keep user fees affordable, fees were not designed to cover program operation costs.

A part-time program coordinator manages the program. They are responsible for:

1. recruiting, screening, and orienting new volunteer drivers;
2. advertising and promoting the program;
3. matching those in need with available drivers;
4. collecting user fees;
5. administering driver reimbursements; and
6. maintaining program data

Program users pay a pre-established flat fee to CDCSS depending on the destination. CDCSS in turn compensates drivers for their fuel and vehicle ‘wear and tear’. Volunteer drivers are required to have access to reliable and properly insured vehicles and must undergo criminal records checks before starting as a volunteer in the program.

The West Kootenay Volunteer Driver Program works in loose collaboration with at least three other volunteer driver programs in surrounding West Kootenay Boundary communities -- Salmo, Grand Forks, and Nelson/Kaslo. Efforts were made over the past 10 years to explore a possible merge between the WKVDP program and other existing volunteer driver programs; however, no formal agreements were reached; and, to this day, each community operates its own independent program. There is no established funding model for any of the volunteer driver programs leaving them vulnerable to major program reductions in service capacity or closure.

### **Rationale for the Project**

This project has grown out of a recognition that the WKVDP, and most likely the other existing volunteer driver programs in the region, cannot continue to meet the growing service demands without some restructuring, which will hopefully better position programs for available transportation funding. As well, certain complexities and inefficiencies in delivering this service are

apparent, making the case for further exploration of alternative models more compelling. Such alternatives would including considerable regional planning and partnership development.

## **2. PROJECT DETAILS AND DELIVERABLES**

### **Project Scope**

This project aims to study the existing operations of all volunteer driver programs in the West Kootenay Boundary region, articulate their continued value to the overall transportation spectrum in this region, and recommend a viable business/service model going forward.

### **Project Funding**

The Economic Trust of the Southern Interior (ESTI-BC) has provided the funding for this project. ETSI's Regional Transportation Enhancement (RTE) Program is to enhance transportation services and connectivity between communities in the Southern Interior of British Columbia. This project reflects the RTE Program's objective and expected project outcomes by:

1. focusing on smaller and more rural communities with few transportation options;
2. focusing on the transportation needs of the Indigenous population scattered throughout the West Kootenay Boundary region; and by
3. focusing on enhancing transportation opportunities through delivery of a specialized type of inter-community ground transportation that is more easily accessible by certain user groups.

<https://www.etsi-bc.ca/funding-streams/regional-transportation-enhancement-rte/>

### **Project Goal**

The ultimate goal of the project is to explore the demand for volunteer driver services in the West Kootenay Boundary region and to explore how such a service type, in general, might become a viable and sustainable transportation option through planning, partnerships, and regional coordination, and that is integrated with other regional public transportation modes. The project will include representation from up to 35 small communities and First Nations groups, represented by at least 10 larger communities, in the preparation of a regional service delivery model for the future of volunteer driver services in the West Kootenay Boundary (WKB) region.

### **Project Objectives**

1. To identify which groups within the WKB population (particularly youth, Elders/Seniors, people with disabilities, other diverse groups) are benefitting from existing volunteer driver services and for what purposes, as well as, to identify which groups might benefit if more services and increased access were available.
2. To identify how volunteer driver services are, or are not, integrated with the larger regional public transportation system and to make recommendations for any changes/enhancements.
3. In collaboration with community representatives, identify the need, demand, best practices, best approaches, and a way(s) volunteer driver services may be enhanced, integrated, and sustained across the WKB region.
4. To obtain a level of agreement and commitment amongst regional service providers and community representatives for a possible new service model going forward (e.g. develop MOU's).

5. To identify the implications of existing funding models, along with any new opportunities for funding, and work with community reps and service providers to address the demand for service through possible service enhancements, efficiencies, etc.

## **C. SUBMISSION REQUIREMENTS OF THIS RFP**

Castlegar and District Community Services Society invites qualified and experienced consultants to submit a proposal to be part of this project.

Proposals must be no more than three (3) pages, not including resumes. To ensure ease of proposal preparation and evaluation, proponents are required to submit their proposal using the following headings:

### **Contact Information**

Proponents are to provide specified contact information.

### **Company/Consultant Profile**

Proponents are to provide information on the history of the company/consultant. If a company is submitting the RFP, the profile should include a brief history of the firm's principle or principles, and their credentials. The profile should also include the team to be involved in this project (if any), what roles they will play, their credentials and the team structure. Please clearly explain why Castlegar and District Community Services Society should retain you/your firm.

### **Proposal, Experience & Expertise**

Please explain how you/your firm propose to undertake this project. Proponents are asked to outline how they would meet the outcomes required of this RFP, including approach, design style, technical expertise, and/or other relevant methodologies, techniques or process.

Other desirable abilities/expertise:

- Demonstrated ability to design and facilitate constructive dialogue sessions leading to outcomes
- Understanding and knowledge of accessing and using various data sets
- Demonstrated ability to negotiate and draft agreements (e.g. MOU's)
- Demonstrated ability to write reports and text in plain language
- Familiarity with various research methodologies
- Familiarity with the communities and population of the West Kootenay Boundary region

Please describe your expectations with regard to the roles and responsibilities of CDCSS and its appointed agent(s) in this project.

### **Project Timeline**

This project will begin no later than **Monday, April 29, 2024**, with final report submission to CDCSS by no later than **Tuesday, October 15, 2024**.

### **Project Budget**

The maximum budget amount within this grant for consultant engagement is \$15,000, inclusive of all GST and travel expenses. Please provide a budget breakdown for how you envision completing the following project elements (including hours, cost, etc.):

- a. Initial consultation and background research
- b. Design
- c. Convening
- d. Delivery
- e. Outcomes Reporting and Recommendations

### **Project Expenses**

There is provision within this grant to cover up to \$1,000 of project expenses such as meeting space, meeting refreshments, project materials, etc. Receipts are to be submitted upon submission of final invoice.

### **References**

References from three sources on similar projects is required.

### **Supplementary Information**

Supplementary information is not required but may be submitted.

## **4. EVALUATION PROCESS**

All submissions will be reviewed after the closing date. A shortlist of proponents will be invited to an interview to further assess suitability as part of the evaluation process. **Proposals must be received no later than noon on Monday, April 15, 2024.**

## **5. ADMINISTRATION**

### **Freedom of Information**

Submissions in response to this RFP will be treated in accordance with the relevant provisions of the Freedom of Information and Privacy Protection Act.

### **Expenses**

Each proponent is responsible for bearing the costs, at their own expense, of preparing and submitting a proposal and any subsequent discussions with CDCSS. CDCSS is not liable to pay such costs and expenses or to reimburse or compensate a proponent under any circumstances.

### **Disclaimer**

CDCSS reserves the right at their sole discretion to cancel this RFP or not to select any proposal.

### **Discrepancies or Omissions**

Proponents finding discrepancies or omissions in the RFP documents or having any doubts to the meaning or intent of any part thereof should immediately notify [info@cdcsc.ca](mailto:info@cdcsc.ca) Any additional instructions or explanations will be delivered to recipients of this RFP by email. No responsibility will be accepted for oral instructions. Addenda or correspondence issued during the RFP period

shall be considered part of this document and become part of the final Contract documents.

**Irrevocability of Proposals**

Upon closing time all proposals become irrevocable. By submission of a proposal, the proponent agrees that should its proposal be deemed successful, the proponent will enter into a contract with Castlegar and District Community Services Society.

**Liability for Errors**

While Castlegar and District Community Services Society used considerable efforts to ensure an accurate representation of the information in this RFP, the information contained in the RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve proponents from forming their own opinions and conclusions with respect to the matters addressed in the RFP.

**Agreement with Terms**

By submitting a proposal, the Proponent agrees to all the terms and conditions of this RFP. Proponents who have obtained the RFP must not alter any portions of the document, with the exception of adding information requested. To do so will invalidate the proposal.

**Modification of Terms**

Castlegar and District Community Services Society reserves the right to modify the terms of the RFP at any time and in their sole discretion.

**Language**

All proposals are to be in English only.

**D. SUBMISSION PROTOCOL**

**Proposals must be submitted by email as a PDF to [info@cdcss.ca](mailto:info@cdcss.ca).** Emails must be within the gateway requirements of 10MBs. As such, any submission larger than 10MBs should be split into smaller chapters and labeled appropriately.

**Proposals must be received no later than noon on Monday, April 15, 2024.**

Proposals received after the specified closing time will not be considered. Proposals submitted by facsimile, in person, by courier or mail will not be accepted. For further clarity, proposals will only be accepted as a PDF file sent to the email indicated above. All others forms of delivery will not be accepted.

All inquiries regarding this RFP must be directed to [info@cdcss.ca](mailto:info@cdcss.ca) at least 4 days before closing date.

Responses to questions will be delivered by email to the original recipients of the RFP at least 2 days before closing.

Proponents are hereby warned that any attempt to solicit individual members of Castlegar and District Community Services Society and/or their appointed agents in regard to the award of the contract may jeopardize the favorable consideration of their proposals.



Proponents will receive a notification of receipt *after* the closing time and date.

Castlegar and District Community Society wishes to thank all proponents for your efforts in responding to this exciting opportunity.