



# **REQUEST FOR PROPOSAL**

## **National Supplier Diversity Portal Research**

### **ISSUE DATE AND TIME**

January 16th, 2024, 9 am EST

### **CLOSING DATE AND TIME**

February 13th, 2024 5pm EST

### **CONTACT**

A.J. Stewart  
aj@cglcc.ca

Bidders are advised to read and respond appropriately to all Request for Proposal (RFP) sections. Bidders unable to provide all services described herein need not bid.

Canada's 2SLGBTQI+ Chamber of Commerce will not accept proposals from bidders with a real or perceived conflict of interest.

## **Purpose of this Request for Proposal**

CGLCC invites qualified and experienced consultants to submit proposals for the research and recommendations on the implementation of a Bilingual National Supplier Diversity Portal. The project's initial phase will focus on researching similar portals, reporting on pros and cons, and recommending improvements.

## **Background**

### **Canada's 2SLGBTQI+ Chamber of Commerce**

Canada's 2SLGBTQI+ Chamber of Commerce (CGLCC) is a national not-for-profit organization dedicated to expanding the economic opportunities and advancements of the 2SLGBTQI+ business community and advocating on behalf of an estimated 100,000 2SLGBTQI+ owned businesses in Canada, as well as 2SLGBTQI+ professionals, students of business, allies, and ally organizations.

CGLCC's core mission is to contribute to a thriving and inclusive Canadian economy by promoting economic growth and prosperity through supplier diversity certification, expanding global trade opportunities, and entrepreneur mentorship.

As an entity, CGLCC is recognized as the business diversity partner within Canada, fostering relevant, expert knowledge, creating meaningful, profitable business connections, and representing the 2SLGBTQI+ business community in a way that furthers their pride.

CGLCC is supported by 73 corporate and government partners committed to engaging 2SLGBTQI+ businesses through supplier diversity.

### **Supplier Diversity Program**

As part of a commitment to diversity and inclusion, many companies are taking into consideration which businesses they buy their products and services from. They want to provide a level playing field for diverse suppliers to access business opportunities within their supply chain.

CGLCC is Canada's certifying body for businesses that are at least 51% owned, operated, and controlled by a member of the LGBTQ community. We provide access to some of the largest supplier chains in North America, as well as networking and resources to help entrepreneurs scale and grow.

Certification provides large corporations with access & visibility. It provides them with reliable accountability to grow supplier diversity within their organization both ethically and sustainably

Working with diverse businesses allows major corporations to:

- Capitalize on competitive advantage from innovative and flexible companies.
- Connect and engage with communities (deepen existing connections and create new ones).
- Develop an inclusive supply chain.
- Support diversity & Inclusion efforts.
- Meet corporate social responsibility goals.
- Enhanced cost savings, flexibility, response time, creativity & innovation, and product or service quality.

CGLCC currently has 73 corporate partners that are engaged in Supplier Diversity. CGLCC works with these corporations to connect them with certified LGBTQ businesses for procurement opportunities.

We currently have 140 certified diverse businesses enrolled in CGLCC's Supplier Diversity Program. CGLCC's certified supplier list includes businesses from a broad range of industries, including consulting & professional services, F&B, and IT. We also endeavour to further our supplier diversity efforts in key need industries such as construction, manufacturing, and agriculture. With the announcement of the 2SLGBTQI+ Federal Entrepreneurship Program, we will expand our supplier base by 400 new certified suppliers by 2026. With that number in mind, we expect to certify 15 to 20 new businesses every month for the next two years.

### **CGLCC's Members Portal**

CGLCC's current Members Portal is a centralized resource hub for access to essential tools. The portal is a partial tool for the initial registration to the Supplier Diversity Program. Payment and submission of the initial application is managed through the existing portal. Once the formal application has been submitted, the remainder of the certification process is managed externally from the current portal. The new portal must be an all-in-one centralized platform for managing the entire certification process.

The current portal also includes a comprehensive members directory, providing accessible networking opportunities between members. Members can also explore virtual resources, and stay informed with the latest news and events through our calendar.

At a minimum, the new supplier diversity portal should:

- Be an all-in-one certification tool encompassing the entire certification process, from payment to final certification.
  - Payment
  - Application
  - Supporting document submission
  - Certification assessment interview
  - Final assessment report submission for certification committee review.
  - Ongoing renewal & recertification process.
- A searchable database with enhanced filters for finding certified businesses. The database must be, at minimum, searchable by industry and services.
- Provide Integrated reporting on success from the program on both the supplier and buyer sides.

### **Objectives & Scope of Work:**

#### **Phase 1:** Conduct Research on Existing Supplier Diversity Portals:

- Needs Assessment:
  - Objective:
    - Gain a comprehensive understanding of CGLCC's supplier diversity goals and requirements through document reviews, stakeholder interviews or workshops.
    - Gain a comprehensive understanding of the requirements of CGLCC's stakeholders to ensure that the implemented Portal effectively meets and addresses their needs.
  - Activities
    - Conduct interviews with key stakeholders to identify specific supplier diversity objectives. Conduct a minimum of five interviews from each of the following stakeholder groups.

- Diverse Suppliers
    - Corporate Members
    - Internal Stakeholders (Staff)
  - Review existing CGLCC operational tools (CRM, G-Suite, Monday.com, WordPress etc) to report on Portal integration.
  - Facilitate at least one workshop to gather insights from internal cross-functional teams involved in supplier diversity.
- Portal Research:
  - Objective:
    - Evaluate a minimum of 5 existing North American-based supplier diversity Portals or Portals similar in nature to understand their functionalities, strengths and weaknesses, and ability to meet the needs of CGLCC's supplier diversity program.
  - Activities:
    - Identify and select Portals relevant to the project's scope. Including Portals from other certifying organizations in Canada and the United States.
    - Analyze portal features, reporting capabilities, user interfaces, data management processes, front and back-end functionalities, and data security measures.
    - Provide a detailed analysis of the advantages and disadvantages of each researched Portal.
    - Identify timelines for Portal implementation for existing Portals.
- Report and Recommendations:
  - Objective:
    - Compile a comprehensive report detailing findings from the needs assessment and Portal research, providing clear recommendations, timelines, and costs for the creation of or implementation of a new supplier diversity Portal.
  - Activities:
    - Present an overview of the minimum requirements CGLCC's supplier diversity Portal should include.
    - Summarize the components, advantages, and disadvantages of each researched portal.
    - Provide detailed recommendations for the proposed National Supplier Diversity Portal based on research findings. Recommendations should include, but not be limited to the following:
      - Detailed overview of data privacy and security.
      - Detailed recommendations for accessibility and bilingualism.
      - Details on how the recommended new Portal would interface with the existing CGLCC website and tools, including, but not limited to, Hubspot, monday.com, G-Suite, and WordPress.
      - Detailed overview of proposed back and front-end reporting features.
      - Comprehensive recommendation on an off-the-shelf or custom-built platform for Portal implementation.

## Project Timelines

The Project's anticipated start date is immediate, and the final report must be completed before May 1st, 2024.

## Minimum Requirements for the Bidder

- **Relevant Experience:**
  - Demonstrated experience in researching similar projects involving the implementation of member-based portals, ideally in the context of supplier diversity or procurement.
- **Technical Expertise:**
  - Demonstrated understanding of organizational change management and technology transformation and integration.
  - Working knowledge of relevant technologies and tools related to members-based portal design and implementation.
- **Understanding of Supplier Diversity:**
  - Clear understanding of supplier diversity goals, best practices, and barriers.
  - Experience working with organizations to enhance their supplier diversity initiatives through technology solutions preferred.
- **Familiarity with 2SLGBTQI+ Community:**
  - Demonstrated experience and familiarity with working collaboratively with the 2SLGBTQI+ community.
  - Awareness of specific challenges and considerations related to supplier diversity within the 2SLGBTQI+ community.
- **Proposal Quality:**
  - Submission of a well-structured and comprehensive proposal that addresses the specific requirements outlined in this RFP.
  - Clear articulation of the bidder's approach to researching existing Portals and recommendations for implementing a National Supplier Diversity Portal.
- **Financial Stability:**
  - Evidence of financial stability and capability to undertake the proposed project.
  - Submission of a realistic and competitive budget that aligns with the project's scope and objectives.
- **References:**
  - Provide a list of two to three references from previous clients for whom similar projects have been completed.
  - Include contact information for references who can speak to the bidder's performance and ability to deliver on project objectives.
- **Team Expertise:**
  - Detailed profiles of key team members who will be involved in the project, highlighting their relevant experience and expertise.
  - Assurance that the proposed team has the necessary skills to conduct research and carry out this project's requirements (listed above).
- **Compliance with Timeline:**
  - Commitment to adhering to the proposed timeline.
  - Clear communication of potential challenges or constraints impacting the project timeline.
- **Legal and Ethical Compliance:**
  - Compliance with all legal and ethical standards relevant to the project.
  - Assurance of adherence to privacy and data security regulations.
- **Innovation and Improvement:**
  - Demonstrate a commitment to innovation and continuous improvement by proposing strategies to enhance the supplier diversity Portal based on research findings.

## Project Budget

The project has a budget range of approximately \$15,000 - \$20,000 (including HST) over the period of the contract. Including the consultant's fees and any proposed travel or incidentals for the project. We are open to receiving proposals that might be slightly lower or higher than the given range, depending on the complexity of the proposal and the activities proposed.

## Supplier Diversity Policy

For any outsourced portion or item of the National Supplier Diversity Portal Research and Implementation Project on the part of the bidder. The bidder must commit to actively considering and engaging certified diverse vendors in the procurement process.

- **Certified Diverse Vendor Consideration:**

- For each external service, subcontracting, or procurement related to this project, The bidder will actively consider at least one certified diverse vendor in the selection process where possible.

A Certified diverse vendor is defined as a business that has obtained recognized certifications affirming their status as indigenous-owned, LGBTQ-owned, minority-owned, women-owned, veteran-owned, or owned by a person with a disability or other diversity classifications defined by applicable certification agencies.

- **Reporting and Transparency:**

- The bidder must commit to transparency in their supplier diversity efforts. Regularly reporting on the utilization of certified diverse vendors in the project. Reasoning as to why a diverse vendor was either not considered or successful should be recorded and reported to CGLCC on a case-by-case basis when a vendor is engaged. Reporting may be submitted after the final vendor decision.

## Proposal Submission Guidelines

**Submissions must not exceed eight pages** and must include, but are not limited to, the following components:

- Scope:
  - a. Include a statement summarizing your understanding of the project's scope.
- Deliverables:
  - a. Describe your understanding of the final deliverables expected by CGLCC.
- Proposed Work Plan:
  - a. Using the deliverables described in the [objectives & scope of work](#) and the [minimum requirements](#) section of the RFP as your reference point, describe your plan for accomplishing the work in narrative form. Modifications of the tasks/deliverables as presented are permitted; however, reasons for changes should be fully explained and justified. Include proposed timeframes and explanations of how the RFP requirements will be achieved.
- Project Costing Budget:
  - a. Supply a comprehensive breakdown of the cost estimates associated with the project deliverables and hours of work by team members.
- Special Considerations:

- a. Identify any unique challenge(s) perceived in executing the project and how the challenge(s) might be approached.
- Project Staff:
  - a. Supply a list of the project staff, including third parties, and their respective roles, qualifications, experience, and ability to work in both official languages.
- Prior Experience:
  - a. Experience statements should refer to work done by individuals assigned to this project and that of the overall company. The company shall identify any third parties (sub-contractors, vendors, and suppliers) responsible for implementing the anticipated contract.
- References:
  - a. Provide two to three references of past or current clients with similar project work (please include client name, contact person, email address, and phone number, along with a brief description of each project). Do not include any CGLCC personnel in your references.

## Proposal Evaluation

Submitted proposals will be evaluated based on the following:

- **Research Approach:** Described approach, methodology, and timeline for researching existing supplier diversity portals, reporting on pros and cons, and recommending improvements.
- **Relevant Experience:** Demonstrated experience in new technology research, ideally within the supplier diversity space.
- **Understanding of Organizational Needs:** A clear understanding of CGLCC's goals and requirements concerning this project.
- **Technical Expertise:** Demonstrated understanding of organizational change management and technology transformation and integration.
- **Proposed Methodology:** A comprehensive approach, project plan, and methodology for research and recommendations on implementing a National Supplier Diversity Portal.
- **Budget:** Present a detailed and realistic budget that aligns with the project's scope and deliverables.

## Evaluation Weighting

Contractor Evaluation (40%)

- Consultant's overall capabilities based on understanding project scope and activities.
- Qualifications and experience as outlined in the [minimum requirements for the bidder](#).
- Demonstrated experience/past performance.
- Team member qualifications.

Proposed Work Plan (45%)

- Understanding of the project, including clarity and relevance of proposal.
- Quality of the work plan, including approach to Research.
- Proposal preparation, thoroughness, and responsiveness to requirements of RFP.
- Outline of deliverables and how they will be met.
- Identification, explanation, and justification of modified tasks or unique challenges expected.
- Creative and innovative approach to the project.

Certified Diverse Supplier (5%)

- Bidder is a certified Diverse Supplier with Canada's 2SLGBTQI+ Chamber of Commerce or other [recognized certification body](#). ([CAMSC](#), [IWSCC](#), [WeConnect](#))

[International](#), [CCAB](#), [WBE Canada](#), or a US based certifying organization)

Estimation of Project Costs (10%)

- Budget allocations should be commensurate with the level of activity in the work plan and reflect value for effort.
- Competitiveness to other bidders.

Any questions or clarifications can be directed to A.J. Stewart (Operations Manager, Supplier Diversity) at [aj@cglcc.ca](mailto:aj@cglcc.ca).

Proposals must be submitted in English in PDF format (including appendices, where applicable) to [aj@cglcc.ca](mailto:aj@cglcc.ca) no later than **February 13th, 2024**, at 5 pm EST. No other submission format will be accepted.

All proposals must be marked with the bidder's name and reference the title of this project:

**Project Title: National Supplier Diversity Portal Research**

CGLCC will notify all bidders in the form of an email upon receipt of their proposal. CGLCC is not responsible for bids that fail to meet this deadline.

### **Key Terms of Engagement**

Although not exhaustive, this list of key terms of engagement will become an integral part of the Agreement between the CGLCC and the successful bidder.

Acceptance of the Proposal: CGLCC reserves the right not to accept any proposal. This RFP should not be construed as a contract to purchase services. CGLCC shall not be obligated in any manner until a written agreement relating to an approved proposal has been duly executed.

Proposal Revisions: Proposal revisions must be received prior to the RFP submission/closing date and time.

Financing of Proposals: The cost associated with preparing and submitting proposals will not be paid by CGLCC.

Acceptance of RFP Conditions: Receipt of the proposal offer will be considered acceptance of the RFP terms and conditions by the bidder.

Subcontracting: Subcontracting is allowed as a condition of the anticipated contract for service. When allowed, proposed subcontractors must be listed. Joint proposal submissions must indicate which bidder has overall responsibility for project management.

Project Contact: CGLCC will assign a project contact at the time the contemplated contract is awarded. The successful bidder will also assign a project contact at that time.

Negotiation Delay: If a written contract cannot be concluded within fifteen days of notification to the designated bidder, CGLCC may, in its sole discretion, terminate negotiations with that bidder and either negotiate a contract with another bidder of its choice or choose to terminate the RFP process and not enter into a contract with any of the bidders.

Funding: The implementation of the selected proposal is dependent upon funding being approved by CGLCC.

Proposals as Part of Contract: Proposals may be negotiated with bidders and, if accepted, will form part of any contract awarded.

Disclaimers/Limitations of Liability: Neither acceptance of a proposal nor execution of an agreement shall constitute approval of any activity or development contemplated in any proposal that requires any approval, permit, or license pursuant to any federal, provincial, regional district or municipal statute, regulation, or by-law. It is the responsibility of the contractor to obtain such prior to the commencement of the services under the proposed contract.



Copyright: During the project period, the successful bidder shall not sell, transfer, mortgage, lease, or otherwise dispose of any tangible or intangible assets, including any intellectual property purchased for Canada's 2SLGBTQI+ Chamber of Commerce (Legal entity: Canada's Gay & Lesbian Chamber of Commerce) under the contracted agreement without prior written consent of the owners. The copyrights, trademarks, and any other intangible or tangible rights relating to the Underlying Works belong to CGLCC and shall be delivered forthwith to CGLCC upon completion of the particular project or as otherwise requested by CGLCC. CGLCC reserves the right to modify the conditions of the RFP, at any time up to the closing date and time.

**Confidentiality and Security**

Other Purpose: This document or any portion, therefore, may not be used for any purpose other than the submission of proposals.

Security and Privacy of Information: The successful bidder must agree to comply with the CGLCC Privacy Policy regarding information received from participants in industry consultation activities. These include strict control of access to data and maintaining confidentiality of information gained while carrying out their duties under the terms of any contract.

Disclosure: All documents submitted by bidders shall become the property of CGLCC and as such will be subject to the disclosure provisions of the Freedom of Information and Protection of Privacy Act. Information pertaining to CGLCC obtained by the bidder as a result of participation in this project is confidential and must not be disclosed. Samples of work provided as part of submission requirements remain the property of the bidder.

CGLCC, ITS EMPLOYEES, AGENTS, AND CONSULTANTS EXPRESSLY DISCLAIM ANY AND ALL LIABILITY FOR REPRESENTATIONS, WARRANTIES EXPRESSED OR IMPLIED OR CONTAINED IN, OR FOR OMISSIONS FROM THIS RFP PACKAGE OR ANY WRITTEN OR ORAL INFORMATION TRANSMITTED OR MADE AVAILABLE AT ANY TIME TO A BIDDER BY OR ON BEHALF OF CGLCC. NOTHING IN THIS RFP IS INTENDED TO RELIEVE BIDDERS FROM FORMING THEIR OWN OPINIONS AND CONCLUSIONS WITH RESPECT TO THIS RFP.