



Edmonton Chamber
of Voluntary Organizations

About:

The Edmonton Chamber of Voluntary Organizations (ECVO) is a member-based organization that amplifies the voices of Edmonton's non-profit sector. ECVO uses capacity building, advocacy, thought leadership, and a commitment to reconciliation, along with the support of more than 250 member non-profits to draw attention to the challenges and opportunities within the non-profit sector. The ECVO was founded in 2002 and has had a significant impact through its advocacy for the sector. Today, our team of governance, policy, government relations, volunteerism, communications, evaluative learning, and ethno-cultural diversity experts works across the region and in collaboration with Canada's wider non-profit sector to support strong and resilient non-profits that are able to meet the needs of those they support.

Scope of Work:

The Edmonton Chamber of Voluntary Organizations (ECVO) is seeking a strategic consulting partner to assist with the development of shared services business model for the non-profit sector.

The ECVO would like to explore the feasibility of developing shared services models for grassroots and community organizations in Edmonton and area. In Edmonton, there are more than 7500 non-profit organizations of varying size and budgets, with almost 70% of these being small, low budget organizations. According to our feasibility study conducted in 2019, 88% of respondents indicated that they are likely to hire professional services. Additionally, respondents indicated that the "availability of service providers specializing in the non-profit sector" and "finding a trusted service provider" are the biggest challenges facing their organization when it comes to finding professional support. The data indicates that a clear need and market exist for these services.

- Complete an analysis of data from feasibility study and other environmental scans to develop a deeper understanding of market segments, their needs, and capacity to pay for services.
- Engage stakeholders from grassroots ethnocultural and senior-serving organizations to understand specifics, and clarify priorities and price points.
- Clarify and select the best model for fulfilling the needs, especially ECVO's role.
- Identify any gaps in expertise, and determine the collaboration/partnering model.
- Ensure that the proposed business model reflects ECVO's core values and that we remain true to our mission/vision.

Desired Outcomes:

1. Identification of areas of growth and development in the delivery of a shared service model.

2. Creation of a community engagement framework to ensure effective engagement with partners, stakeholders and members of ethnocultural communities and senior-serving organizations.
3. Development of a business model including, but not limited to, clear values, identification of possible product/services, revenue structure, and processes.

Key Milestones:

1. RFP Release: July 19, 2023
2. Queries/Question period ends: July 26, 2023 12.00 Noon (MST)
3. Proposal Submission Deadline: August 1, 2023 5.00PM (MST)
4. Selection of consultant/Firm: August 4, 2023
5. Project Kick-off meeting: August 10, 2023
6. Final Report submission: October 31, 2023

How to submit a proposal:

Within the response, the vendor must describe:

1. Their approach to delivery of the desired Outcomes described above;
2. Past experience working with similar organizations;
3. The methods/philosophy that will be used to facilitate the engagement process;
4. How the planning results will be captured/reported; and
5. The overall fee for this project within the specified limit of \$20,000.

This project will be tendered at the discretion of the Edmonton Chamber of Voluntary Organizations. The executive director of the ECVO will review and decide based on a weighted point system considering experience in the sector 20%, plan to meet the proposal outcomes 40%, consultant qualifications 20%, and best overall value for the product 20%.

The ECVO would like to thank you in advance for your time and attention to this matter. Should you have any questions and/or comments, please do not hesitate to contact executive director, Gemma Dunn, at director@ecvo.ca

Please submit your quote via email to careers@ecvo.ca no later than August 1, 2023

ECVO Guiding Values:

Collaboration: We believe collaboration, not competition, strengthens our communities and sector partnerships. We support sector organizations to find common ground and discover ways they can share resources and ideas. Internally, we encourage our team to work without silos and find interdisciplinary solutions to common challenges.

Boldness: We seek to be bold in our ideas and in the way we communicate our work because the issues our sector face require honesty and approaches beyond the status quo. We push into uncomfortable places in order to achieve new learnings and opportunities for growth and necessary change.

Adaptability: The sector and society are shifting, and our work at ECVO must respond appropriately. We seek sector transformation that will enhance sector agility and resilience so organizations and their personnel may adapt to the social, environmental, and economic changes of the 21st century.

Credibility: We conduct our work and relationships in ways that build trust. We aim to fairly, transparently, and accurately represent our members and community so they can rely on our strong voice and reputable programs to achieve their goals.

Just Relationships: Relationship is at the core of everything we do, whether through supporting the development of interpersonal relationships—member to member, mentor to mentee, volunteer to staff—or more macro sector partner relationships. We understand that the way we relate to each other can be marked by inequality and injustice that is structural in nature. In all of our relationships we strive for equality, justice, and reconciliation.