



**REQUEST FOR QUALIFICATIONS (RFQ)
Youth Feedback Surveys**

Office of the Child and Youth Advocate
Quality Assurance
Suite 600
9925 109 Street
Edmonton, Alberta T5K 2J8

RFQ No. OCYA-102026S

	RFQ Issue Date: October 19, 2026 RFQ Closing Date: November 6, 2026, at 14:00:59 MT RFQ Administrator: Andrea Brand Phone: 780-643-9135 E-mail: procurement@ocya.alberta.ca
--	--

TABLE OF CONTENTS

1.0	<i>Definitions</i>	3
2.	<i>Project/Services Information</i>	5
2.1	Preamble	5
2.2	Background	5
2.3	Contracts	7
2.4	Proposed Schedule of Events	7
3.0	<i>RFQ Requirements</i>	7
3.1	Objectives of the Services	7
3.2	Services Required	7
3.3	Tasks and Deliverables	9
3.4	Project/Services Duration	9
3.5	Required Expertise	9
4.	<i>Response Package</i>	10
5.	<i>Response Evaluation</i>	11
5.1	Administrative Mandatory Evaluation	Error! Bookmark not defined.
5.2	Proposal Mandatory Criteria	11
5.3	Proposal Desirable Criteria	11
5.4	Proposed Schedule of Events	12
6.	<i>RFQ Administration Terms and Conditions</i>	12
6.1	Stipulations	12
6.2	The Contract	12
6.3	Confidentiality and Security of Information	13
6.4	Protection of Privacy Act (POPA) and Collection of Personal Information Information	13
6.5	Lobbyist Act	15
6.6	Agreement on Internal Trade	15
6.7	Conflict of Interest	15
6.8	Vendor Expenses	15
6.9	Period of Commitment	15
6.10	Pricing	15
6.11	Waiver	15
6.12	Irrevocability of Responses	16
6.13	RFQ Closing	16
6.14	Computers, Software, Parking, Secretarial Services, Travel, Expenses and Insurance	16
6.15	Contact Information	16
7.	<i>Response Package</i>	17

1.0 DEFINITIONS

Vendors are advised to pay careful attention to the wording used throughout this Request for Qualifications (RFQ). Failure to satisfy any term or condition of the RFQ may result in an unacceptable Response. Throughout this RFQ, terminology is used as follows:

Advocate means His Majesty in right of Alberta as represented by the Children and Youth Advocate.

ATIA means the *Access to Information Act*, (Alberta), as amended from time to time.

Alberta Time means Mountain Standard Time or Daylight-Saving Time as provided for in the *Daylight Saving Time Act* of Alberta.

Business Day means 8:15 a.m. to 4:30 p.m., Alberta Time, Monday to Friday, excluding statutory holidays observed by the Advocate.

Business Hours means 8:15 a.m. to 4:30 p.m., Alberta Time, on Business Days.

Contract means a written agreement between a Qualified Vendor(s) and the Office of the Child and Youth Advocate.

Data means Personal Information, Deliverables (regardless of their form or their state of development) and any other information created or acquired as a result of a Contract.

Deliverable means the services, activities and reports described in sections 3.2 and 3.3.

Documentation of Qualifications package means the Vendor's response to this RFQ and includes all the Vendor's attachments and presentation materials.

Evaluation Team means the individuals who, on behalf of Office of the Child and Youth Advocate, will evaluate the RFQ submissions.

Expertise means knowledge, skills and/or experience gained through post-secondary education, employment, voluntary activities, and continuous learning.

Individual Advocacy Services means the program responsible for representing the rights, interests and viewpoints of young people who come to the Office of the Child and Youth Advocate's attention and who are receiving services under the *Child, Youth and Family Enhancement Act*, the *Protection of Sexually Exploited Children Act*, or through the Youth Justice System.

Legal Name means the name under which a Vendor is legally registered and under which a Contract would be issued. A Legal Name may be the name of an individual if that individual has not registered a different name for his or her business with the appropriate provincial registry.

LRCY means the Legal Representation for Children and Youth program. This program provides independent legal counsel for young people receiving child intervention services for

legal matters under the *Child, Youth and Family Enhancement Act* and the *Protection of Sexually Exploited Children Act*.

Mandatory, must, required, will or shall mean a requirement of this RFQ that has to be met in order for the submission to receive consideration.

Materials means information produced by or for the Office of the Child and Youth Advocate.

OCYA means the Office of the Child and Youth Advocate.

POPA means the *Protection of Privacy Act* of Alberta, Statutes of Alberta. 2024, c. P-28.5, as amended, revised or substituted from time to time.

Personal Information means recorded information about an identifiable individual defined in section 1(q) of *Protection of Privacy Act*, Statutes of Alberta. 2024, c. P-28.5, as amended.

Prime Vendor means the individual or organization in a Consortium that is responsible for the provision of all Services and is accountable for all terms and conditions of a Contract.

RFQ means this Request for Qualifications document and associated documentation and appendices.

RFQ Administrator means the person designated as the contact for this RFQ or their delegate.

Response means the Vendor's completed Response Package (see Section 7) and includes all of the Vendor's attachments.

Response Package means the forms the Vendors must complete and return to the Office of the Child and Youth Advocate for evaluation as shown in Section 7.

Review Date means the date when the Evaluation Team will review Responses, as described in Section 5.4.

Services mean one or more of the tasks described in Section 3.

Survey means a set of predetermined questions created by the Office of the Child and Youth Advocate.

Should, May or Desirable mean a requirement that is not mandatory, but which has a significant degree of importance to the objectives of this RFQ.

Vendor means an organization providing a submission to this RFQ.

Vendor's Resource(s) means the personnel assigned by the Vendor to complete the deliverables.

Headings are used for convenience only, and they do not affect the meaning or interpretation of the clauses.

Words in the singular include the plural and vice versa.

2. PROJECT/SERVICES INFORMATION

2.1 Preamble

The purpose of this RFQ is to establish Contracts for a maximum of three (3) resources for the period from approximately December 1, 2026, to October 31, 2028, to conduct surveys with young people for the Office of the Child and Youth Advocate.

2.2 Background

The Office of the Child and Youth Advocate (OCYA) is an independent office of the Legislature and draws its authority from the *Child and Youth Advocate Act*.

The OCYA's core businesses are:

- Advocating on behalf of individual young people receiving child intervention services or who are involved in the youth justice system, by ensuring that their rights, interests, and viewpoints are acknowledged and acted upon.
- Providing quality legal services to young people receiving services under the *Child, Youth and Family Enhancement Act* or the *Protection of Sexually Exploited Children Act*.
- Conducting systemic investigations/mandatory reviews arising from the serious injury to or death of a young person receiving designated services.
- Providing public education on the rights, interests, and well-being of young people.
- Building advocacy capacity in the community.
- Conducting research related to improving designated services.
- Reporting to Alberta's Legislature on any matters related to the rights, interests and well-being of young people involved with designated services.

To ensure the effectiveness of the quality of services provided by the OCYA, and to continuously improve these services, the OCYA has developed a Quality Assurance Framework. This Framework sets out a basis for:

- continuous improvement and quality control;
- improving accountability and cooperation;
- incorporating evidence based research into performance improvements; and
- building and maintaining the confidence of the young people that the OCYA serves, along with other stakeholders.

The OCYA's clients are young people in Alberta who receive designated services through the child intervention and youth justice systems. The OCYA aims to continuously assess and improve its services to these young people. One way of assessing the quality and effectiveness of OCYA's services is through reaching out to young people to hear about their experiences regarding the services they received from our office.

The OCYA developed surveys to gather input from young people about their experiences with an OCYA advocate or LRCY lawyer; this input is used to help assess the quality and effectiveness of the advocacy and legal representation services provided by the OCYA.

Legal Representation for Children and Youth (LRCY)

The LRCY program appoints lawyers for young people with court matters under the *Child, Youth and Family Enhancement Act* or the *Protection of Sexually Exploited Children Act*. In a typical year, roughly 1200 appointments are made for close to 2000 young people aged 0-17 years.

From a quality assurance perspective, LRCY has established explicit outcomes to achieve with or for young people receiving designated services. To support service standards for roster lawyers which are monitored. The OCYA uses an independent process to survey young people, to determine their level of satisfaction with the services provided by the roster lawyers. Approximately 650 young people aged 12 years and older have services from a LRCY lawyer end in a typical year and are eligible to be surveyed.

Comments provided by young people are shared with their lawyer in a non-identifying manner. The lawyers working with the OCYA have said they appreciate and place a high level of importance on this feedback.

Individual Advocacy Services

Individual Advocacy Services stands up for young people by representing the rights, interests and viewpoints of young people who come to the Office of the Child and Youth Advocate's attention and who are receiving designated services under the *Child, Youth and Family Enhancement Act*, the *Protection of Sexually Exploited Children Act*, or through the Youth Justice System. Roughly 1700 young people receive individual Advocacy Services in any given year, through screenings, information gathering, or working with an advocate on an advocacy issue.

Through an independent survey process with young people, feedback is collected to determine their level of satisfaction with the services provided by the advocates. In a typical year, approximately 600 young people aged 10 years and older finish working with an advocate and are eligible to be surveyed.

Comments provided by young people are shared with the advocates in a non-identifying manner. Information gathered through the surveys is used to monitor the quality of the advocacy services from a young person's perspective, and to improve upon advocacy practices and inform ongoing policy development.

2.3 Contracts

Vendors selected as Vendors pursuant to this RFQ will be eligible to be awarded a Contract for the period December 1, 2026, to October 31, 2028.

A maximum of three Vendors will be selected through this RFQ to conduct surveys with young people on behalf of the OCYA.

Participation in this RFQ neither adversely affects nor bars the Vendors, whether selected for a Contract or otherwise from participating in other Office of the Child and Youth Advocate procurements.

Vendors may, at the discretion of the Advocate, have their Contract terminated for any unsatisfactory performance or misrepresentation of Expertise.

2.4 Proposed Schedule of Events

RFQ Issue Date: October 19, 2026

Submission Date: November 6, 2026, 14:00:59 Alberta time

Selection of Vendors: November 17, 2026

3.0 RFQ REQUIREMENTS

3.1 Objectives of the Services

The OCYA requires the services of a professional to conduct surveys with young people on the services of the OCYA and to enter the information into a prescribed survey form.

3.2 Services Required

The Services to be provided include Surveys for both Individual Advocacy Services and Legal Representation for Children and Youth.

- The survey process is a weekly one.
- Surveys of young people are completed shortly after their work with their advocate or LRCY lawyer ends.
- There are roughly 1600 young people whose work with an advocate or LRCY lawyer ended in the year and are assigned to a surveyor to review eligibility.
- On average there are 30 young people who are eligible to be surveyed each week.
- The OCYA will provide Vendors their list of young people who work with an advocate or lawyer ended and whose eligibility can be reviewed.
- Upon receipt of a list of young people who have concluded their work with an advocate or lawyer, Vendors will verify that the young person meets eligibility /suitability criteria, has not previously been provided with a link to the survey from their advocate and is not on the Do Not Call List.
- The Vendor will identify the contact information for the young person by accessing contact information in OCYA's electronic information systems for Advocacy and LRCY, the Child Intervention Case Information Online (CICIO), or in some situations by contacting the young person's caseworker.

- The Vendor will be expected to make their first attempt to contact young people within two weeks of receiving their names.
- The Vendor will make at least three attempts (at different times and days) to reach the young person and will document all the attempts and responses received.
- The Vendor will identify themselves as representing the Office of the Child and Youth Advocate, describe the survey process, the authority to collect the information, and how the information collected will be used; as well as provide a brief description of OCYA's services available to the young person in the future.
- The Vendor will engage with the young person in a youth friendly manner and will put the needs of the young person first.
- The Survey is conducted by phone, text, Facebook messenger, or a link to an electronic survey.
- The OCYA will determine the items to be included in the youth survey and the Vendor will be trained to and provided the youth survey format.
- The Vendor will use prescribed youth survey formats to collect the required information and will document the youth's comments in a clear and concise manner.
- The Vendor will enter the results of the surveys into a prescribed electronic survey form. Outcomes of survey attempts will be entered into the Vendor's Assignment List for tracking.
- If a young person has identified that they do not want to be contacted in the future, the Vendor will document that information.
- If during the conversation, the Vendor believes that that young person could benefit from either OCYA services or services in the community, the Vendor will suggest some options for the young person to consider.
- If during the conversation, the Vendor believes that the young person is in need of intervention services (as defined in the *Child, Youth and Family Enhancement Act*), the Vendor is legally obligated to report this to Children's Services. The Vendor should discuss this obligation with the young person.
- Vendors must notify the Survey Project Manager in advance of vacation times.
- The number of hours Vendors can expect this work to take will vary from week to week depending on the number of young people they are assigned, the amount of time that contact searches and verification of eligibility takes, and their success in reaching the assigned young people. Some weeks only 2-3 hours of work may be assigned, and others work may take up to 30 hours, particularly when survey backlogs are being addressed. Work will be assigned based on operational needs; therefore, Vendors are not guaranteed work.
- At the start of the survey period, Vendors will be given longer 'backlog' lists of young people whose surveys were delayed when transitioning to a new survey year and instrument. Vendors will be expected to complete these surveys as quickly as practical, and timing will be negotiated.
- The Vendors may be requested to conduct special surveys using an alternative format or different selection criteria.

It is expected that Vendors will be flexible should the OCYA need to change the processes or timelines (for example, changes to the dates or temporary changes to the number of surveys assigned to cover for other Vendors).

The Vendors must be flexible in learning new technology to access information and enter completed surveys.

This work will be performed outside of the OCYA's office and will require access to, and knowledge of, the internet and Microsoft SharePoint, Excel and Office.

Vendors will ensure the security of confidential files, documents and electronic systems/devices in their possession, including any handwritten notes. Any printed or handwritten documents must be securely disposed of. The OCYA offices have secure bins for sensitive information if you wish to bring your papers to the office for disposal if you lack alternative methods.

Vendors are required to perform their job duties in the province of Alberta.

The purpose of this RFQ is to invite interested Vendors to submit qualifications to be evaluated for eligibility for a Contract to be awarded. The OCYA is looking for qualified Vendor(s) with experience in social services, child welfare, youth justice, or other related areas.

To gain a further understanding of the OCYA please visit our website at ocya.alberta.ca.

3.2.1 Fixed Price Hourly Rate:

The fixed hourly rate to provide the described Services is \$60 per hour. An OCYA cell phone and laptop will be provided to the Vendor to conduct the surveys. There is no financial resource allocation for the Vendor's expenses, including travel.

3.3 Tasks and Deliverables

3.3.1 General Services

Follow established processes, schedule concurrent tasks and allot appropriate time on task(s) to meet deadlines for Deliverables.

3.3.2 Description of Deliverables

Successful Vendor(s) will be awarded a Contract to:

- determine eligibility
- locate contact information
- conduct surveys with young people who have received services from the OCYA
- enter the survey information into a prescribed electronic survey form and the survey outcome into a provided Excel spreadsheet.

3.4 Project/Services Duration

The Contract term is estimated from December 1, 2026, to October 31, 2028.

3.5 Required Expertise

3.5.1 Mandatory Requirements

Vendors must meet all of the following requirements:

- Provide the names of two (2) references. Documentation must include contact information, job title (if applicable) and relationship to the Vendor.
- Provide a resume outlining the Proposed Resource's relevant experience and education. The resume must clearly indicate the working experience and training the person possesses in areas of Expertise.
- Indicate a willingness to contact young people in the evenings and on weekends.

3.5.2 Desirable Criteria

- Related education in social work, social sciences, justice or other related disciplines.
- Experience working with vulnerable young people.
- Experience using the Microsoft Office suite of applications, particularly Excel and SharePoint, as well as electronic case management systems.
- Working knowledge of the *Child and Youth Advocate Act*; *Child, Youth and Family Enhancement Act*, *Protection of Sexually Exploited Children's Act*, and the *Youth Criminal Justice Act*.
- Understanding of Individual Advocacy Services provided by the OCYA.
- Understanding of the OCYA's Legal Representation for Children and Youth Program.
- Demonstrated excellent engagement skills with young people (provide two examples).
- Ability to be flexible to complete the surveys within a short period of time and during specific time periods.
- Excellent organization and time management skills, including the ability to keep information private and secure.
- Demonstrated ability to work independently.
- Demonstrated critical thinking.
- Attention to detail and assuring quality of work.
- Describe how the Services will be delivered and/or requirements met.
- Identify attributes that may identify 'value add' over and above the requirements.

4. RESPONSE PACKAGE

Vendors must complete and return the entire Response Package, as required, to the Office of the Child and Youth Advocate in order to be considered for a Contract.

Vendors may respond to this RFQ as an individual or organization. Vendors must submit a Proposal Package for each proposed Resource.

The Response Package must be submitted electronically, via email, in Microsoft Word or Adobe Acrobat format by the RFP Closing Date and Time to the following email address: procurement@ocya.alberta.ca with a copy to andrea.brand@ocya.alberta.ca. The email subject line should indicate the RFQ number.

The official time and date of receipt of the Response Package will be determined by the email received time as recorded by the Office of the Child and Youth Advocate's email server. Proponents should be aware that, prior to such electronic delivery, incoming emails are subject to consistency checks and antivirus scans, which process can take several minutes or longer to complete. The Advocate will not be responsible for failures (technical or

otherwise) that may result in a Response Packages not being received prior to the RFQ Closing Date and Time.

Response Packages must be received before 14:01:00 Alberta Time on the RFQ Closing Date, or they will be rejected.

Response Packages received after the RFQ Closing Date and Time will be deleted.

In the event that more than one Response Package is received with the same legal name and address, the version received closest to the RFQ closing date and time shall govern.

5. RESPONSE EVALUATION

5.1 Proposal Mandatory Criteria

The RFQ Administrator will evaluate submissions that have passed the mandatory administrative criteria using the following Proposal Mandatory Criteria.

Proposal Mandatory Criteria	Yes	No
Provide the names of two (2) references that may be contacted by the OCYA. Documentation must include contact information, job title (if applicable) and relationship to the Vendor.		
Provide a resume outlining the Proposed Resource's relevant experience and education. The resume must clearly indicate the working experience and training the person possesses in areas of Expertise.		
Indicate a willingness to contact young people on the evenings and on weekends.		

Only Proposals that meet the Proposal Mandatory Criteria will be assessed further for the Proposal Desirable Criteria.

5.2 Proposal Desirable Criteria

The Evaluation Team will score the submissions using the Evaluation Desirable Criteria and weightings listed below.

A maximum of three resources will be selected through this RFQ to conduct surveys with young people on behalf of the OCYA.

The Office of the Child and Youth Advocate reserves the right to refuse to offer a Contract to a Vendor should a reference check prove unfavorable in the opinion of the Evaluation Team.

Evaluation Criteria	Total Points
Experience	35
Knowledge	25
Skills	25
Service Delivery Approach	10
Value Add	5
Total Possible Points	100

The ability of Vendors to engage young people and interact with them in a youth friendly manner is a critical aspect to the success of the Youth Survey project. In order to assess that Vendors have these skills, top ranking Vendors, based on the above Evaluation Criteria, may be asked to conduct a ‘mock survey’ with a young person using a survey provided by an Evaluation Team member. Evaluation Team member(s) and the young person will determine whether the Vendor has demonstrated these skills. Contracts will only be awarded to Vendors who are able to demonstrate these abilities.

Interviews may be held at the discretion of the Office of the Child and Youth Advocate.

5.3 Proposed Schedule of Events

RFQ Issue Date	October 19, 2026
Questions Accepted Up To	October 30, 2026, 14:00:59 MT
RFQ Close Date/Submissions Received	November 6, 2026, 14:00:59 MT
Selection Date	November 17, 2026

The above dates are subject to change at the sole discretion of the Office of the Child and Youth Advocate.

6. RFQ ADMINISTRATION TERMS AND CONDITIONS

6.1 Stipulations

The Office of the Child and Youth Advocate reserves the right to cancel this RFQ at any time and to re-issue it for any reason whatsoever, without incurring any liability and no Vendor will have any claim against the Office of the Child and Youth Advocate as a consequence.

The Office of the Child and Youth Advocate is not bound to accept any Submission of those submitted.

A submission in response to the RFQ constitutes an offer and will proceed to a Contract only if the Office of the Child and Youth Advocate accepts the submission.

The Office of the Child and Youth Advocate reserves the right to request further information from interested Vendors, as required, and at the Vendor’s expense.

6.2 The Contract

The Contract to be entered into between the successful Vendor(s) and the Office of the Child and Youth Advocate shall be negotiated by the Office of the Child and Youth Advocate. If, in the Office of the Child and Youth Advocate’s opinion, it appears that the negotiations will not result in a Contract with the preferred Vendor(s) within thirty (30) days, negotiations with other Vendors submitting Proposals may be undertaken.

This RFQ and the Response Package shall form part of the Contract. In the case of conflicts, discrepancies, errors or omissions among this RFQ, the Proposal and the Contract, the documents and amendments to them shall take precedence and govern in the following order:

- a) Contract and Schedules;
- b) RFQ; and
- c) Response Package

Claims made in the Response Package constitute contractual warranties. Any provisions in the Response Package may be included in the Contract and schedules as a direct provision thereof.

6.3 Confidentiality and Security of Information

The Vendor, the Vendor's employees, subcontractors, and agents shall:

- (a) keep strictly confidential all information concerning the Advocate or third parties, or any of the business or activities of the Advocate or third parties acquired as a result of participation in the RFQ; and
- (b) only use, copy or disclose such information as necessary for the purpose of submitting a Proposal or upon written authorization of the Advocate.
- (c) not access information in the OCYA electronic information systems or the Child Intervention Case Information Online (CICIO) for any purpose other than that intended under the contract.

The Vendor shall maintain security standards, including control of access to data and other information, consistent with the highest standards of business practice in the industry.

6.4 Protection of Privacy Act (POPA), the Access to Information Act (ATIA), and Collection of Personal Information

(a) The Vendor acknowledges that:

- (i) The *Access to Information Act* of Alberta (ATIA) applies to all information and records relating to, or obtained, generated, created, collected or provided under, the RFQ or the Contract and which are in the custody or control of the Advocate. ATIA allows any person a right of access to records in the Advocate's custody or control, subject to limited and specific exceptions as set out in ATIA;
- (ii) The *Protection of Privacy Act* (POPA) imposes an obligation on the Advocate, and through the RFQ and Contract on the Vendor, to protect the privacy of individuals to whom information relates. The Vendor shall protect the confidentiality and privacy of any individual's Personal Information accessible to the Vendor or collected by the Vendor pursuant to the RFQ or the Contract;
- (iii) The Vendor, if it considers portions of its Proposal to be confidential, shall identify those parts of its Proposal to the Advocate considered to be confidential and what harm could reasonably be expected from disclosure. The Advocate does not warrant that this identification will preclude disclosure under POPA and ATIA;
- (iv) Materials produced by the Vendor, in connection with or pursuant to the RFQ or the Contract, which are the property of the Advocate pursuant to the RFQ or the

Contract, could be considered records under the control of a public body and could therefore also be subject to the POPA before delivery to the Advocate. As such, the Vendor must conduct itself to a standard consistent with POPA in relation to such Materials;

- (v) For the records and information obtained or possessed by the Vendor in connection with or pursuant to the RFQ or the Contract, and which are in the custody or control of the Advocate, the Vendor must conduct itself to a standard consistent with POPA when providing the services or carrying out the duties or other obligations of the Vendor under the RFQ or the Contract.
- (b) Prior to the execution of the Contract by the parties, the Vendor must provide the Advocate a detailed plan satisfactory to the Advocate describing the security measures the Vendor will implement and maintain to ensure the protection of Personal Information and to ensure that only those employees, subcontractors and agents of the Vendor who must have access to, or to collect, Personal Information for the purposes of providing the Services and Materials under the Contract, are permitted access to that Personal Information.

The plan shall address the following requirements, as appropriate for the Services:

- i) storage, retention and disposition procedures for Personal Information that would be in the control of the Vendor for the Project;
- ii) administrative, technical and physical safeguards in place to protect Personal Information that would be in the control of the Vendor for the Project;
- iii) risks to the protection of Personal Information that would be in the control of the Vendor for the Project and mitigation strategies for these risks;
- iv) plans and controls over transmission of Personal Information that would be in the control of the Vendor for the Project;
- v) controls over uses and consistent uses of Personal Information for the Project;
- vi) controls over disclosure of Personal Information for the Project; and
- vii) overall protection of Personal Information for the Project from unauthorized access;

If the successful Vendor fails to submit a plan that, in the Advocate's sole discretion is satisfactory to the Advocate, then the Advocate may contract with the Vendor that submitted the next highest scoring, compliant RFQ Package.

- (c) The purpose for collecting Personal Information for the RFQ is to enable the Advocate to ensure the accuracy and reliability of the information, to evaluate the Proposal, and for other related program purposes of the Advocate. The Vendor may contact the Contracting Manager identified in the RFQ regarding any questions about collection of information pursuant to the RFQ.
- (d) The Vendor acknowledges that in the Contract, including without limitation the name of the Contractor, fees payable, the Term, and details of the Services may be subject to disclosure under ATIA or other legal obligation.
- (e) Upon request, the Contractor shall, at the Contractor's expense, and within five Business Days, provide to the Advocate any records that are requested under ATIA that are in the custody or under the control of the Contractor. Should the Contractor receive an access request under ATIA, the Contractor shall not respond to it but shall immediately forward the access request to the Advocate for further handling.

6.5 Lobbyist Act

The Vendor acknowledges that:

- (a) the *Lobbyists Act* establishes certain obligations and prohibitions with respect to lobbying and contracts for paid advice, as those terms are defined in the Lobbyists Act; and
- (b) it is responsible for complying with the *Lobbyists Act* during the RFQ process, and if the successful Vendor, during the Contract.

6.6 Agreement on Internal Trade

The RFQ is subject to Chapter 5 of the Agreement on Internal Trade.

6.7 Conflict of Interest

Vendors must fully disclose, in writing to the RFQ Administrator on or before the closing date of the RFQ, the circumstances of any possible conflict of interest or what could be perceived as a possible conflict of interest if the Vendor were to become a contracting party pursuant to the RFQ. The RFQ Administrator shall review any submissions by Vendors under this provision and may reject any Proposals where, in the opinion of the RFQ Administrator, the Vendor could be in a conflict of interest or could be perceived to be in a possible conflict of interest position if the Vendor were to become a contracting party pursuant to the RFQ.

6.8 Vendor Expenses

The Vendor is responsible for all costs of preparing and presenting its response to the RFQ.

6.9 Period of Commitment

Proposals shall be final and binding on the Vendor for 90 days from the RFQ's closing date and time.

6.10 Pricing

This is a fixed price contract at the rate of \$60 per hour.

6.11 Waiver

Vendors shall not have any claim for compensation of any kind as a result of participating in this RFQ's process, and by submitting a Proposal each Vendor shall be deemed to have waived its right to make a claim.

6.12 Irrevocability of Responses

Vendors may amend or rescind their Proposal prior to the RFQ closing date and time by submitting a clear and detailed written notice to the RFQ Administrator. Subject to section 6.9, all responses become irrevocable after the RFQ closing date and time.

In either of the following circumstances:

- (a) the Vendor has rescinded a response prior to the RFQ closing date and time; or
- (b) the Office of the Child and Youth Advocate has received the response after the RFQ closing date and time;

such Proposal will, be deleted/destroyed by the Office of the Child and Youth Advocate after the RFQ closing date and time.

6.13 RFQ Closing

The RFQ will close at 14:00:59 Alberta Time on the RFQ closing date. Responses shall be received by the RFQ Administrator before 14:01:00 Alberta Time on the RFQ closing date. For RFQ closing purposes, the official time of receipt of responses shall be as determined by the Office of the Child and Youth Advocate's email server.

6.14 Computers, Software, Parking, Secretarial Services, Travel, Expenses and Insurance

The successful Vendor:

- Will be provided with an OCYA cell phone and a laptop to be used solely for conducting OCYA surveys.
- Devices must remain in Alberta at all times.
- Will be provided training on how to conduct the surveys and how to use the OCYA information systems, survey instrument, and other information systems to identify contact information for young people.
- Will be provided accesses to all required electronic systems
- Will not be provided amenities, including, but not limited, to secretarial services and parking.
- Will not be reimbursed for travel costs incurred to and from the OCYA office in Edmonton or Calgary. This is the responsibility of the Vendor.
- Is required, at its own expense and without limiting its liabilities herein, to insure its operations under a contract of General Liability Insurance, in accordance with the *Alberta Insurance Act* in an amount not less than **\$2,000,000** inclusive per occurrence, insuring against bodily injury, personal injury, and property damage, including loss of use thereof. Evidence of such insurance in a format acceptable to the Office of the Child and Youth Advocate shall be made available to the Office of the Child and Youth Advocate, at the Advocate's request, as a condition of the Contract.
- Is required to maintain Workers' Compensation Insurance or equivalent private disability and benefit insurance as a condition of the Contract.

6.15 Contact Information

For further information contact:

Andrea Brand, RFQ Administrator

Analyst, Quality Assurance
Office of the Child and Youth Advocate
Telephone: (780) 643-9135
E-mail procurement@ocy.a.alberta.ca

7. RESPONSE PACKAGE

Please provide information as requested below by **clicking within** the grey areas. The grey areas will expand to accommodate your text. To check a box, **double-click** on the box and **choose “checked”** as the default value.

REQUEST FOR QUALIFICATION – PROPOSAL PACKAGE

Legal Name of Vendor: _____ Address: _____ _____ _____ Telephone: _____ Fax: _____ E-mail: _____ Legal Name: _____ Name of Signing Authority: _____	OCYA Surveys RFQ No. OCYA-102026S For the purposes of this RFQ I am operating as a(n)[check one]: ☐ Individual ☐ Organization Date submitted to the Office of the Child and Youth Advocate: _____
Enclosed is my Response to this Request for Qualifications (RFQ). I consent, and I have obtained written consent of any individuals identified in the Response, to the use of the information in the Response by the OCYA employees, contractors and agents. Any Contracts offered as a result of this RFQ will be bound by the terms and conditions of this RFQ. I, _____, agree to the terms of this Request for Qualifications (RFQ) on _____ (date).	
Vendors must accept the Administration Terms and Conditions of the Request for Qualifications by completing the following statement. I, _____ on _____ (date), accept the RFQ Administration Terms and Conditions of this Request for Qualifications (RFQ).	
Specify Resource Name: _____	
Proposal Mandatory Requirements	
All Mandatory Requirements MUST be answered in order for the Proposal to be evaluated further.	
1. Vendor must provide the names of two (2) references that may be contacted by the OCYA, using the following format: Reference 1 Name: _____ Contact Information: _____ Job Title: _____ Relationship to Vendor: _____	

Legal Name of Vendor: _____	OCYA Surveys RFQ No. OCYA-102026S
Reference 2 Name: _____ Contact Information: _____ Job Title: _____ Relationship to Vendor: _____	
2. Resume, outlining the Proposed Resource’s relevant experience and education in the areas of Expertise, is attached to this Response Package for the proposed Resource? ☐ Yes ☐ No	
3. Vendor is willing to contact young people in the evening and on weekends. ☐ Yes ☐ No	
Proposal Desirable Requirements	
It is highly recommended that Proposals respond to “Desirable” requirements in this section in order to be utilized in evaluating the Proposal.	
EXPERIENCE:	
1. Specify related education of the Proposed Resource. Specify Degree/Diploma/Other: _____ Specify Discipline (e.g. social work/social science/justice/other): _____	
2. Describe the Proposed Resource’s experience working with vulnerable young people.	
3. Describe the Proposed Resource’s experience conducting surveys with vulnerable young people and associated administrative duties.	
4. Describe the Proposed Resource’s level of Expertise in Microsoft Excel and SharePoint.	

Legal Name of Vendor: _____	OCYA Surveys RFQ No. OCYA-102026S
KNOWLEDGE	
5. Describe the Proposed Resource’s knowledge of the <i>Child and Youth Advocate Act</i> ; <i>Child, Youth and Family Enhancement Act</i> ; <i>Protection of Sexually Exploited Children’s Act</i> ; and <i>Youth Criminal Justice Act</i> .	
6. Describe the Proposed Resource’s understanding of OCYA’s Individual Advocacy Services:	
7. Describe the Proposed Resource’s understanding of OCYA’s Legal Representation for Children and Youth Program.	
SKILLS AND ABILITIES	
8. Provide two examples demonstrating the Proposed Resource’s excellent engagement skills with young people.	
9. Describe the Proposed Resource’s flexibility to complete surveys within a short period of time and during specific time periods, as well as flexibility in work schedule.	
10. Explain the Proposed Resource’s organization and time management skills in order to complete surveys accurately and in a timely fashion, in addition to keeping information private and secure.	
11. Describe the Proposed Resource’s ability to work independently. Give three examples.	
12. Describe the Proposed Resource’s ability to do critical thinking. For example, when talking to a young person they may raise issues requiring assistance, describe how you would handle it?	
13. Describe the Proposed Resource’s process to ensure attention to detail and quality of work.	

Legal Name of Vendor: _____	OCYA Surveys RFQ No. OCYA-102026S
SERVICE DELIVERY APPROACH	
14. Describe the Proposed Resource's service delivery approach.	
VALUE ADD	
15. Describe any additional value the Proposed Resource would bring if selected as the successful proponent, including attributes, experience, expertise, or other benefits that are above and beyond the stated requirements.	
ADDITIONAL INFORMATION	
16. Indicate the Proposed Resource's availability during the contract term, such as anticipated periods of time where they would be unavailable to complete surveys.	
17. Indicate the Proposed Resource's ideal number of hours of work per week under this contract.	

SUBMIT ONE (1) ELECTRONIC PROPOSAL PACKAGE BY EMAIL TO:

Andrea Brand

Office of the Child & Youth Advocate

Suite 600, 9925-109 STREET

Edmonton, AB T5K 2J8

EMAIL: procurement@ocya.alberta.ca With a copy to: andrea.brand@ocya.alberta.ca