



Request for Proposal: Member Services Coordinator Contract

I Background

Conceived, developed, and run by Canadian surveyors, Professional Surveyors Canada is dedicated to building and enabling a strong multi-faceted community of surveying professionals from all disciplines to build essential connections and encourage networking for the benefit of our community and the well-being of all Canadians.

Professional Surveyors Canada is a relatively new organization drawing surveyors together from across the country that are committed to advocacy, career advancement (including continuing professional development) and community building.

Professional Surveyors Canada is a member-focused, volunteer-based organization consisting of an elected Board of Directors, Executive Officers, and staff. Our members come from across Canada and include those who practise surveying at the professional level or who demonstrate an interest in the profession of surveying. Over the next twenty-four months, a strategic focus will be on building a nation-wide community of professional surveyors, and delivering services that are of most significance to them under the three identified strategic pillars.

For additional information about Professional Surveyors Canada, you may visit our website at psc-gpc.ca.

II Objectives

As professionals, surveyors know the importance of keeping abreast of “what’s new”. This means being current in the latest technologies, laws and standards, and business and management skills.

Professional Surveyors Canada is dedicated to the career advancement of all surveyors by providing advancement and learning support to its members throughout their professional career. We will:

- Identify, develop and deliver seminars and workshops for all members across Canada;
- Focus on sharing information amongst surveyors on a national level in order to raise the collective knowledge base of our members; and
- Work collaboratively with the licensing bodies to develop and deliver pertinent, timely and cost effective continuing professional development (CPD) products.

Professional Surveyors Canada is requesting proposals from individuals to undertake the role of Member Services Coordinator on a part-time contract basis in order to assist in the implementation of several identified member services under the career advancement mandate and the planning of additional aspects of the program.

Reporting to the Executive Director, the Member Services Coordinator will work with the executive officers and committees of Professional Surveyors Canada to develop, implement, and maintain a range of member services as identified and prioritized by the executive and Board. Initially, these services will include:

- Plan and administer the continuing professional development (CPD) program;
- Develop, implement and manage the web-based Job Bank and the Equipment Exchange;
- Participate in and coordinate the activities of the Website Sub-Committee; and
- Liaise with members and stakeholders for evaluating priorities and program delivery.

The initial term of this position will be for a period of six months of 20 to 30 hours per month. There is a possibility of expanding the contract based on evaluation of outcomes and performance. Hours of work are flexible but must be negotiated with the Executive Director. Professional Surveyors Canada's base of operations is located in Ottawa, Ontario. The Member Services Coordinator may be located anywhere in Canada and reports to the Executive Director who is based in St Albert, Alberta.

The primary objectives of the Member Services Coordinator will be to:

- a) Create and administer a web-based Job Bank, Equipment Exchange, and Discussion Forum;
- b) Assist in the planning and initial implementation and administration of a comprehensive CPD program available to members anytime, anywhere, at a reasonable cost;
- c) Participate in and coordinate activities of the various committees dealing with member service initiatives; and
- d) Work with executive and committees to plan and develop new and innovative approaches to member services.

III Proposed Nature and Scope of Work

- Develop, in conjunction with Professional Surveyors Canada's senior officers, a detailed work plan and schedule for the Member Services programs, including CPD, Job Bank, Equipment Exchange and the Discussion Forum;
- Participate in and coordinate activities of the Website Development Sub-committee and website consultant, assisting with the development and implementation of the online Job Bank, Equipment Exchange, and Member Discussion Forum services;
- Consult with Professional Surveyors Canada senior officers and members to identify issues, assess jurisdictional priorities, review progress, set objectives and provide understanding of various local and national challenges and opportunities;
- Develop policy recommendations in conjunction with Professional Surveyors Canada's executive as discussion points for Board and member consultation;
- Implement and coordinate delivery of the CPD program in accordance with established policies and priorities, including vendor and venue selection, negotiation and scheduling, and communicating to members; and
- Other duties, such as the coordination of advertising, processing membership sales, developing standards for web-based communication and attending various Professional Surveyors Canada functions may be required as future responsibilities.

IV Innovation

Professional Surveyors Canada will welcome innovative ideas, recommendations, or opportunities for creativity that would enhance or advance the delivery of our programs, implementation processes, and required outcomes indicated within this RFP.

V Resources

The candidate shall list and describe resources currently available to him/her that may be beneficial to the provision of the stated services on behalf of Professional Surveyors Canada. This may include affiliations with subject matter experts, market research, technical documentation, training manuals, knowledge of specific education or communication software, website programming and/or development, or other similar resources.

VI Selection Criteria

The selection committee will consist of the Professional Surveyors Canada Chair and the Executive Director in consultation with the Executive Committee. Evaluating and selecting proposals will be based on the following criteria:

- Demonstrated understanding of the RFP requirements;
- Demonstrated ability to meet and implement RFP requirements;
- Overall approach and strategies to implement RFP requirements;
- Applicant's qualifications and knowledge;
- Related work experience and depth of experience;
- Quality of results as evidenced in samples of work contained in the proposal;
- Value-added benefits, alternatives and recommendations for approach; and
- Proposed remuneration.

In addition, the candidate will demonstrate high levels of competency in:

- Results Orientation;
- Client Service Orientation;
- Relationship Building and Networking;
- Effective Interactive Communication;
- Teamwork and Cooperation; and
- Innovation/Creativity.

The candidate may be required to participate in an interview to assess his/her strengths in these competencies prior to awarding the contract.

VII Contract Negotiation

Professional Surveyors Canada will negotiate a contractual agreement with the preferred candidate. If Professional Surveyors Canada is unable to negotiate an acceptable contractual agreement with the preferred candidate, then the second preferred candidate may be selected and a contractual agreement developed. Professional Surveyors Canada, at any time and without liability, may withdraw from negotiations with any potential candidate.

VIII Terms and Conditions

1. Professional Surveyors Canada will not be responsible for any costs incurred in preparing and submitting proposals and/or attending interviews. Professional Surveyors Canada accepts no liability of any kind to a candidate prior to the signing of a contract.
2. Professional Surveyors Canada reserves the right to cancel and/or re-issue this RFP at any time for any reason without penalty.

IX Proposed Schedule

April 14-18:	Distribute RFP
April 18-27:	Respond to requests for clarification/additional information
April 28:	Deadline for receipt for proposals (5:00 p.m. EST)
April 28-May 1:	Evaluate proposals and select short list
May 2-6:	Conduct interviews with those selected on short list
May 9-11:	Select preferred candidate
May 12-13:	Advise preferred candidate and send letter of offer.
May 20:	Deadline for acceptance of offer
June 6 or earlier:	Begin contract

X Response to RFP

The general format of the response will be at the discretion of the candidate. However, it must include the following information in order to be considered.

1. A covering letter dated and signed by the candidate including:
 - A statement indicating understanding of the duties of the position; and
 - A statement of any clarifications with respect to the proposal as communicated by Professional Surveyors Canada during the proposal preparation process.
2. A proposal document including:
 - Detailed qualifications and experience related to the position including education, professional certifications, past assignments and how past experience relates to the objects of the RFP;
 - Samples of previous work, such correspondence, brochures, online work, etc, and results achieved;
 - Specific and concrete examples of how the candidate's sense of innovation and customer service orientation was successful in getting results while facing challenges (include the situation, your task, actions you took and results achieved);
 - A description of how the candidate has built relationships and people networks to assist in a team environment to achieve desired outcomes; and
 - Proposals or suggestions on how to achieve the objects stipulated in this RFP.
3. References
 - Three references including the contact name, title, phone number, and relationship to the candidate. These will be used to validate the candidate's character, level of services provided and competencies described in the proposal.
4. Budget
 - Proposed budget for the contract including all fees, expenses, and other reimbursements.

Terms and timelines for payment will be negotiated in the contract for services, based on receipt of written reports and invoices from the Member Services Coordinator for time and services completed.

XI Contact Information

Proposals and all requests for clarification or further information may be sent to:

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