

**REQUEST FOR PROPOSAL FOR SCIRE 2019 – Outcomes Evaluation  
FOR THE PERIOD  
February 2019 TO July 2019**

**1. GENERAL INFORMATION.**

**a. Purpose.** This request for proposal (RFP) is to develop and conduct an evaluation for the Spinal Cord injury Research Evidence Project (SCIRE), <https://scireproject.com/> to be provided to the **RICK HANSEN INSTITUTE** (hereinafter referred to as RHI) for the period February - July, 2019.

**b. Who May Respond.**

As a government funded organization with national and international reach, the RHI is looking to work with a credentialed evaluator(s) with the capacity and experience evaluating similar web-based resource platforms. As RHI is based in Vancouver, the selected evaluator(s) must be able to have in-person meeting(s) in Vancouver.

**c. Instructions on Proposal Submission.**

**i. Closing Submission Date.** Proposals must be submitted no later than **8:00am PST, Tuesday, February 19, 2019.**

**ii. Inquiries.** Inquiries concerning this RFP should be directed Monday – Thursday to: Diana Tindall, at 604-822-4510 or [dtindall@rickhanseninstitute.org](mailto:dtindall@rickhanseninstitute.org).

**iii. Instructions to Prospective Contractors.** Your proposal should be addressed as follows:

Attn: Penny Clarke-Richardson  
Rick Hansen Institute  
6<sup>th</sup> Floor, 818 West 10<sup>th</sup> Avenue, Vancouver BC, V5Z 1M9  
[prichardson@rickhanseninstitute.org](mailto:prichardson@rickhanseninstitute.org)

It is the responsibility of the contractor to ensure the proposal is received by RHI, by the date and time specified above. Late proposals will not be considered.

**iv. Conditions of Proposal.** All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the contractor and will not be reimbursed by the RHI.

- v. **Right to Reject.** RHI reserves the right to reject any and all proposals received in response to this RFP. A contract for the accepted proposal will be drafted based upon the factors described in this RFP.
- vi. **Notification of Selection.** It is expected that a decision selecting the successful agency will be made by February 21, 2019. Upon conclusion of final negotiations with the successful agency, all submitting proposals in response to this Request for Proposal will be informed, in writing of the decision.
- vii. **Term of Engagement.** The engagement is anticipated to commence on February 22, 2019. The engagement will be for the period February 22 – July 31, 2019.

**d. Description of Our Organization.**

The Rick Hansen Institute (RHI) is a Vancouver-based not-for-profit organization that drives spinal cord injury (SCI) research and innovation around the world. RHI networks international researchers, healthcare professionals, entrepreneurs, investors and people with SCI to find solutions to what is one of the most debilitating, costly and life-altering chronic health conditions. RHI improves health outcomes for individuals with SCI, while reducing health care costs.

Working through four Programs: Cure, Care, Consumer and Commercialization, RHI functions in varying capacities, as a facilitator, advocate, funder of research, a research agency, and knowledge translator. Our goal is to bridge the gap between knowledge generation and implementation. One of RHI's strengths is engagement with the SCI community, those living with SCI, their families and caregivers, (aka 'Consumers').

With a focus on SCI research and knowledge translation, RHI was founded by, and is distinct from the Rick Hansen Foundation, whose mandate is a world without barriers for persons living with disabilities of any kind.

Please refer to the RHI website ([www.rickhanseninstitute.org](http://www.rickhanseninstitute.org)) for further information.

**e. Background: The SCIRE Professional Project**

The SCIRE Professional project is a web-based synopsis and critical review of existing scientific literature on a broad range of topics in SCI clinical practice. Such information is intended to enable clinicians to optimize the recovery of people with an SCI to minimize their paralysis. Content is updated on a rolling schedule with a target of a 3-year cycle. The SCIRE Professional project's multi-pronged communications approach also uses social media, links to other sites, videos and conference presentations/materials dissemination. The SCIRE team includes individuals who are clinicians, policy-makers, researchers and trainees – also the site's target stakeholders. The SCIRE Project more recently launched a Consumer-based SCIRE Platform, called SCIRE Community, (October 2017).

According to Google analytics, as of March 25, 2018, SCIRE Professional had had 1,162,341 website hits from 905,315 unique users, and a total of 2,908,393 page views since December 2009. The site's most frequented content pages were those on Outcome Measures, and specifically the ASIA/ISNCSCI content has received dramatically more hits and downloads than previously. Users typically came from (in order): USA, Canada, Australia, UK, India, the Philippines, Malaysia, Russia, Italy, the Netherlands, and Germany.

## 2. EVALUATION QUESTIONS

A previous evaluation of the SCIRE Professional website was conducted six years ago, from April – October 2012. The earlier evaluation aimed to understand:

- Who is using SCIRE?
- How are SCIRE tools being used?
- Has SCIRE had impact on end users?
- What other tools or activities could SCIRE consider or undertake? (with input from end users)
- How do end users (especially SCIRE authors) want to be engaged by SCIRE?
- And ultimately, to what extent is SCIRE achieving its goals?

It found that:

*SCIRE was reported as being a valuable resource to health care professionals and researchers working in the field of SCI. Findings support SCIRE as having direct influence on current research and a moderate impact on clinical practice. Participants engaged during the program evaluation identified SCIRE as having increased their knowledge and access to SCI evidence, however health care providers still require another level of synthesis (i.e., point of care tools), to be able to implement SCIRE evidence into their local context.*

As well, it identified two future directions:

- *A need for networking with other SCI practitioners and researchers emerged during the program evaluation, and as a possible future direction for SCIRE activities.*
- *An opportunity for SCIRE is for its website becoming a SCI “knowledge broker”; a variety of stakeholders beyond health care providers and researchers visit SCIRE website and it could therefore provide valuable links to appropriate programs and resources (i.e., links from SCIRE home page to consumer information sites).*

The purpose of the current evaluation will be to focus on questions of interest in three categories:

- Rationale
- Implementation
- Outcomes

As part of the evaluation planning phase, the earlier questions will be revisited to confirm their relevance to current interests. The evaluation's planning phase will also identify methods for

answering these questions. These methods may also include those used for the earlier evaluation: website analytics, surveys (intercept, targeted end user and targeted author), online focus groups and/or semi-structured interviews. Initial samples for the surveys may include Canadian as well as international current users, as well as potential users.

The contractor shall be prepared to submit detailed billing statements for all services billed at a monthly rate.

### 3. GOVERNANCE

The evaluation will be conducted under the guidance of a small Evaluation Advisory Committee (EAC) comprised of representatives from the SCIRE project and RHI. The responsibilities of the EAC will include meeting once a month between February and June 2019. The EAC will review the evaluation planning document (one meeting) and as well as participate in an analysis session of point-form results (one meeting).

### 4. SCHEDULE

TASKS	
Establish Evaluation Advisory Committee	Jan 25, 2019
Confirm Scope of Work	Feb 01, 2019
RFP/Contract for Evaluation	Feb 04 – Feb 22, 2019
Develop Evaluation Plan - Document review, key stakeholder interviews - Identify/confirm evaluation questions, data sources (evaluation matrix) - Draft work plan (tasks/schedule) and data collection protocols - Meeting with EAC to review plan, revise and finalize	Feb 22 – Mar 22, 2019    w/of Mar 18, 2019
Final Evaluation Plan	Mar 29, 2019
Conduct Evaluation (with Contractor/s) - Collect data - Technical/summary reports - Analyze data - Progress reporting (weekly) - EAC meetings (monthly) - Draft point-form results summary - Participatory analysis session with EAC - Draft final report, revise and finalize	Mar 29 – May 17 2019 Mar 2019 – June 2019 May 22, 2019 June 2019 July 15, 2019
Final Evaluation Report	July 31, 2019

5. **PROPOSAL CONTENTS.** The contractor, in its proposal, shall, as a minimum, include the following:

- a. **Experience.** A description of its experience, including the names, addresses, contact persons, telephone numbers and emails of at least three client references, preferably including clients similar to RHI.
- b. **Organization Information.** The contractor should describe its organization type, size, structure, areas of practice, and office location(s).
- c. **Qualifications.** The contractor should describe the qualifications and prior experience of staff to be assigned to the project.
- d. **Cost.** RHI desires an all-inclusive budget that covers all costs related to the project. Please include a fee breakdown by area, as identified in “Evaluation questions’ and ‘Schedule’ above. If applicable, costs should be broken out by individual line items including for example, project management, equipment and materials, out-of-pocket expenses, etc.
- e. **Confidentiality.** The contractor must ensure the confidentiality of information obtained as a result of their involvement with RHI matters is maintained.
- f. **Independence.** The contractor must provide a statement confirming their independence from RHI.

## 6. PROPOSAL EVALUATION

- a. Evaluation Procedure and Criteria. RHI will review proposals and may request an interview with some qualified Offerors prior to final selection. Proposals will be reviewed in accordance with the following criteria:
  - i. Proposed approach to scope of work.
  - ii. Level of experience of the individual(s) identified to work on this project.
  - iii. The contractor’s experience with similar projects.
  - iv. Response from references.
  - v. Cost.
  - vi. Value in Kind.
  - vii. Interviews (if conducted).