

Request for Proposal

Community Volunteer Management Model Expansion

A centralized volunteer management system that includes preliminary screening

A. Request for Proposal

Seeking a professional individual or organization experienced in program development to create a plan to expand the Volunteer Lethbridge (VL) Community Volunteer Management Model (CVMM) to Alberta communities.

B. About VL

VL strengthens and sustains a healthy, vibrant community through support and advancement of volunteer excellence. We build connections and empower individuals and organizations to enhance volunteerism and grow volunteer capacity. We strive to have volunteer management recognized as a critical organizational program; that non-profit organizations offer relevant, accessible, high-quality, well-managed volunteer opportunities.

VL also supports the non-profit sector with access to quality training opportunities, expert advice, sector information, and sector advocacy.

VL plays a central role in coordinating the desires of volunteers with the voluntary needs of non-profit VL member organizations. We communicate opportunities to volunteer to community members along with the benefits of volunteerism.

C. Objectives

VL seeks to engage a planning expert that has experience with project expansion to develop a plan to expand our centralized volunteer operating model to interested Alberta communities (municipalities, volunteer centres, or FCSS offices, typically). Expansion to other provinces with support from national partners is possible.

D. Context

Communities can represent a volunteer centre in multiple ways- such as through a traditional Volunteer Centre, through municipal offices, and in Alberta, through Family and Community Support Services offices (FCSS). With respect to how centres interact with volunteers- while some do volunteer advising, there are no others in North America, that we are aware of, that are taking a step into the realm of doing intake and screening. This is revolutionary. VL has developed a model called the **Community Volunteer Management Model (CVMM)** that significantly enhances the success of volunteer recruitment and placement.



Through CVMM, VL conducts volunteer recruitment and intake that involves multiple levels of screening and preparation of the volunteer, including the application, interview, references, and a Police Information Check or Vulnerable Sector Check if necessary. Potential volunteers are also assessed for volunteer readiness based on criteria requested by organizations needing volunteers. This could include skills, certifications, experience and more. The volunteer is then matched with opportunities that match their qualifications.

The CVMM eliminates the screening process for most member nonprofit and charitable organizations seeking volunteers, thereby freeing up their resources, fast-tracking the volunteer process, and enhancing volunteer retention. Benefits are:

- Volunteers are ready for onboarding by the time they reach the nonprofit organization
- Volunteers only go through the intake and screening process once and are then placed in multiple organizations
- Decreased liability for organizations employing volunteers
- Allows for localized data collection

In 2023, VL referred 1000 volunteers, up from 650 the year before (which was the inaugural full year of this model). In 2023, VL referred volunteers to 58 of its 74 member organizations (some do not require volunteers).

E. Specifically

This model is only 3 years old. There is no one else doing this work, so VL has no one to emulate. Volunteer Alberta (primarily) and Volunteer Canada (secondarily) have expressed interest in sharing this model with other interested communities. This project will

- a. create an expansion plan/program franchise model
- b. create financial projections
- c. determine costs for partners to onboard and annually operate the model
- d. determine goals for potential partner municipalities, and long-term objectives
- e. develop a sales and marketing strategy
- f. Develop the collateral that will help promote the opportunity (incl. a case study, testimonials, etc.)
- g. Finalize the franchise package
- h. Describe the IT each new partner will require
- i. Determine if and how VL will be involved after downloading to a new community
- j. Determine how the Volunteer Alberta Voluntary Screening Program (VSP) will work with each potential community
- k. Determine methods of community data collection that can be rolled into an aggregate
- l. Create a legal agreement template between VL and each community
- m. Determine earned income opportunities for VL

F. Deliverables

A full report on options along with related information as itemized under section E.:

- a. the purpose of the report
- b. the methodology including who was involved, data sources and the approach used for the research
- c. background information relevant to the work undertaken
- d. findings on existing strengths, challenges, and gaps in implementing each option
- e. recommendation of preferred option

G. Proposal Structure and Content Requirements

1. Proponents are to provide company information such as, but not limited to:
 - a. Name of Consulting Firm, including Principle and contact information
 - b. Size of company and office location(s)
 - c. Number of years the firm has been in business
 - d. The roles and responsibilities of the proponent and any of its agents, employees and sub-contractors who will be involved in providing the deliverables, together with the names of those who will be performing those roles and their relevant expertise
2. Provide a brief resume of the project manager and support staff that would be directly involved in the project.
3. Two professional references
4. Methodology and Schedule of Work

H. Budget

Project budget is expected in the neighbourhood of \$15-\$20K

Please include:

- a. Overall project cost
- b. A detailed cost and time breakdown of each major activity
- c. A time and cost breakdown for each team member
- d. Any disbursements and the associated costs
- e. A fee schedule and hourly rates for all project team members
- f. Hourly/incremental costs for additional work outside the scope of the proposal

Incorporate diversity and inclusion goals into the proposal.

I. Project Schedule

Request for Proposal Issued April 24, 2024

Questions from proponents received until May 3

Responses due May 8, 4:30p

Interviews the week of May 13

Work to begin as soon as possible after proposal award; project to be complete before July 26, 2024.

Proposals should be addressed to:

Amanda Jensen

Executive Director

Volunteer Lethbridge

amanda@volunteerlethbridge.com

403-393-0229

