



Durham Community Health Centre

REQUEST FOR PROPOSAL (RFP):

5-YEAR STRATEGIC PLAN

Date Issued: July 28, 2025

Contact:

Diana Raymond-Watts
Director, Enterprise Performance, Evaluation & Strategic Initiatives
Office of the CEO

✉ draymond-watts@durhamchc.ca

Table of Contents

1.0	Confidentiality Statement
2.0	Business Overview and Background
3.0	Scope of Services
4.0	Response Requirements
5.0	RFP Guidelines
6.0	Submission

1.0 Confidentiality Statement

All documents and information submitted to Durham Community Health Centre (DCHC) are subject to the Freedom of Information and Protection of Privacy Act (FOIP). FOIP restricts the disclosure of personal or business information where such disclosure could harm a bidder's business interests or constitute an unreasonable invasion of personal privacy, as defined in Sections 16 and 17.

While bidders are encouraged to clearly identify any confidential components of their submission and describe the potential harm that may result from disclosure, DCHC cannot guarantee confidentiality under FOIP.

DCHC will maintain the confidentiality of evaluation outcomes to the extent permitted by law. Bidders may request general feedback regarding their own submission.

2.0 Business Overview and Background

Durham Community Health Centre (DCHC) is a registered charitable organization delivering integrated, accessible, and equitable primary care, health promotion, and community wellness services across Durham Region. We support individuals who face systemic barriers to their health and wellbeing—particularly priority populations such as Indigenous and Black communities, 2SLGBTQI individuals, newcomers, seniors, and unsheltered population.

DCHC provides both preventive and responsive care through an interdisciplinary team that includes physicians, nurse practitioners, nurses, counselors, dietitians, outreach workers, medical secretaries, and administrative staff. Our person-centered model of care ensures that services are tailored to meet individual needs.

DCHC collaborates with local organizations and currently employs approximately 165 staff. More information is available at www.durhamchc.ca.

We are seeking a qualified consultant to support the development of our next 5-year Strategic Plan. Our current plan was developed in 2022. While our mission, vision, and strategic pillars will remain largely unchanged, this planning process will focus on assessing achievements since 2022 and developing updated organizational goals and objectives. Importantly, it will also serve as a foundation for strengthening and building DCHC's brand—anchored in our mission, vision, and values as well as our mandate—to enhance our identity, visibility, and impact within the community we serve.

3.0 Scope of Services

The consultant will be responsible for the following activities:

- Facilitating internal engagement sessions with DCHC staff and the Senior Leadership Team (SLT)
- Conducting consultations with external stakeholders (Funders, Partners, Clients, Volunteers beyond our board of directors and identified community champions)
- Engaging members of the Board of Directors
- Reviewing and analyzing summary of progress to date made on CEO initiatives led by SLT members
- Assessing current organizational goals and objectives
- Preparing a final strategic planning report to the board outlining updated strategic goals and objectives

4.0 Response requirements

Respondents are asked to provide the following:

- Company profile, including a summary of similar projects and client organizations
- Demonstrated experience working with non-profit or community-based organizations
- Detailed project methodology, including key activities/ milestones, deliverables, and timelines
- A comprehensive roadmap to advance the strategic plan, including the identification and integration of key performance indicators (KPIs) to monitor progress and measure success over time
- Brief bios or qualifications of Lead Partner and key personnel assigned to the project
- Names and contact information for three current or former clients as references
- Proposed fee structure for services by project phases

5.0 RFP Guidelines

- This RFP does not constitute a commitment to purchase or contract.
- Any proposal selected may be subject to further negotiation and is non-binding until confirmed in writing.
- DCHC is under no obligation to respond to any or all submissions.
- DCHC reserves the right to cancel this RFP or reject any proposal at any stage of the process.

6.0 Submission

All proposals must be submitted by email to: draymond-watts@durhamchc.ca

Subject Line: RFP – DCHC Strategic Plan 2026

Submission Deadline: August 18, 2025, by 5:00 PM EST

Late submissions will not be considered.

Format: PDF or MS Word format; maximum 5 pages (excluding appendices or supplementary material).

Questions: All inquiries must be submitted via email to Diana Raymond-Watts by **August 11, 2025, at 5:00 PM EST**, using the subject line: **RFP for DCHC Strategic Plan 2026 – Query**.

Project Timeline:

- **Notification of Award:** No later than, September 29, 2025
- **Project Start Date:** October 13, 2025
- **Project Completion Timeline:** February 23, 2026 – March 9, 2026