



Request for Proposal Provincial Survey Data Analyst

1.1. Statement of Purpose

Professional Leaders of Volunteer Ontario (PAVRO) requires data analysis, report writing, presentation, and consulting services for its provincial 2019 Volunteer Opinion Survey. The SVOS serves the hospital sector in Ontario. Since its inception in 2007 the SVOS has been respected as a sound scientific tool and demands data analysis and reporting that reflect adherence to best practices in the field of data analysis. Precision and accuracy is of the utmost importance as the results are well scrutinized by our customers and their administrations.

1.2. Background Information

Professional Leaders of Volunteer Ontario (PAVRO)

[PAVRO](#) is a membership based professional association for leaders of volunteers in Ontario. PAVRO provides benefits to its membership through professional development and education, mentoring program, certification, advocacy, networking, and an annual conference.

Standardized Volunteer Opinion Survey (SVOS)

In 2007 a group of interested volunteer management professionals from the Ontario hospital sector came together to develop a survey that would allow for the standardized collection of volunteer feedback from across the sector that was aligned with the Balanced Scorecard Approach adopted by hospital administrations across the province. It was piloted in 2007 by 7 Toronto hospitals. The pilot was deemed a success and has been offered in Ontario on a fee for service basis under the management of PAVRO. The survey is coordinated by the PAVRO Administrator and a part-time contract SVOS Lead, under the supervision of the PAVRO Board of Directors President. An independent qualified data analyst is responsible for all data analysis, reports, and presentations.

The primary goals of the survey are to identify each participating hospital's areas of strength and opportunities for growth, to identify best practices and the high performers within the volunteer sector, to identify trends across programs and to provide a forum for benchmarking with similar organizations.

The survey has been minimally changed over the years with 2017 survey consisting of 46 questions. The survey questions assess issues within the context of the following six dimensions: Volunteer Experience and Impact; Orientation; Recognition; Teamwork; Patient Safety; General Safety. The survey is made available to participants on Survey Monkey.

In 2017 4,595 surveys were received from a total of 31 organizations. The response rate was



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45%. It is the intention of PAVRO to increase the number of Ontario hospitals participating in the survey with a promotional campaign already underway.

1.3. Scope of Work

PAVRO requires the services of a qualified, reliable, independent data analyst to perform qualitative and quantitative data analysis on the results of the 2019 Standardized Volunteer Opinion Survey, incorporate the analysis into our existing main report format; prepare a presentation to be delivered via webinar to participating organizations that includes an overview of the survey and data analysis methodologies, the data received, data analysis, benchmarking, as well as answer any questions from participating parties. Prepare individual organizational reports that will be delivered via PAVRO.

PAVRO is undergoing a policy review around the release of data and would look to consult with the data analyst for standards and best practices in the field.

1.4. Outcome and Performance Standards

Data analysis will be expected to meet our existing standards with the Statistical Package for Social Sciences (SPSS) used for analysis of quantitative data. Chi-square and analysis of variance (ANOVA) using number of post-hoc tests for balanced and unbalanced designs to assess differences between groups of respondents and the calculated positive scores.

Testing the significance of differences between scores, the probability of observing a given difference by chance alone examined at a 5% level. A p-value of 0.05 or less indicates strong evidence of statistical significance.

A review of all verbatim comments for nine survey questions reviewed and general themes identified using the SPSS and Excel or software. *The SVOS is noted to be relatively heavy with verbatim comments compared to the average.*

1.5. Deliverables

Deliverable	Person(s) Responsible	Time-Frame
Survey Closure	PAVRO SVOS Lead	3 rd week November 2019
1st draft main report	Data Analyst	2 nd week January 12, 2020
Draft Review and Feedback	PAVRO Lead	3 rd week January 2020
Final Report and Presentation Data Analyst	Data Analyst	Mid-February 2020
Individual organization reports	Data Analyst	End of February
Assist with data related questions	PAVRO SVOS Lead and Data Analyst	Mid March



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1.6. Term of Contract

The contract will begin the second week of November 2019 and run until mid-March 2020. Exact date can be negotiated. The deadline of mid-February for delivery of the main report and webinar are hard deadlines dictated by customer preference.

Payments Schedule

Payment for service may be negotiated as installments with final payment made upon completion of all agreed upon work

Potential for Renewal

The survey is run every two years. Possibility to renew the contract exists pending satisfactory delivery of services and development of positive working relationship.

1.7. Proposal Quote and Project Budget

Proposal quote should include a fee structure that covers increments within a range of 10 to 50 organizations participating with a range of 2000 to 10,000 participants. The study has averaged around 30-40 organizations with 4000 to 6000 participants.

The survey requires a minimum of 10 organizations participating to proceed. If the minimum is not reached by a specified date, the project will be cancelled for the 2019 cycle.

1.8. Evaluation and Award Process

Proposals will be evaluated on the following criteria:

- Education, experience, knowledge, skills, and qualifications of the individual or firm and the individuals who will be available to provide these services.
- The competitive cost of services.
- The expertise of the individual or firm in working with similar customers on similar projects
- Positive references from at least two previous or current customers.

1.9. Process Schedule

The Request for Proposal timeline is as follows:

Request for RFP: posted March 2019

Deadline for Bidders to Submit Questions: midnight, April 15th, 2019

PAVRO Responds to Bidder Questions: on or before April 30th, 2019

Deadline for proposals: May 20th, 2019

Selection of Top Bidders / Notification to Unsuccessful Bidders: May 30th, 2019

Start of Negotiation: June 3rd, 2019

Contract Award / Notification to Unsuccessful Bidders: June 7th, 2019

1.13. Proposals and Questions should be directed to:

Lee Jones

PAVRO SVOS Lead

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