

June 4, 2007

Welcome to the Final Round of the 2007 CES Case Competition!

Your team has been selected to respond to the following Request for Resources (RFR) issued by the Government of Ontario's Ministry of the Attorney General for a Domestic Violence Court Program Review. Although the RFR Closing Date is Monday, June 18, 2007, the Ministry has requested a brief presentation of your team's proposed methodology by the end of business today. Please find attached the relevant sections of the RFR for your review.

Your team has five (5) hours to prepare a brief presentation describing how your team plans to meet the requirements outlined in the RFR. After the five hours of preparation time, your team will receive a 30 minute break and then present your proposed approach. Your team is expected to present for 20 minutes followed by a 5-10 minutes for questions from the judging panel.

Specifically, your team's presentation should address the following:

1. Demonstrate an understanding of the objective and scope of the proposed evaluation.
2. Develop a methodology for the evaluation of the Domestic Violence Court Program that is linked to the Program objectives.
3. Outline your team's approach to successfully meet the responsibilities and deliverables of the evaluation.

We look forward to your presentation later today. Good luck!

Marisa, François, Sofia and Mike  
The 2007 CES Student Evaluation Case Competition Organizing Committee

## Final Round Information

1. Organizers may interrupt teams briefly to take pictures of members at work preparing their presentation. Teams should consider recording themselves on film too!
2. Teams will be guided by organizers from the case preparation room to the presentation area.
3. Presentations should be no longer than 20 minutes. A time-keeper will give warning as the end of the presentation period approaches.
4. Judges and the audience will have five to ten minutes after the presentation to ask questions of the team.

## Criteria for the final round

The following table provides teams and judges with the general basis of assessment. However, the uniqueness of each case necessitates flexibility in the evaluation process.

AREAS	CRITERIA	WEIGHT
CONTENT	Relevance of material selected for presentation	10
	Evidence presented: support for points made	15
	Evidence presented: awareness of the limits of evidence	5
	Rationality of recommendations	15
PRESENTATION	Clarity of presentation	10
	Organization of points (cohesive idea flow)	15
	Persuasive strength of argument	15
	Team participation (all team members are involved with and contribute to the presentation)	10
OTHER	At the discretion of judges, to award teams for ideas or detailed practical suggestions that go above and beyond the questions	5
TOTAL		100

**REQUEST FOR RESOURCES (RFR)  
Program Evaluation Services**

**SECTION A: ADMINISTRATIVE DATA**

**RFR ISSUE DATE:** Monday, May 28, 2007

**RFR CLOSING TIME/DATE:** Monday, June 18, 2007

**MINISTRY & CONTACT INFORMATION:**

**Ministry** Ministry of the Attorney General

**Branch** Divisional Planning and Administration

**Title** Domestic Violence Court (DVC) Coordinator

**ASSIGNMENT TITLE / PROJECT NAME:** Domestic Violence Court Program Review

**LOCATION** GTA (travel required to 6 sites)

**SERVICE CATEGORIES:** Program Evaluation Services

**EXPECTED START DATE:** July 11, 2007

**EXPECTED END DATE:** December 31, 2007

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## **SECTION B: ASSIGNMENT DESCRIPTION**

### **B1 Services Description / Work Specification (What is required)**

#### **Background Information**

##### *Domestic Violence Court Program – Overview*

The DVC Program is a major justice response to the recommendations made by the May/les Coroner's jury (1998) and the Joint Committee on Domestic Violence (1999).

The DVC Program is a specialized process for dealing with cases involving domestic violence (between intimate partners) which involves teams of specialized personnel who work cooperatively to ensure that priority is given to the safety and needs of domestic violence victims and their children at all points of contact in the justice system, while at the same time holding offenders accountable.

The Victim Witness/Assistance Program (VWAP) Manager and a designated DVC Assistant Crown attorney share leadership for the DVC Program in each jurisdiction.

Every DVC site must have the following core components:

- *An advisory committee of justice and community representatives to support the work of the Domestic Violence Court program;*
- *Interpreters (to assist victims who do not speak English to communicate with police, Crowns and victim support staff);*
- *Enhanced investigative procedures by police (including use of a risk indicator tool);*
- *Designated Victim/Witness Assistance Program staff specially trained to give support, information and referrals to victims;*
- *Designated Crowns specially trained in the prosecution of domestic violence cases, in order to produce consistency and continuity;*
- *Specialized intervention programs for abusive partners with an outreach component to victims;*
- *Specialized case management policies and procedures on domestic violence cases for Probation and Parole staff;*
- *French language services of comparable quality to service in English in all aspects of the DVC initiatives in the 24 designated regions of the province;*
- *A hospital based Sexual Assault Domestic Violence Treatment Centres (SADVTC), (where they exist) to collect forensic evidence;*
- *Specialized processing to expedite cases and ensure coordination of services (see DVC flow chart).*

These components work together to create the DVC program, each with an important role in the specialized process for domestic violence cases. Regardless of the size of the jurisdiction or volume of cases, these components must be present in every DVC site.

Approximately \$21 million is allocated to the DVC initiative. There are currently DVC programs in 42 of the 54 court jurisdictions in Ontario. It is anticipated that the DVC program will be implemented in the remaining 12 court jurisdictions by the end of the 05/06 fiscal year.

## **History of the Domestic Violence Courts**

The DVC program began as two pilot projects in Toronto in early 1997 at two court locations, Old City Hall and North York. The pilot projects were intended to improve the way the justice system handles domestic violence cases through a coordinated community response. Each of these original pilots operated a distinct approach – the North York court used an early intervention program (EIP) model and the Old City Hall court used a coordinated prosecution (CP) model.

The early intervention model is directed at supporting first time or less serious offenders who plead guilty and are motivated to seek help. Early intervention is designed to provide offenders with immediate access to intervention counselling programs while providing victims with outreach, support and information.

The coordinated prosecution model involves a focus on full investigation and prosecution of cases where there is a repeat offender or serious injury has been caused. The victim is supported throughout the trial process.

In mid-1997, the DVC pilot project was expanded to six additional court jurisdictions, three to be based on the coordinated prosecution model (Ottawa, London, Hamilton) and three to be based on the early intervention model (Peel, Durham Region, North Bay).

### *Evaluations of the DVC pilot projects*

Between 1998 and 2000 there were two evaluations of the DVC pilot projects:

- Alderson-Gill & Associates (1998) evaluated the Old City Hall and North York court: *Domestic Assault Court projects Old City Hall and North York.*
- Moyer & Associates (2000) evaluated the Ottawa, London, Hamilton, Peel, Durham Region and North Bay courts: *The Evaluation of the Domestic Violence Courts: Their Functioning and Effects in the First Eighteen Months of Operation, 1998-1999.*

Based on evaluation results and early experience in the pilot projects, it was determined that both the early intervention approach and the coordinated prosecution approach were needed to reinforce each other and to provide a comprehensive response in each DVC project site.

### *Pilot project to provincial program*

In 1999, the DVC program combined the early intervention and coordinated prosecutions approaches to create a comprehensive model. This model was then introduced to the eight existing DVC locations and to the expansion of the eight additional locations. In 2001, an announcement was made that the comprehensive DVC program would be expanded into all 54-court jurisdictions in Ontario.

The goals of the domestic violence court program, as stated in the Ministry of the Attorney General manual, are to intervene early in the cycle of domestic violence, improve support to victims and more effectively investigate and prosecute domestic violence cases in order to hold offenders accountable.

## **Domestic Violence Court Program Description of Process and Flow Chart**

The key to achieving the goals of the domestic violence court program is collaboration and a commitment among the stakeholders to make the process work.

As noted earlier, each DVC program has both an early intervention program (EIP) and a coordinated prosecution (CP) component.

### *Early Intervention*

This component of the DVC program is designed to provide first-time offenders with an opportunity to learn non-abusive ways of resolving conflict provided the victim agrees and certain conditions are met. To be eligible, the accused must meet the following criteria: 1) no prior conviction for a domestic violence–related offence; 2) no use of a weapon in the commission of the offence; 3) no significant harm caused to the victim.

The rationale behind this approach is to fast-track these cases where the parties are willing to seek assistance. Early intervention facilitates abusive partners getting appropriate intervention while they are motivated to change. Early intervention, as the name suggests, means providing intervention in a timely manner for both the victim and accused.

A domestic violence Crown screens the case for eligibility, and Victim/Witness Assistance Program (V/WAP) consults with the victim to seek her/his input and provide information and support. If eligible, the accused can opt to plead guilty, and be ordered by the court to attend a Partner Assault Response (PAR) program as a condition of bail. At this point, bail conditions can also be varied with the consent of the crown and the victim. V/WAP also advises the victim of the outcome of the bail variation. Upon completion of the PAR program, the accused returns for sentencing where the court receives a report of his/her progress in the program. In some sites, the accused is ordered to attend a PAR program as part of probation in which case there is no formal report back to the court. The majority of sites use bail to have the accused attend PAR as part of early intervention.

However, if the offender does not complete the program or re-offends during PAR, a new charge is laid. V/WAP advises the victim of the new charge and ensuing process.

### *Coordinated Prosecution*

The criminal justice system has traditionally prosecuted cases of assault between intimate partners, so the prosecution of domestic violence is not new. However, this approach takes into account the need to refine the trial process because of the dynamics inherent in domestic violence cases. Thus, for cases that are not appropriate for early intervention or where the accused chooses a trial rather than accepting the early

intervention approach, the DVC program is designed to ensure that domestic violence cases are prosecuted (assuming a reasonable prospect of conviction exists). Traditionally, proceeding with a prosecution has largely depended on the victim's testimony. Because of fear or intimidation, victims often recanted their original statement to the police or refused to testify altogether.

The DVC program now allows for trained police officers to obtain the victim's statement, copies of 911 tapes, medical reports, photographs of injuries, interviews with family and neighbours, and audio and /or videotaped victim statements. Specially trained domestic violence Crowns rely on the "enhanced evidence" to proceed with the prosecution, and to provide support to the victim. Crowns meet with victim and police for trial preparation. V/WAP service also continues throughout the court process to provide support to the victim in many forms, such as courtroom orientation and community referrals.

In situations where the accused is found guilty, the Crown Attorney considers asking the court to order the offender to attend a PAR program as a condition of a probation order in addition to any other sentence that may be appropriate in the circumstances.

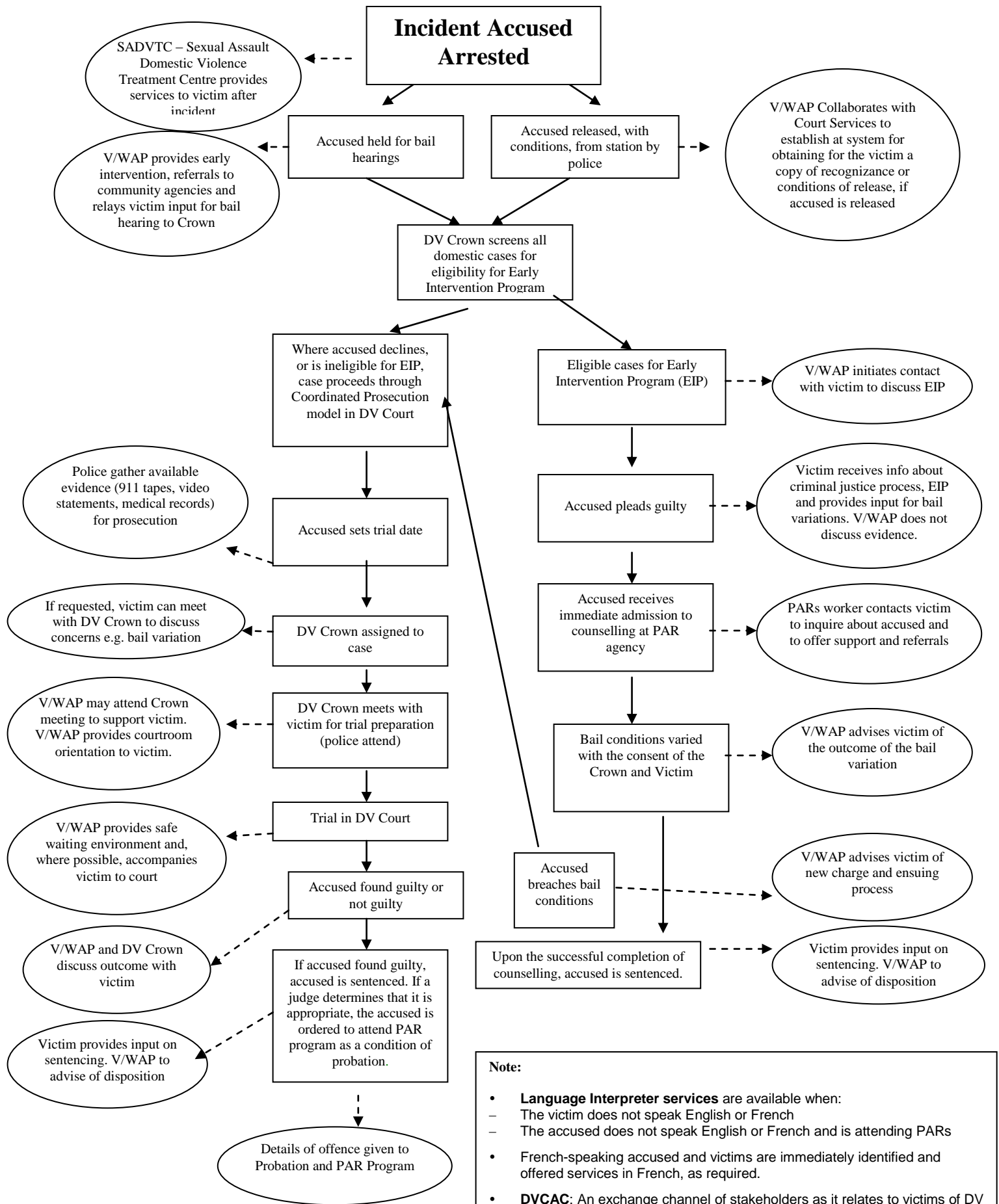
Regardless if the accused is found guilty or not guilty, V/WAP provides support and information regarding the outcome of the matter with the victim.

The Coordinated Prosecution approach involves coordinated support for the victim throughout the prosecution process:

- *Police gathering other evidence*
- *Crowns trained to present the evidence*
- *V/WAP providing ongoing support, information and referrals*
- *Probation and the PAR providers receiving information and proper documentation to challenge the accused*

On the following page, the Domestic Violence Court process flow chart follows an accused and victim through a number of stages from the time an incident takes place leading to a disposition.





**Note:**

- **Language Interpreter services** are available when:
  - The victim does not speak English or French
  - The accused does not speak English or French and is attending PARs
- French-speaking accused and victims are immediately identified and offered services in French, as required.
- **DVCAC:** An exchange channel of stakeholders as it relates to victims of DV in the criminal justice system and victim safety (see pg. 9)

## **Description of Assignment**

### **Domestic Violence Court Program Review**

The mandate of this project will be to assess the effectiveness and efficiency of the Domestic Violence Court (DVC) Program in meeting its objectives. Related questions will also be addressed, which will come out of consultations with community stakeholders. There will also be site-specific recommended improvements (within existing resources), which will enhance the efficiency and effectiveness of the DVC program.

The DVC Program is a major component of the government's response to domestic violence. The evaluation is key part of the government's commitment to improve the justice response to domestic violence. This evaluation was announced in December 2004 as part of the government's Domestic Violence Action Plan.

#### **Objectives of the DVC Program:**

1. To lessen the impact of crime by providing services to domestic violence victims
2. To increase victim safety and help prevent re-victimization.
3. To increase victim safety and help prevent re-victimization by holding offenders accountable.
4. To intervene early in domestic violence (DV) cases.
5. To ensure co-ordination of DV services.

These objectives are based on the DVC program goals. They have been refined for the purposes of the evaluation in order to facilitate ease of measurement.

#### **Scope of services to be performed**

While police, Crown attorneys, V/WAP staff, French language services, Probation and Parole Officers and Partner Assault Response Program Staff, provide DVC program services not all service components of the DVC program are included within the scope of this evaluation.

#### **DVC Program service components to be evaluated**

##### ***Specialized Prosecution by Designated Domestic Violence (DV) Crowns***

The services provided by designated Domestic Violence Crowns fall within the scope of the DVC evaluation.

These services include:

- Prosecute/prepare DV cases effectively
- Work with/advise police on issues of investigation and evidence-gathering
- Inform and seek input from victims and prepare victims/witnesses for court.
- Institute an early intervention process for dealing with early guilty pleas.

- Institute a coordinated prosecution process for dealing with cases that proceed to trial or result in a plea.

### *Victim Support through the Victim/Witness Assistance (V/WAP) Program*

The services provided by the Victim/Witness Assistance Program to victims of domestic violence in DVC sites fall within the scope of the DVC evaluation. The experiences of victims from diverse communities will be included.

These services include:

- Establish early contact and guide victims through the court process
- Inform and seek input from victims and prepare victims and witness for court.
- Discuss and address the victim's immediate safety concerns
- Provide information, safety planning, referrals, support, etc. to victims/witnesses.

### ***Specialized Offender Intervention Program***

The Partner Assault Response (PAR) program is an integral part of a DVC. It is a 16-week counselling/education program for people who have abused their partners. The program provides clients with an opportunity to examine the beliefs and attitudes that they have used to justify the abuse. The program teaches abusers how to develop relationships that are based on respect, autonomy and equality. A critical component of the Partner Assault Response program involves communication with the victim. Program staff contacts the victim while the abusive partner is in the program to address issues of victim safety by providing outreach and referrals to other community agencies.

The services provided by the PAR program staff to offenders of domestic violence fall within the scope of the DVC evaluation.

These services include:

- Maintaining links with the criminal justice partners.
- Accountability of Funding provided by the MAG.
- Providing victim safety outreach and referral information.

### ***Domestic Violence Court Advisory Committee (DVCAC) and Community Coordination***

The DVCAC is comprised of the local justice and community partners (such as Police, Crown, Victim Witness Assistance Program, Court Services, Probation and Parole, PAR service provider, Language Interpreter agency, Sexual Assault Domestic Violence Treatment Centre Coordinator, Domestic Violence Coordinator, and at least one English and French representative from the violence against women sector, composed of community-based support/advocacy agencies). The purpose of the committee is to facilitate implementation and ongoing operation of the DVC program, provide a forum for information sharing and promote a coordinated effective justice response to domestic violence cases.

The services that fall within the evaluation includes:

- The co-ordination of services to the victims and community partners.
- The exchange channel of relevant information as it relates to victims of domestic violence and victim safety.

#### *French Language Services (FLS)*

In the 24 French language designated regions of the province, Ontario citizens have a legal right to services in either of the official languages of the courts, English or French.

#### ***Other integral components of the evaluation***

##### *Experiences of Victims*

The experiences of victims who have moved through the DVC program will be evaluated. The process of victim inclusion must ensure victim safety, confidentiality and an interviewing process that is sensitive and cognizant of victim needs and concerns. Learning from the experience of victims from diverse backgrounds (i.e. racial, cultural, ability, sexual orientation) will be prioritized.

##### *Community Stakeholder Inclusion*

Questions derived from stakeholder involvement will be considered in the evaluation. A cross section of stakeholders will be included through local site advisory committees and three provincial focus groups held to inform and support the provincial evaluation process at three key stages in the evaluation: finalizing the evaluation framework; reviewing the preliminary analysis summary; and providing feedback on the draft final report.

#### ***Evaluation results of other service components to be incorporated into the Evaluation***

- Model Police Response to DV (MCSCS), currently being evaluated by the Ministry of Community Safety and Correctional Services. The Model promotes the development of an integrated service delivery framework for the delivery of police services in assisting victims of domestic violence.
- Language Interpreter Program (MCZ), evaluated in 2004. The program ensures that victims who have limited English or French proficiency will be provided with an interpreter within any stage of the DV process.
- Victim Outreach component of the PAR Program, evaluated in 2002. The evaluation reviewed information about the compliance with and helpfulness of the partner contact component of the PAR programs across Ontario and reviewed the client satisfaction rate with service for the 2002-2003 DV justice system performance measures.

### ***Other current research to be incorporated***

- Research on recidivism – current project underway in partnership with the Department of Justice Canada. This research is a comparison of a sample of offenders who were prosecuted through the Domestic Violence Court program to a sample of offenders prosecuted in a non-Domestic Violence Court.
- PAR program project on attitude change among program participants – current project underway in partnership with the Department of Justice Canada.

### **DVC Program sites to be evaluated**

#### ***Site selection***

There will be an in-depth focus on 6 sites selected by the Ministry of the Attorney General using the following criteria:

- One in each region
- Variations in size (Large, Medium, Small)
- Geographic mix (including Northern, Urban and Rural)
- One site designated a French Language Site
- One site with a significant Aboriginal population
- Some sites that have been reviewed as part of the evaluation of the Police Model Response
- Sites not involved in other pilots (i.e. Bail or ODARA)
- At least one site serving satellite courts
- All sites must have a DVC program operational for at least 2 years

#### ***Content from other sites to be incorporated***

- Available data from all operational DVC Program sites will be analyzed utilizing already existing databases, which include:
  1. **DOVES** - The domestic violence evaluation system application is an online system available to designated staff for the purpose of recording statistical information about each case processed in the Domestic Violence Court Program.
  2. **VICTRACK** – VICTRACK is a case management system used by all staff of the Victim /Witness Assistance Program. The VICTRACK system allows V/WAP staff to collect, record and create a database of information for all clients of the program.
  3. **ASRS** – Automated Statistical Reporting System – The reporting system for Partner Assault Response Programs associated with the Domestic Violence Court Program. PAR programs report statistics monthly to Victim Services Division.

4. **CRIS** – Crown Resource Information Systems – CRIS is a structured database for tracking the demands for legal resources in individual Crown Attorneys' offices to staff Court and Court-Related activities.
- Research and Evaluation Findings (where appropriate) from previous or current studies of the DVC program (e.g. Moyer & Associates, and Alderson-Gill & Associates)
  - Additional information from existing client satisfaction surveys (V/WAP)

### **Out of Scope**

- The Ministry of Community Safety and Correctional Services (MCSCS) Probation and Parole Services is being evaluated on an ongoing basis. Included in those evaluations are issues relating to the application of the MCSCS Partner Abuse Supervision Protocol (which preceded the DVC roll-out) in the supervision of partner abuse cases by Probation and Parole Officers. While the supervision protocol is currently under review, its application continues to be part of ongoing case reviews.
- The hospital based Sexual Assault Domestic Violence Treatment Centres were evaluated in 1999, which resulted in the expansion of the program.

### **Evaluation Methodology**

The Consultant is required to refine the evaluation framework/logic model and collect/ analyse both quantitative and qualitative data, and include the following data collection methods:

1. Site visits and file review at the 6 Domestic Violence Courts
2. Data collection from stakeholders, including but not limited to key interviews, surveys, and focus groups, in English and French, with the following:
  - Victims, including experiences of diverse populations
  - Crowns
  - Judiciary
  - V/WAP staff
  - PAR program staff
  - Community stakeholders
  - Language interpreters
  - Justice partners including police and probation officers
  - Local site DVC Advisory Committees
3. Data collection from existing data bases such as DOVES, VICTRAK, ASRS, CRIS and client satisfaction surveys.
4. Literature review of documents, program research, reports and other evaluations results relating to the DVC program.
5. Collection of other information acceptable to the Ministry and the Domestic Violence Evaluation Working Group.

The Consultant is required to work collaboratively with the Ministry on the specific evaluation methodology, including data collection instruments, and the tools and questions to be used in interviews, additional research questionnaire, surveys and focus groups. A DVC Evaluation (DVCE) Working Group will be constituted for the purpose of working with the Consultant, overseeing the evaluation, and providing advice and direction to the Consultant throughout the evaluation. The consultant will also be required to involve external stakeholders at key stages in the evaluation.

## **B2 Description of Deliverables/Project Objectives**

### **Vendor Responsibilities and Deliverables**

This RFR will select a Vendor specifically for the DVC Program Review. The Vendor will be responsible and accountable for the following duties and deliverables:

1. Provide a literature review of domestic violence court programs, including, but not limited, to previous government reports, PAR program research, recidivism studies, client satisfaction surveys, academic research, etc.
2. Work with the DVCE Working Group and community stakeholders to refine the scope, evaluation framework, program logic model and develop a detailed evaluation plan with key milestones and deadlines.
3. Prepare presentation to DVCE Working Group for approval.
4. Review 6 sites with the DVCE Working Group and local site advisory committees, obtain site information/background for evaluation (sites pre-selected by the Working Group based on specified criteria).
5. Work with DVCE Working Group and local site advisory committees to determine community and justice partner stakeholders to participate in evaluation and finalize terms of agreement for stakeholder evaluation input.
6. Work with the DVCE Working Group and local site advisory committees to determine victim stakeholder participation in evaluation and finalize terms of agreement for stakeholder evaluation input. (The consultant is required to communicate in both French and English and to accommodate communication needs of persons with disabilities).
7. Responsible for detailed and precise data collection methodology matrix including obtaining information from databases, stakeholders, justice partners, victims (from diverse communities) and to be employed in the evaluation Process and tools for obtaining information from community. Process and tools for site file review and database analysis.
8. Attend regular meetings with DVCE Working Group for consultation and oversight purposes. Provide continues updates of evaluation rollout and identify any risks associated with the evaluation. Provide interim reports (status updates) on process of evaluation on pre-arranged dates.
9. Provide a summary of focus group findings for three (3) Provincial focus groups at key stages in the evaluation.
10. Finalize the evaluation framework, review the preliminary analysis summary and provide feedback on the draft final report.
11. Complete qualitative and quantitative analysis of data collected and provide a preliminary analysis summary report and presentation to the DVCE Working Group.

12. Prepare and submit a draft final report to the DVCE Working Group for approval.
13. Prepare a final report (including literature summary) and an Executive summary for Senior Management.

## **Definitions**

**Domestic Violence Court Evaluation Working Group** (“ DVCE Working Group”) – A group of policy and program staff from the evaluation sponsoring partners, Criminal Law Division and the Ontario Victim Services Secretariat.

**Interministerial Advisory Group** – A larger reference group with broad representation from all relevant ministries, including the Ministry of the Attorney General, the Ministry of Community and Social Services, the Ministry of Community Safety and Correctional Services, the Ministry of Health and Long-Term Care, the Ministry of Citizenship and Immigration, and the Ontario Women’s Directorate, that reviews key documents, advises on issues of relevance to their ministry and its stakeholders, and provides support and feedback to the Working Group.

*Model for Stakeholder Participation:*

**Local Site Advisory Committees**– The established Domestic Violence Court Advisory Committee (DVCAC) in each selected site will be asked to inform and support the local evaluation process. A DVCAC is composed of key participants in the local DVC process, including representatives of the Crown Attorney, Victim Witness Assistance Program, police, probation and parole, Partner Assault Response program and representatives of the Violence Against Women community. Membership in each committee will be reviewed to determine whether additional members are required to ensure diverse community representation.

**“Provincial Focus Groups”** – Cross section of stakeholders brought together to inform and support the provincial evaluation process at three key stages in the evaluation: finalizing the evaluation framework; reviewing the preliminary analysis summary; and providing feedback on the draft final report.

**OVSS**-Ontario Victims Services Secretariat

## **B3 Reporting Requirements and Quality Management Plan**

The Vendor lead will formally report to the Director of Domestic Violence Initiatives to provide progress reports.

The Vendor must provide the deliverables as outlined according to the overall schedule for DVC Program Review and must provide progress reports, including identifying any new risks, issues or obstacles impeding timely delivery of the project to the Director of Domestic Violence Initiatives. The Vendor will be responsible for ensuring that all their consultants meet these criteria.



## **B4 RFR Timeline**

### **Proposed Timeline for Deliverables: Domestic Violence Court Program Review**

<b>Schedule</b>	<b>Proposed Timing</b>
Vendor to start assignment	July 11, 2005
Assignment to be completed	December 31, 2005

The term of the Agreement is to be for a period of 7 months commencing upon the execution of the Agreement with an option in favour of the Ministry to extend the Agreement on the same terms and conditions for an additional period of up to 6 months. The services of the Vendor will be required from July 11, 2007 to December 31, 2007. The Vendor must be available to start the assignment immediately on establishment of the SLA.

## **SECTION C: VENDOR'S APPROACH TO THE ASSIGNMENT**

### **C1 How Vendor(s) plans to do Assignment**

#### **Project Organization/Implementation Plan**

*(How Vendor(s) plans to do Assignment, the Vendor will prepare an Implementation Plan with respect to the assignment as described in Section A and B, I.E.: actions, responsibilities, detailed evaluation methodology, time frames, and reporting requirements for the Vendor to implement the requested services.*