
TERMS OF REFERENCE

Feed Nova Scotia – Link2Feed Training Contract

BACKGROUND

Our mission is ***to increase food security through food distribution, education and collaboration***. We are a charity that supports a network of 144 members across the province. This network is comprised of food banks, meal programs, soup kitchens, shelters, and a wide range of social development agencies. All member food banks are required to use a standard client registration process and submit statistics to Feed Nova Scotia.

In 2016, Feed Nova Scotia introduced Link2Feed (L2F), a cloud based and purpose- built database, to support the food bank members' registration process. Over the past three years, we have provided training and technical support to help the member food banks transition to this new database. As of January 2019, 65 of the 84 member food banks are using the system. The purpose of this contract is to deliver L2F training and ongoing support that will result in the 19 remaining food banks using Link2Feed by April 30, 2019.

The large majority of food banks are extremely enthusiastic about the Link2Feed system and refer to the following benefits:

- Registration is quicker, easier and more respectful
- Creates more time to support people
- Provides great reports and statistics about their own food bank operation
- Increases privacy and security of private information

The barriers that have prevented some food banks transitioning to the L2F system are being addressed by Feed Nova Scotia and include:

- Technical barriers such as a lack of internet or computers (11)
- System is incompatible with current structure and service (4)
- Resistance to change (4)

Feed Nova Scotia will provide required technology to all members and our goal is to have all member food banks using the Link2Feed database by April 30, 2019.

SCOPE OF WORK

To provide training and support to complete the roll-out of the Link2Feed client registry system.

Specifically:

1. Become fully competent and knowledgeable of the Link2Feed database, objectives of the client registry and the collective work of Feed Nova Scotia and the member network.
2. Build on the existing training materials to design a 2 – 3 hour training program that successfully introduces the computer program to the members' volunteers and/or staff.

3. Deliver the training program, in person or on-line (as appropriate), to the 19 remaining agencies and ensure they have the skills and information they need to independently use the program.
4. Provide set-up and ongoing technical support and be available by phone or on-line to respond to questions or concerns as they transition to the new system.

RESPONSIBILITIES AND DELIVERABLES

Feed Nova Scotia will:

1. Designate a single contact person for the project
2. Ensure technical requirements (hardware and internet connectivity) are available to all agencies
3. Respond to the contractor's requests and inquiries in a reasonable timeframe;
4. Provide all existing Link2Feed training and background materials to support the training process
5. Provide Link2Feed training and an orientation to Feed Nova Scotia and the member network
6. Provide an initial introduction to the targeted members and, as necessary, remind members of the requirements to be using Link2Feed

The successful contractor will:

1. Undertake the activities as described in the 'Scope of Work';
2. Participate in Link2Feed training at Feed Nova Scotia to understand system and benefits
3. Review and modify the training materials to complement personal training styles without significantly changing the objectives, content or deliverables of the training program
4. Proactively contact the members and arrange training sessions
5. Complete necessary technical arrangements to ensure new laptops and modems are functional
6. Provide 2 – 3 hour training sessions to the 19 remaining food bank members and provide ongoing support to the completion of the contract period (April 30, 2019)
7. Schedule the training sessions at the convenience and availability of both the trainer and the participants.
8. Assume responsibility for all administrative and coordination activities related to workshops
9. Regularly update the designated contact person of activities, progress and challenges

CONTRACT TIMELINE AND FEES

Based on a per diem rate, interested trainers should submit a proposed fee schedule outlining projected costs for:

- Participation in orientation to Feed Nova Scotia and Link2Feed system
- Review and modifying current training materials and workshop design
- 2 – 3 hour workshops delivered to members (est. 15 workshops during contract period)
- Member follow up and support (est. 1 hour/agency)

Professional Expenses (Receipts required)

- Administrative (office, phone etc)
- Travel and meals

A \$200 'activation payment' will be paid for each member food bank that adopts and implements the Link2Feed system by May 15.

Start/End date: February 25 – April 30

Projected Level of Effort: \$10,000

Submissions: Please submit relevant experience, training and references by Friday Feb. 22 to Chiedza Sadomba, Knowledge Manger csadomba@feednovascotia.ca, 902-457-1990