



## REQUEST FOR STATEMENTS OF QUALIFICATIONS (RFSQ) No. 26-003

---

**DATE:** December 11, 2025

---

**Project Title:** Inclusion, Diversity, Equity and Accessibility Audit of Corporate Service Delivery

---

The Regional District of Nanaimo invites qualified and experienced firms to submit Statements of Qualifications to conduct inclusion, diversity, equity and accessibility (IDEA) reviews of all Regional District of Nanaimo departments as to identify barriers to inclusion, diversity, equity and accessibility within current processes, programs, and facilities, and recommend priorities for the development of a 2027-2030 Accessibility Plan pursuant to the *Accessible British Columbia Act* (the Act).

### A. Intent

This Request for Statements of Qualifications (RFSQ) is issued to determine the most qualified and experienced service provider that can meet the Regional District of Nanaimo's requirements, expectations, and timeline.

The Regional District of Nanaimo will review submissions received in response to this RFSQ and enter discussions with the top-ranked Respondent to negotiate the terms, scope, timeline, and cost based on the actual scope of work required (the Work). Should these negotiations fail to result in a contract for the Work, the Regional District of Nanaimo may then elect to negotiate with the next highest ranked service provider and so on until an agreement is reached or the process cancelled.

In any event, the Regional District of Nanaimo shall not be bound to enter a contract with any Respondent to this RFSQ and, at its sole discretion, may elect to collapse this process.

### B. Background

#### IDEA Program

In June 2021, the Government of British Columbia enacted the *Accessible British Columbia Act* (the Act). As a public sector organization under the Act, the Regional District of Nanaimo (RDN) created an Accessibility Committee, comprised of employee representatives from across the organization. The committee, over several half-day and full-day facilitated workshops, created a [three-year accessibility plan](#) (Plan), which identifies a framework for ongoing accessibility

improvements and recommends 18 actions aimed at building the inclusivity, diversity, equity and accessibility (IDEA) competency of employees and enhancing IDEA in programs, services, facilities and spaces. This project represents one of the 18 recommended actions and will help inform the development of the RDN's 2027-2030 accessibility plan.

### **About the RDN**

The RDN provides regional governance and services throughout Vancouver Island's beautiful central east coast. Communities within the regional district include the municipalities of the City of Nanaimo, District of Lantzville, City of Parksville and Town of Qualicum Beach, as well as seven unincorporated Electoral Areas. The RDN is situated within the traditional territory of several First Nations, including Snuneymuxw, Snaw- Naw-As and Qualicum First Nations. Established in 1967, the RDN is British Columbia's fifth-most populous Regional District of the 27 throughout the province, and home to over 170,000 people (2021 census).

The RDN is governed by a Regional Board, comprised of directors of locally elected municipal councillors and directors elected by electoral area residents. Board members also sit on a variety of regional select and standing committees for key services, as well as the RDN Committee of the Whole.

The RDN provides a variety of services to residents including solid waste, recycling, wastewater services, water and utility services, emergency services, energy and sustainability, GIS and mapping, regional transit, bylaw services, recreation programs and over 200 regional and community parks and trails.

Under the direction of the Chief Administrative Officer, RDN employees are responsible for designing, delivering and managing strategies, policies, programs, services and facilities in a manner that is consistent with policy and governance direction from the Board including, for example, the [2023-2026 Board Strategic Plan](#), and Board-endorsed plans such as the [2022-2032 RDN Parks and Trails Strategy](#). Policies and bylaws adopted by the Board, and administrative policies approved by the Chief Administrative Officer provide formal direction to staff on what to do in response to issues and situations that arise in the course of their duties.

## **C. Contemplated Scope of Work and Timeline**

### **Scope of Work**

1. Conduct a current state review of RDN service delivery for all departments, including, but not limited to:
    - i. A targeted review of policies, procedures, templates, application processes and facilities; and
    - ii. Engaging staff and members of the public through interviews, surveys or other engagement tools.
-

2. Identification of best practices for inclusion, diversity, equity and accessibility across service delivery in the local government sector, with particular emphasis on high priority barriers.
3. Produce a comprehensive report of recommendations for each department, outlining recommendations to address potential and experienced barriers to inclusion, diversity, equity, and accessibility related to service delivery and prioritized by:
  - i. **High Priority** – initiatives needed to comply with legislated requirements.
  - ii. **Best Practice** – initiatives that would support the RDN in operating to best practice in the industry and/or Accessibility Standards Canada (ASC).
  - iii. **Progressive** – initiatives that would put the RDN ahead of the curve as a proactive, progressive, and innovative public service provider from an IDEA perspective.
4. Provide recommendations for actions to include in a 2027-2030 RDN Accessibility Plan.

The goal is to answer the question: “How can we make RDN service delivery more accessible and inclusive?”.

The list of RDN departments to be included in the audit is as follows:

- **Corporate Services**
    - Legislative Services
    - Information Services
    - Financial Services
    - Transportation Services
    - Communications and Engagement
  - **Regional and Community Utilities Services**
    - Solid Waste Services
    - Wastewater Services
    - Water Services
    - Capital Project Delivery
    - Facilities and Fleet
  - **Recreation and Parks Services**
    - Recreation Services
    - Parks Services
  - **Development and Emergency Services**
    - Planning Services
    - Building Services
    - Bylaw Services
    - Fire Services
    - Emergency Services
-

## **Timeline**

The scope of work should begin as soon as possible after the successful proponent is confirmed and is to be completed by May 29, 2026.

### **D. Statement of Qualifications and Evaluation**

The statement of qualifications should be no longer than five (5) single sided pages in length (not including cover page, cover letter and appendices). Please include the following:

1. Qualifications and areas expertise of the Firm and nominated Project Manager. Please include CV/Resume of the Project Manager and explain how this individual will provide value for the RDN. Describe your Firm's approach to work.
2. Experience of Firm and nominated Project Manager in previous relevant work. Provide short descriptions of similar projects and assignments completed by both the Firm and nominated Project Manager.
3. Brief CVs of the individuals anticipated to be playing key roles in the project should your firm be selected.
4. A statement of your firm's ability to complete the work within the timeframe described.
5. A statement of your firm's approach to advancing equity and sustainability in corporate operations and service provisions, including any certifications in this regard.

Statements of Qualifications (the "SOQ") will be evaluated by the Regional District of Nanaimo on a consensus basis and assigned a score out of 100 based on the above evaluation criteria. Any or all SOQs will not necessarily be accepted.

### **E. Submission Date & Time**

Statements of Qualifications should be received on or before 3:00:00 p.m. local time on the 16<sup>th</sup> day of January 2026. The RDN, at its sole discretion, reserves the right to accept late submissions.

### **F. Questions and Submissions**

Questions and submissions should be directed to:

**Andy Drouillard, MA, MBA** (he/him/his) [Why do I share pronouns?](#)

Manager, Human Resources

Regional District of Nanaimo

6300 Hammond Bay Road, Nanaimo, BC V9T 6N2

C: 778-674-2225 | Email: [adrouillard@rdn.bc.ca](mailto:adrouillard@rdn.bc.ca)

---

**G. Additional Information**

If the RDN determines that additional information is required, the RDN will post an Addendum on the RDN ([www.rdn.bc.ca/current-bid-opportunities](http://www.rdn.bc.ca/current-bid-opportunities)) and the new BC Bid ([www.bcbid.gov.bc.ca/](http://www.bcbid.gov.bc.ca/)) websites. It is the sole responsibility of interested vendors to check for additional information prior to submitting their response.

---