

Research Committee – Proposal (Statement of Work)

Request

- The Research Committee of the Joint Councils (RC) is seeking approval for the expenditure of up to \$70,000 to secure the services of an independent contractor for a period of up to 12 months to:
 - establish and manage an on-line research repository;
 - produce a series of monthly reports (e.g. Summaries targeted at Executive Management); and
 - produce a review of the project at the completion of the contract.
- The contract is to be administered and managed by ICCS.

Background

- Based on consultation with representatives of participating jurisdictions the RC identified the need to establish a process for collecting and sharing of research materials related to key priorities of Joint Councils (i.e., Digital Government, Citizen- Centred Service Delivery and Identify Management). Further the RC determined that to optimize the value of such a repository a resource should be dedicated to its establishment and operation.
- Core benefits include:
 - identification and dissemination of actionable research findings and insights that will allow councils and individual jurisdictions make better decisions respecting service strategy and delivery; and
 - providing council members with information and materials (and identification of key information gaps) to engage key decision makers in understanding and supporting the work of the Joint Councils.
- At its December meeting the Joint Councils endorsed the RC recommendations and directed that a funding proposal outlining the cost, time frame, deliverables and governance of this project be developed for review and decision as soon as practical.

Timeframe

- 12 months - April 2017 – March 2018
- A one year time period is being recommended in order for the project to develop sufficient experience, capacity and to ensure the program can be re-used or redeployed if alternate funding and resource models are subsequently chosen.

Deliverables

- Working with the Research Committee and broader Canadian service research community establish criteria and a process for the on-going collection of research materials (studies, data, findings, articles etc) related to key research priorities of Joint Councils.
- Working in cooperation with ICCS and stakeholders create, populate, organize and maintain an on-line repository of shared and, or publicly available research materials related to key research priorities of Joint Councils.
- Review material and produce a report highlighting gaps in coverage, data and, or analysis in respect of key research questions identified by Research Committee.
- Under direction of RC, produce a series of monthly short summary reports, and, or presentations for executive management audiences summarizing and analysing existing research materials on key topics.
- At the end of the contract period (TBD) produce a review of the effectiveness of the project, lessons learned, and recommendations respecting how the project should be governed, organized and staffed on a go-forward basis.
- All deliverables are to be established, managed and approved by Co-Chairs of Research Committee

Reporting

- A quarterly progress report will be prepared and submitted to Joint Councils by RC Co-chairs

Required Skills and Experience

- Extensive knowledge of the public sector in Canada with particular emphasis on public sector research and service improvement initiatives
- Familiarity with the key principles of survey research, data analysis and reporting
- Proven ability to conduct research, analyze data, formulate actionable recommendations and compile reports based on the findings
- Proven ability to work with and engage a broad range of stakeholders
- Demonstrated ability to compose and produce written reports and products for varying audiences ; including senior and executive management
- Excellent organizational skills
- Proven ability to work independently and with others
- Ability to work in English and in French an asset

Cost

Total \$70,000. (Contactor \$60,000+ICCS Fees \$6,000 + \$4,000 Travel and or Incidental)