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Membership Engagement, Data & Technology Specialist**Issued By: Comox Valley Division of Family Practice****Date: August 11, 2026****Background**

The Comox Valley Division of Family Practice brings family physicians and nurse practitioners together to improve primary care, support provider well-being, strengthen leadership, and work collaboratively with partners to improve community health.

The Division is seeking an experienced consultant to assess current membership lifecycle, engagement practices, data management processes, and technology systems, and to recommend and implement a practical solution that improves data capture, communications, tracking, reporting, and data stewardship.

Project Scope

The successful consultant will lead a process over approximately four to six months that includes:

- Review of current membership lifecycle, engagement, data management, and reporting practices.
- Assessment of organizational requirements for prospective and current member relationship management and engagement tracking.
- Environmental scan of available technology solutions, including CRM and membership management platforms.
- Recommendations for technology solutions, tools, processes, and data management practices that align with Canadian privacy and data residency requirements.
- Evaluation of implementation costs, benefits, and operational considerations.
- Implementation of approved technology solutions, where applicable.
- Development and delivery of training, documentation, and best practices for ongoing use.
- Presentation of findings and recommendations to Division leadership, as required.
- Delivery of a final report summarizing recommendations, implementation outcomes, and future considerations.

Timeline

- RFP Issued: August 11, 2026
- Please direct any queries to Catherine Browne, Executive Director, at cbrowne@comoxvalleydivision.ca - open until August 30th, 2026 – 11:55 pm PST. Queries will be responded to by September 4th, 2026 - 11:55 pm PST

- To receive responses to all queries submitted, please send an email requesting this by August 30th 2026, at 11:55 pm to Catherine Browne at cbrowne@comoxvalleydivision.ca.
- **Proposal Submission Deadline:** September 11, 2026 – 11:55 pm PST
- **Consultant Selection:** September 21-25, 2026
- **Project Commencement:** October 5, 2026
- **Final Deliverables:** No later than March 31, 2027

Selection Process

All proposals will be reviewed and evaluated by Division representatives. Shortlisted proponents will be invited to participate in an interview prior to final selection.

Evaluation criteria will include:

- Relevant experience with data strategy, CRM systems, member engagement, and evaluation.
- Experience with healthcare, professional associations, or member-based organizations.
- Understanding of Canadian privacy legislation and data governance requirements.
- Proposed methodology, work plan, and implementation approach.
- Ability to deliver training and support organizational change.
- Alignment with timeline and project objectives.
- Total cost.

Preference may be given to consultants with experience working within the BC healthcare system.

Proposal Submission (single pdf file)

Proponents should provide:

- Qualifications and relevant experience.
- Professional background of any sub-contractors (if applicable).
- Description of similar projects completed.
- Proposed methodology, work plan, timeline, and deliverables.
- References from comparable clients.
- Key assumptions, exclusions, and risks.
- Privacy and confidentiality policies.

A detailed budget including:

- Resourcing and Pricing Plan
- Daily Rate
- Number of estimated days and level of effort
- Total project fees for the term of the contract

Please submit proposals electronically to:

Catherine Browne – Executive Director

Comox Valley Division of Family Practice - cbrowne@comoxvalleydivision.ca

Subject Line: *Proposal – Membership Engagement, Data & Technology Specialist*