

## REQUEST FOR PROPOSAL - 360° Performance Review

**Date of Issue:** February 20<sup>th</sup>, 2026  
**Submission Due Date:** 12:00 pm, March 16<sup>th</sup>, 2026  
**Expected Date of Award:** April 20<sup>th</sup>, 2026

Indus Community Services (“Indus”) is issuing this Request for Proposals (“RFP”) to solicit competitive proposals from qualified external consultants to support the organization in conducting a 360° Performance Review for members of its Management Team.

The purpose of this engagement is to implement an effective, objective, consistent, and structured 360° performance appraisal process that supports leadership effectiveness, accountability, succession planning, and continuous improvement. The review will be conducted in alignment with Indus’ approved policies and applicable evaluation criteria.

The Management Team 360° Performance Reviews will be conducted in two distinct rounds between July 2026 and March 2027, allowing for appropriate scheduling, workload balance, and meaningful analysis between review cycles.

### Organizational Background:

Indus Community Services is an accredited, not-for-profit community benefit organization that has served local communities for over four decades. We are a registered charity, supported by our donors and by all three levels of government. Through our professional staff, we are a leader in the provision of culturally responsive services to newcomers, families, women & seniors.

**Vision:** To be leaders in building strong and inclusive communities.

**Mission:** We are a community benefit organization focused on building resilient and healthy communities by offering person-centered, anti-oppressive programs and services.

### Scope & Deliverables:

Design and implement a Management Team–wide 360° Performance Review process, delivered in two rounds within the calendar year, that is fair, confidential, and aligned with best practices in leadership assessment.

The scope of work is expected to include, but is not limited to:

- Designing and administering a 360° feedback process for designated members of the Management Team, split across two review rounds during the fiscal year
- Aligning competencies and evaluation criteria with Indus’ leadership expectations, strategic priorities, and applicable policies
- Identifying appropriate internal and external stakeholder groups for each round (e.g., peers, direct reports, supervisors, and key partners, as applicable)
- Ensuring confidentiality, objectivity, and data integrity throughout both rounds of the process
- Collecting, analyzing, and synthesizing feedback results for each round
- Preparing individual and aggregate reports following each review round

- Supporting designated organizational representatives in interpreting results and identifying leadership development priorities

### **Your Response to this Request for Proposal:**

In responding to this request, we request the following information:

1. Relevant Experience
  - Detail your experience providing leadership assessment, management development, or 360° performance review consulting services, particularly within the not-for-profit sector or organizations of comparable size and complexity.
2. Organizational Overview
  - Provide a brief description of your firm's history, structure, and areas of specialization.
3. Independence and Objectivity
  - Describe your independence with respect to Indus Community Services and disclose any actual or potential conflicts of interest.
4. Proposed Approach and Methodology
  - Describe your proposed approach to conducting the Management Team 360° Performance Reviews, including how the two annual review rounds will be structured and sequenced.
  - Identify the evaluation methodology and tools you will use to ensure consistency, reliability, and alignment with Indus' leadership and performance criteria.
5. Work Plan and Timelines
  - Provide a detailed work plan outlining key phases, activities, deliverables, and timelines for both review rounds within the calendar year.
6. Communication and Change Management
  - Describe the communication and engagement process you will use with designated organizational representatives throughout both rounds of the review process.
7. Confidentiality and Data Protection
  - Outline how confidentiality, data security, and anonymity of respondents will be maintained across both rounds.
8. Fees and Costs
  - Provide a clear, itemized breakdown of all proposed costs and fees for both review rounds, including design, administration, data collection, analysis, reporting, facilitation, and debriefing.
  - Proposals must be based on an estimated total of twenty (20) participants across both review rounds.
  - Clearly outline all cost assumptions, including per-participant pricing (if applicable), technology, or platform fees, reporting, and analysis costs, and any optional or value-added services.

Indus Community Services has an anticipated total budget range of \$20,000 - \$25,000 CAD. Proposals exceeding this range may not be considered.

### **Evaluation of Proposals:**

- Proposals will be evaluated based on the following criteria:
- Demonstrated experience and expertise
- Understanding of the assignment and organizational context
- Strength and appropriateness of the proposed methodology



- Commitment to confidentiality and objectivity
- Quality of proposed work plan and communication approach
- Cost-effectiveness and overall value

**Inquiries and Proposals should be directed to:**

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