

REQUEST FOR PROPOSAL

Centre for Innovation for Peer Support
Program Review



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Summary and Background

Our agency is accepting proposals for the review of peer services.

Support House is a community-based mental health and substance use supportive housing provider in the Halton region delivering coordinated housing supports including harm reduction from youth to seniors including peer supports and training coordinated through the Centre for Innovation in Peer Support. Support House (formerly Oakville Reentry Homes and then Support and Housing - Halton) was formed in 1982 by a group who needed coordinated mental health and housing supports for family members.

Support House's Centre for Innovation in Peer Support provides wellness-based, peer-led self-help and social connections programming to community members; and support to organizations who have peer staff, through training in peer support program implementation, capacity-building, evaluation, research, knowledge brokerage, and quality improvement.

Growing from its original identity as a Consumer Survivor Initiative in 1999, then known as TEACH (Teach, Empower, Advocate for Community Health), the need for the support and training of agencies providing authentic peer support was identified. As a result, the Centre (formerly, the Enhancing and Sustaining Peer Support Initiative) has evolved to become a "Benchmark of Excellence" in peer support and the meaningful engagement of lived experience and family/caregiver co-design. The Centre for Innovation in Peer Support has been engaging and supporting 11 Mississauga Halton LHIN funded & accredited Health Service Providers (HSPs) plus regional, provincial, national, and international collaborators.

Project Purpose and Scope

The objective of this work is to review the Centre for Innovation in Peer Support program offerings, targets and service availability and its evolving role as a core service in the MHA sector.

Proposal Guidelines

The Request for Proposal ("RFP") represents the requirements for an open and competitive process. Proposals will be February 28, 2011 5pm. Any proposals received after this date and time will be returned to the sender. All proposals must be signed (e-signed) by an official agent or representative of the company submitting the proposal.

Engagement terms and conditions will be negotiated upon selection of the winning bidder for the RFP. All contractual terms and conditions will be subject to review by Support House and will include scope, budget, schedule and other necessary items pertaining to the project.

Project Deliverables

The objective of this work is to review the Centre for Innovation in Peer Support program offerings, targets and service availability and its evolving role as a core service in the MHA sector.

With the support of our agency the Consultant(s) will:

1. Widely consult clients, families, caregivers, staff, and our sector partners in this review
2. Review and determine the population health needs and efficacy of peer supports with the lens of the quadruple aim for health quality
 - Review/assess the implications of the pandemic/post pandemic for future programming, methods, and practices
3. Provide a review and analysis of international best practice, current offerings, and programming (groups, one-to-one incl. virtual, hybrid and in person models) availability of the Centre including providing a metric for MSAAs targets (groups) ongoing
4. Provide a report and executive summary of the recommendations and rationale and business case for future direction(s) that we can make available to the funder and to partners

Estimated Timeline

- RFP issue date: Feb 15, 2022
- Deadline for submissions: Feb 28, 2022 5pm EST
- Successful proponent notified: March 8, 2022
- Notification to other proponents: March 9, 2022
- Expected start date: March 21, 2022
- Target completion date: June, 2022

Each bidder must email electronic submission of their proposal to heathera@supporthouse.ca by the due date. If additional information or discussions are needed with any bidders during the evaluation stage, the bidder(s) will be notified.

Upon notification of successful proponent, the contract negotiation will begin immediately.

Budget

All proposals must include proposed costs to complete the required tasks detailed in the project scope and deliverables sections. Costs should be quoted in Canadian dollars on a fixed fee basis. Costs for any additional charges (eg. travel, overhead, etc) should be identified with rates provided.

Bidder Qualifications

Bidders should provide the following items as part of their proposal for consideration:

- Description of experience in the community mental health and addictions sector including work done with Support House partners
- Description of experience working with families, clients and other stakeholders
- References from past clients on similar projects
- Anticipated resources that will be assigned to this project and their experience, knowledge and qualifications for this project
- Provide assurance that deliverables can be provided and by the target completion date noted above

Confidentiality

Selected bidders will keep all information provided in this RFP as confidential. Information provided to the respondents is to be used for the sole purpose of responding to this RFP.

Evaluation Criteria

- Demonstrated understanding of the project;
- Clear description of elements of work including expected outcomes;
- Identification of who will do the work and timelines;
- Relevance of completed projects, experience, and references;
- Experience in mental health and addictions sector;
- Ability to provide all requested services and to complete by target date;
- References and client satisfaction;
- Cost.

Conditions

Support House will not be liable for any costs incurred by a consultant in the preparation of their response to this proposal or attending to the interview presentation if required. SH reserves the right to ask for additional information and adjustments to any proposed response.

Information and Questions

All enquiries to this RFP including requests for information, questions and clarification are to be directed to Heather Albertson at the following email address: heathera@supporthouse.ca