

# REQUEST FOR SCOPE OF WORK

Diversity, Equity, and Inclusion Audit and  
Recommendations



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## Project Purpose and Scope

We recognize that to create a healthy and diverse workplace and agency we need to benefit from the experiences, knowledge, and skills of all staff, clients, and stakeholders.

Support House is requesting a scope of work and quote for an audit of organizational policies and HR procedures/practices to enhance diverse, equitable and inclusive practices within and throughout our organization. Additionally, the consultant will develop with staff and clients a Diversity, Equity and Inclusion Framework to aid the organization in its current efforts for future engagement and planning.

## Background

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.

## Proposal Guidelines

The Request for Proposal/Information (“RFP”) represents the requirements for an open and competitive process. Proposals will be accepted until 5pm EST March 1<sup>st</sup>, 2022. Any proposals received after this date and time will be returned to the sender. All proposals must be 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

Support House will work with the Consultant(s) to develop the following:

1. The Consultant(s) will review, edit, and revise approx. 100 organizational policies related to Human Resources and Client Relations.
2. The Consultant(s) will provide recommendations on current best practices related to recruitment, hiring, retention, supervision, and other Human Resource practices.
  - a. Create policies, procedures, and training guides.
3. Co-design a DEI and intersectional framework with staff and clients including recommendations and a measurable action plan.
  - a. The consultant will prepare a grant proposal for a sustainable DEI staff role to execute action plan.

Requirements:

- Co-design and engagement with key stakeholders throughout process (eg. clients and staff)
- Provide updates and presentations to key stakeholders through process (eg. Leadership Team and DEI committee). This will include regular status updates, final recommendations presentation to staff group and Board of Directors.
- Policies, procedures and practices should be updated from DEI, intersectional, and CQI lenses

## Estimated Timeline

- RFP issue date: February 14, 2022
- Deadline for submissions: March 1, 2022 5pm EST
- Successful proponent notified: March 11, 2022
- Notification to other proponents: March 14, 2022
- Expected start date: March 28, 2022 (TBC)
- Target completion date: June 1, 2022 (TBC)

Each bidder must email electronic submission of their proposal to [heathera@supporthouse.ca](mailto: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 similar organizations
- 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 is an asset
- 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](mailto:heathera@supporthouse.ca)