

# REQUEST FOR PROPOSAL

Staff Service Utilization Review and Analysis



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## Summary

Our agencies (“The Partnering Organizations”) are accepting proposals for the review and assessment of our service utilization across our Case Management, Assertive Community Treatment and Peer Navigator Staff.

**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.

**Services and Housing In the Province (SHIP)** is a non-profit, Accredited organization that has administered housing and support services in the Region of Peel, County of Dufferin and West Toronto for more than thirty years. We offer person-directed services enabling individuals to embrace their full potential and to achieve their goals of recovery and living successfully in their community. We are committed to the principles of Equity, Diversity and Inclusion as we continue to strive for the highest standard of health for all people. SHIP’s mission is to increase quality of life through health services and housing supports that promote mental health, physical health and wellness. For more information, please visit [www.shipshey.ca](http://www.shipshey.ca)

**Summit Housing & Outreach Programs** is non-profit charitable organization governed by a volunteer Board of Directors. Summit provides supportive housing, case management, clinical treatment and social recreation programming to individuals who have been diagnosed with a mental health concern. Summit (under the name Summit Housing) was created in 1981 in response to the desperate need for supportive affordable housing in Halton Region

## Project Purpose and Scope

The objective of this work is to determine operative service provider utilization across our Case Management, Assertive Community Treatment and Peer Navigator Staff. The review and recommendations should take into context service intensity, population acuity, staff to client ratio and evolving MHA landscape including remote work and COVID protocols.

## Project Name

**Mental Health & Addiction Case Management: Service Utilization Review and Analysis**

## Project Background

The proposed project, Mental Health & Addiction Case Management: Service Utilization Review and Analysis, is on behalf of Support House, Services and Housing In the Province (SHIP) and SUMMIT.

The Partnering Organizations are accountable for services provided to our community.

Each Partnering Organizations is required to set, track and report on service utilization in the form of Direct (visits) and Indirect (administration) work. Targets are set based on provincial Standards and best practices. These standards have not been reviewed in many years and the experience of our organizations indicates that these outdated practices may not reflect the evolving and more complex needs of the clients served and the current practice in the field.

A number of factors drive the impetus for this review, including:

- Challenge to meet service targets
- Staff burnout and stress
- A desire to understand the quality and quantity of direct and indirect work
- The need to have consistent practices amongst agencies that provide similar services

## Proposal Guidelines

The Request for Proposal (“RFP”) represents the requirements for an open and competitive process. If you would like to submit a proposal, please review the attached Request for Proposal. Proposals will be accepted via email **5pm EST on March 10, 2022** to [heathera@supporthouse.ca](mailto:heathera@supporthouse.ca). 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 the Partnering Organisations and will include scope, budget, schedule and other necessary items pertaining to the project.

## Project Deliverables

The objective of this work is to determine operative service provider utilization across our Case Management, Assertive Community Treatment and Community Peer Support Staff. The review and recommendations must take into context – stakeholders (clients, families, caregivers) service intensity, population acuity, staff to client ratio and evolving MHA landscape including remote work and COVID protocols.

With the support of the agencies the Consultant(s) will:

**1. Review of Background Materials**

Review relevant literature/information/reports, including but not limited to:

- previous Intensive Case Management Standards (2005) and the Mississauga Halton LHIN Case Management review, specifically (documents to be provided), Service Provider Utilization and the context of the evolving MHA landscape
- A literature review to inform recommendations, as required

**2. Service Utilization Data Review & Analysis**

Provide a review and analysis of current staff utilization including direct and indirect service time and MSAA visit targets across our three agencies

**3. Focus Groups**

Conduct a focus group with front line staff to understand their experience, barriers, etc..

**4. Dashboard**

Develop a staff performance dashboard and report card for ongoing monitoring

**5. Final Report / Recommendations**

Provide a report and executive summary of the recommendations and rationale for staff utilization including feasible targets for direct and indirect services as well as revisions to MSAA visit targets

- The report should detail specific recommendations for each agency as well as overall system recommendations that can be provided to the funder(s)

## Estimated Timeline

- RFP issue date: Feb 24, 2022
- Deadline for submissions: Mar 10, 2022 5pm EST
- Successful proponent notified: March 14, 2022
- Notification to other proponents: March 16, 2022
- Expected start date: March 21, 2022
- Target completion date: TBD

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:

1. A list of who will be involved with this project.
2. Indicate experience and ability with system evaluation similar to the requirements of this project and experience in the community mental health and addiction sector
3. Description of experience working with families, clients and other stakeholders
4. Anticipated staff assigned to this project and their experience, knowledge and qualifications for this project

## 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

The weighting of bids will be evaluated with the template below as follows:

- 75% Part 1
  - Qualifications and Experience (10%)
  - Project Approach (60%)
  - References (5%)
- 25% Part 2
  - Costing

Proposals will be evaluated by a team amongst the Partnering Organizations. If an award is not made based on written evaluations alone, interviews with short listed proponents may be conducted.

Support House will notify the successful proponent on the award of the services and will also notify all unsuccessful proponents no later than 2 weeks after submissions close.

## Conditions

### General Terms and Conditions

#### Conflicts of Interests

The Proponent declares that no person, firm or corporation other than the Proponent has any interest in this Proposal or in the proposed Contract for which the Proposal is made.

The Proponent must identify any potential conflict of interest that may arise as a result of their response to this proposal. Non-disclosure of any potential conflict of interest may result in the disqualification of the offer.

#### No Claims

The Partnering Organizations and their respective representatives will not be liable to any Proponent, or any firm, corporation or individual member of a Proponent, for any claims whether for costs, expenses, losses or damages or loss of anticipated profits or for any other matter whatsoever incurred by the Proponent or any firm, corporation or individual member of a Proponent in preparing and submitting a Submission, or participating in negotiations for the Agreement, or other activity related to or arising out of this RFP.

#### Employee Equity

The Partnering Organizations are dedicated to equitable employment practices. We encourage all to take an active part in achieving the goals of employment equity and adhere to the principles of the Ontario Human Rights Code.

#### Others

All materials submitted by the company in response to this “Request for Proposal” will become the property of The Partnering Organizations and will not be returned.

Information pertaining to The Partnering Organizations obtained by the Proponent as a result of participating in this “Request for Proposal” process is confidential and shall not be disclosed by the Proponent without prior authorization in writing.

The Partnering Organizations 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)

**REQUEST FOR PROPOSAL:**

*Mental Health & Addiction Case Management: Service Utilization Review and Analysis*

The proposal must be divided into two components:

**PART 1: Technical Proposal**

Please provide the following:

Contact Information	Proponent to Provide Information in this Column
Full legal business name	
Contact name	
Contact email address	
Contact telephone number	
Website address	

**Qualifications and Experience**

- 1.1 A list of who will be involved with this project.
- 1.2 Indicate experience and ability with system evaluation similar to the requirements of this project and experience in the community mental health and addiction sector
- 1.3 Description of experience working with families, clients and other stakeholders
- 1.4 Anticipated staff assigned to this project and their experience, knowledge and qualifications for this project

**Project Approach**

- 1.1 Provide a description of your understanding of the Scope of Work and objectives for fulfilling this project.
- 1.2 Provide a description of your proposed approach to managing and performing the Project Deliverables.
- 1.3 Based on the project requirements (see Project Deliverables), please provide a high level work plan/schedule
- 1.4 Provide a detailed description of your data management protocols.

**References**

- 1.1 List and provide a brief description of at least two relevant projects similar to the Scope of Work and which demonstrate relevant capabilities of your organization.



**Part 2: Financial Proposal**

**Key deliverables and timelines include:**

<b>MILESTONE</b>	<b>DELIVERABLE(S)</b>	<b>UNIT OF MEASURE</b>	<b>ITEM PRICE (Inclusive OF APPLICABLE TAXES)</b>
1	Review of background material, Service Utilization Data Review & Analysis, Focus Group	Lump Sum	\$
2	Dashboard	Lump Sum	\$
3	Final report	Lump Sum	\$
<b>Grand Total (Inclusive of Applicable Taxes)</b>			<b>\$</b>

**This project needs to be completed no later than 4 months from the date project awarded.**