

# REQUEST FOR PROPOSAL

Policy Review

**Support/**  
**House**

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## 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.

## Project Purpose and Scope

Support House is inviting proposals for a consultant to conduct a comprehensive assessment and update our organizational policies.

The purpose of this Request for Proposal is to retain a consultant who will,

1. Provide a policy review and assessment report (130 policies and related documents)
  2. Update current policies
  3. Provide new policy recommendations and drafts
- Focus categories include client relations, housing and properties, health and safety, IT, and Finance. Excludes recently updated Human Resources policies.
  - Provide recommendations to update, draft, and consolidate with the following lens:
    - a. Accreditation Canada standards
    - b. Diversity, Equity, and Inclusion
    - c. CQI
    - d. Legislative compliance
    - e. Health and Safety,
    - f. Best practices – sector and general
    - g. Agency philosophy, evidence-based and best practices of trauma-informed care, harm reduction, and person directed services,
    - h. Peer based best practices
    - i. Language shifts and consistency with agency mission, vision, values

## Proposal Guidelines

The Request for Proposal/Information (“RFP”) represents the requirements for an open and competitive process. Proposals will be accepted until **Friday, January 26<sup>th</sup> 2024 5pm EST**. 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

Consultant(s) to develop the following in consultation with the Support House Policy Review Committee:

1. Policy Review Report
  - a. A detailed assessment of Support House's current policies, including strengths, weaknesses, and gaps.
  - b. Recommendations for policy updates and new policies.
2. Update Policies
  - a. Revise and provide organizational policies incorporating recommendations (tracked).
  - b. Documentation highlighting specific changes made and rationale behind them for SH approval.
3. New Policy Recommendations
  - a. A draft of proposed new policies, including descriptions and objectives.

Requirements:

- The consultant must conduct work in accordance to Support House needs and must not violate any agreements with agencies and funders such as the United Way and Ontario Health.

## Estimated Timeline

- RFP issue date: Friday, January 12<sup>th</sup> 2024
- Deadline for proposal submissions: Friday, January 26<sup>th</sup> 5:00 PM
- Consultant selection period: Friday, February 9<sup>th</sup> 2024
- Project kickoff: February 23<sup>rd</sup> 2024.
- Target completion date: May 17<sup>th</sup> 2024 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

- Relevant experience and work in policy writing and review, Supportive Housing, Social Services, Mental Health and Addictions

## 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;
- Relevant completed projects, experience, and references;
- Ability to provide all requested services and to complete by target date
- References and client satisfaction (min 2-3 references)
- Itemized/phased budget

## 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. Support House reserves the right to reject any or all proposals received, to request clarification or adjustment of any proposal, to request an interview, to waive informalities or irregularities; and to select a service provider not based solely on the lowest cost.

## 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)