



Request for Proposals

Issue Date: November 15, 2021
Closing Date: December 3, 2021
Contract Award Date: December 17, 2021

Organization

Alpha House
Box 37015
RPO St. Vital Centre
Winnipeg MB R2M 5R3

Contact Person

Cherie Hennessey, Executive Director
204-982-2011
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Project Name

Policy and Procedures Manual Review and Update

Organizational Background

Alpha House is a year-long program for women and their children leaving an abusive relationship. We provide protective and affordable fully furnished housing; individual and group counselling for women and all age-appropriate children; family counselling; support and advocacy; family activities; children's summer activity programming; follow up counselling and support.

Our mandate is to not only provide a safe place for families to live while transitioning away from violence, but to work closely with the families to break the cycle of violence. We help women to build their self-confidence and self-reliance so that they can live independently and flourish as examples to themselves, their children, and other women. We give children an opportunity to work through their feelings and to develop healthy coping skills and the ability to trust.

Project Description

Alpha House is soliciting Requests for Proposals (RFP) to complete a comprehensive review and update of its Policies and Procedures Manual.

As a part of this RFP, Alpha House requires that existing policies and procedures, most of which were last updated in 2010, will be simplified, updated, have conflicts resolved, and be redrafted to follow best practices where needed. Additional policies and procedures dealing with cultural inclusiveness and pandemic response planning are also required.



It is also expected that training for all Alpha House staff and board members on interpreting and implementing the updated policies will be included to ensure that there is a shared understanding and consistency throughout the organization.

Scope of Services

Alpha House will be contracting for professional services that will include the following tasks:

- Compare the current Policies and Procedures Manual to best practices for shelters and services for families experiencing domestic violence and recommend improvements.
- Identify policies which are required by Federal and Provincial law and ensure their inclusion in the final product.
- Make specific recommendations to simplify the policies and procedures, and ensure they are consistent and flexible, yet still protect Alpha House from liability.
- Make specific recommendations regarding policies that conflict, or seem to conflict, with other policies, procedures, and best practices.
- Make specific recommendations regarding new policies and procedures to provide culturally inclusive housing and services.
- Make specific recommendations regarding new policies and procedures to address pandemic planning.
- Work with the Executive Director, staff, and a sub-committee of the Board of Directors to flesh out policies with experiential and cultural details.
- Submit a draft to legal counsel selected and paid for by Alpha House.
- After legal review, submit a draft to the Board of Directors and meet to review and revise the draft as necessary.
- Provide and release a final product.
- Separately identify costs to train staff and board members on pertinent sections of the Policies and Procedures Manual.

It should be noted that the contractor is encouraged to offer alternative recommendations during both the proposal phase and throughout the process in situations where they believe such recommendations would benefit Alpha House.

Alpha House requires the project completed within 6 months following the signing of the contract.



Elements of Proposal

A submission must, at a minimum, include the following elements:

- A description of the applicant including a general overview, as well as names and credentials of the team, if any, that will be working on the project.
- The applicant's experience and skills in the following areas:
 - Researching, creating, drafting, and interpreting policies and procedures.
 - Best practices for service provision to families experiencing domestic violence, including regulations.
- A detailed description of proposed fees and costs, with a separate budget line for the training component.
- At least three references and contact information for whom you provide services like those being requested in this RFP.

Selection Process

- The Executive Director will review submissions, will create a summary, and provide their analysis to the Board of Directors.
- The Board may, at its discretion, decide to interview only the most qualified applicants.
- The Board of Directors will offer the service contract to the selected consultant by December 17.

Proposal Format and Due Date

A digital copy of the proposal must be submitted and received no later than 12:00 PM on Friday, December 3, 2021.

Email address for submissions: executivedirector@alphahouseproject.ca