



THE FUTURE OF MENTAL HEALTH

Request for Proposal

Human Resources Consultant

ISSUED DATE: MARCH 22, 2022
SUBMISSION DATE: APRIL 14 AT 4:00PM EST
TO BE SUBMITTED ELECTRONICALLY

ACCOUNTS@STELLASPLACE.CA
STELLA'S PLACE
STELLASPLACE.CA



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Stella's Place Request for Proposal (RFP)

Stella's Place invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single expert provider to work in collaboration with Stella's Place leadership (Executive Director and Stella's Place Governance Nominations Human Resources Committee (GNHRC) to provide strategic human resources support for a growing organization of approximately 45 + employees.

Introduction to Stella's Place

Stella's Place (SP) - We are THE place for young adults in Toronto, aged 16 to 29, who are experiencing mental health. We support participants with what they need.

The Stella's Place 'menu' includes peer support, clinical, online, employment, wellness, and recovery services as well as opportunities to explore creativity through our studio art programs. The goal of this holistic approach is to help young adults learn skills, find connections and become empowered to manage their own health.

We work to support young adults to learn skills, build community and be empowered to manage their own mental health.

At Stella's Place, we provide much-needed support to more than 1,200 young adults and their families each year.

Service Requirements

We are seeking proposals from an external human resources professional to support a growing and successful organization in ensuring all policies, systems, tools and best practices are in place to recruit, on-board, support, and retain our talented current and future staff.

Purpose

The primary purposes of this request for proposals is to:

- obtain strategic human resources support for a growing organization of approximately 45 + employees in size;
- conduct a review of all current human resources tools, manuals and policies and make recommendations for change as appropriate;
- conduct a review of all current job descriptions, pay scales, conflict resolution systems, performance management systems, professional development guidelines, and succession plans and make recommendations for change as appropriate;
- conduct a review of current onboarding practices and make recommendations for change as appropriate;



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- conduct a review of organizational staff wellness, accommodation and health and safety practices and make recommendations for change as appropriate;
- draft recommended changes to policies, practices and tools as identified above;
- act as an advisor and resource to the Executive Director and integrated organizational management team;
- act as a resource to the organization in change management;
- support the organization in evaluating organizational structure to maximize efficiencies and alignment;
- evaluate current systems to recommend opportunities for efficiencies or technological enhancements that align with the size, scope and complexity of the organization; and
- support the organization in evaluating and assessing the need for ongoing human resources support.

Deliverables

The successful consultant will demonstrate their work and progress on the stated purpose of this RFP in the following ways:

- monthly status reports developed by the consultant, describing activities and progress on the above objectives and presented to the Stella's Place Governance Nominations Human Resources Committee (GNHRC) and the Executive Director. Reports will speak to progress against the plan submitted in the proposal;
- the consultant will provide updates on their work in consultation with the management team at the invitation of the GNHRC and the Executive Director; and
- the consultant will also provide an update to the GNHRC and the Executive Director on a bi-weekly basis

Desired Experience and Evaluation Criteria

The preferred human resources professional consultant will possess the skills and experience to address the purposes outlined above and:

- Be a certified human resource professional/leader in the Province of Ontario;
- Have experience working with the not for profit sector;
- Have experience working with organizations that are highly diverse;
- Have training in intercultural competency;



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- Have experience providing support to organizations in the GTA;
- Have experience working with small to mid sized organizations;
- Be available to serve as an on-site resource for a minimum of 3 business days per week;
- Be willing to sign a confidentiality bond; and
- Have demonstrated skills in being able to work effectively with organizational leadership and a management team structure in service to all organizational staff.

Proposal Format

Proposals should include a response to how your company or organization meets the desired evaluation criteria in addition to the following information:

- A summary of your company's or organization's approach to strategic human resources consulting;
- Information on the skills and experience of the representative or representatives that would be the point of contact for purposes of this work;
- A proposed project schedule;
- Three supporting reference contacts for recent projects undertaken;
- Details of anticipated costs to deliver these services including anticipated travel and/or accommodation, out of pocket expenses and consulting fees;
- A breakdown of fees based on an initial review period following by ongoing onsite support broken down by monthly costs.
- The proposal should also include costing breakdowns at multiple price points based on how many days per week is spent on site; and
- Please include both a flat fee option and an hourly rate with estimates for each project deliverable. If your preferred fee structure is different than what has been requested, please also include it.

RFP and Project Timeline

The projected timeline for this RFP is as follows:

- Proposals must be received by April 14, 2022 by no later than 4:00 p.m.;
- Submissions will be reviewed by no later than April 22, 2022;



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- Presentations / interviews with selected bidders will be conducted on April 28 and 29, 2022;
- References will be conducted by no later than May 4 2022;
- Contract will be awarded by no later than May 6 and
- The initial term of this agreement will be from the date of contracting to November 30, 2022.

Key Dates

Event	RFP Issued	Proposals Due	Presentations / Interviews
Date	March 22, 2022	April 14, 2022	April 28 and 29, 2022
Time	10:00am	4pm	Time TBC

Evaluation Matrix

Qualifications/Past Performance, Presentation and references	25%
Scope of Proposal (Understanding of project/approach)	25%
Work Plan (details/milestones/deliverables)	25%
Cost of Services/Fee Structure	25%

Communications and response

Please submit proposals to accounts@stellasplace.ca and address them to the Executive Director and the Stella's Place Governance Nominations Human Resources Committee (GNHRC).

Response Delivery Instructions

Please submit an electronic copy of your proposal to the email address indicated in the *Communications and Response* section above. All responses must be received on or before close of business (4:00 pm ET) on the *Proposals Due* date indicated in the *Key Dates* table above. Submissions received after the deadline will not be considered.

No Obligation



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The submission of a proposal shall not in any manner oblige Stella's Place to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.

Agreement of Non-Disclosure

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of Stella's Place solely for the benefit of Stella's Place.

Confidentiality

Any confidential information supplied to Stella's Place is subject to disclosure by Stella's Place where it is obliged to do so under FIPPA and/or PHIPPA, by an order of a court or tribunal, or otherwise required by law.

No Guarantee

Stella's Place makes no guarantee of future volumes and offers volume information for directional purposes only, to assist vendors with proposal preparation.

Conditions

Stella's Place requires signing of the following documents in the event of a procurement award; contract, conflict-of-interest declarations, confidentiality agreements, and non-disclosure agreements.