REQUEST FOR PROPOSAL

FOR THE DEVELOPMENT OF A SELF-CARE TOOLKIT

RFP Date: January 12, 2016

Proposal Submission:

February 5, 2016
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1. INTRODUCTION AND SCOPE OF PROJECT

Established in 1998, VSN is a community-based, police-civilian partnership service that assists front-line police, fire, emergency medical services, and hospitals in providing short-term emotional support and practical assistance to victims of crime and tragedy. VSN utilizes volunteer Crisis Responders to attend to the initial on-scene call for service. These front-line responders complete over 50 hours of specialized training, with continued opportunities for professional development. VSN is housed with Niagara Regional Police Service, and this collaborative relationship ensures victims are well served in our community. In addition to providing emotional support and practical support, volunteer Crisis Responders may provide transportation, assist in making initial phone calls and/or assist in making arrangements upon the victims consent. VSN staff follow-up with victims to create a personalized care plan, ensuring victims are connected with relevant community referrals to assist them in their grief journey. Core services offered by VSN include:

Victim Crisis Assistance Ontario (VCAO): Referrals from Emergency Services requesting a team of Crisis Responders to provide on-scene support for victims of crime and tragedy.

Victim Quick Response Program (VQRP): Offers timely assistance for funerals costs of homicide victims, as well as emergency and counseling expenses to help victims cope with the results of violent crimes.

Mobile Tracking Emergency Response System (MTERS): A personal mobile tracking system designed for high-risk victims of domestic violence, sexual assaults, and other violent crimes to allow 24/7 monitoring to ensure safety.

Safety Planning: Creating a personal safety plan for high risk victims of domestic violence, sex assaults, stalking and harassment can be the first step in providing a feeling of reassurance and security and help prevent further victimization. VSN staff help victims of violence create their own customized safety plan, considering all the specific factors of their lived experiences.

Victim Services Niagara (VSN) is currently seeking proposals for the development of a Self-Care Toolkit. Currently, there is a self-care component to the core training for all staff and volunteers at VSN. This project will build on the current training to develop more a more comprehensive curriculum, which will be designed to prevent vicarious trauma. The Self-Care Toolkit should include a Self-Assessment tool, activities, and education designed to assist staff and volunteers to build sustainable self-care skills to manage the challenges of crisis work. VSN envisions the development of the toolkit to be developed over a three month time frame following the selection of the successful candidate or organization. The purpose of the Request for Proposal (RFP) is to solicit from social workers, counselors, or other professionals with a "helping background" with an interest and demonstrated success in working with self-care and the prevention of vicarious trauma. VSN is committed to actively work and supporting the success applicant in the completion of the project. A fair and extensive evaluation of all applicants will be conducted based on the criteria listed in the RFP. Successful applicants must have substantial counseling experience.

Contact Information:
Victim Services Niagara
Attn: Angela Arsenio, Executive Director
110 James Street, 3rd Floor
St. Catharines, ON L2R 7E8

Request for Proposal – January 8, 2016
Victim Services Niagara Self-Care Toolkit Development
2. **Proposal Guidelines**
   This Request for Proposal represents the requirements for an open and competitive process. All proposals will be accepted until February 5th, 2016. Any proposals received after this date will not be considered. All submissions must be signed by an official representative of an organization, if applicable.

   If an organization or individual submitting a proposal must outsource or contract any work to meet the requirements of the project, this must be clearly identified in the proposal. In this case, the proposal must identify the name and description of any other individuals or organizations that will be contributing to the project.

   All costs associated with the proposals must be clearly outlined and itemized, and include any outsourced work.

   Contract terms and conditions will be negotiated upon selection of the winning bidder. All contractual terms and conditions will be subject to the review of the Executive Director and the Board of Directors and include scope, budget, schedule and other relevant items.

3. **Project Purpose**
   The purpose of the project is to develop of a Self-Care Toolkit, which will be used by VSN staff and volunteer crisis volunteers. For the purpose of this project, the definition of self-care will be “activities and practices that we can engage in on a regular basis to reduce stress and maintain and enhance our short- and longer-term health and well-being” (https://socialwork.buffalo.edu/resources/self-care-starter-kit/introduction-to-self-care.html).

   Currently, there is a self-care component to the core training for all staff and volunteers at VSN. This project will build on the current training to develop more comprehensive curriculum, which will be provided during core training and to all current staff and volunteers. An evaluation was completed in December 2014 to determine the satisfaction and needs of VSN volunteer Crisis Responders. One of the emerging needs was a desire to have more post-action support following difficult calls, and the opportunity to spend more time connecting with peers to share challenges and successes of responding on-scene to difficult situations.

   Awareness of the importance of self-care is the cornerstone of preventing vicarious trauma. In addition to post-action support and debriefing, there are many other ways to manage stress and help minimize the psychological effects for caring for others. Building sustainable self-care skills for volunteer Crisis Responders to use individually, as well as with peer groups, will be one of the main goals of the project.

   The date of completion for this toolkit will be May 2016.

4. **Project Scope**
   The scope of the project includes the design and development of the Self-Care Toolkit. VSN will assist with the final stages of project, including the organization and printing of the toolkits in order to distribute to all staff and volunteers. The successful bidder will be expected to host one workshop session to introduce the toolkit, with the possibility of a further working relationship with VSN on issues related to self-care and wellness.

   The following criteria must be met for successful project completion:
   - Discussion with VSN staff and volunteers about varying needs and ability to work closely with staff to coordinate tasks for the project
   - Consideration of VSN mission, vision and values when designing content
   - Well researched material reflective of the most current and progressive self-care practices, with a focus on preventing vicarious trauma for crisis response workers
   - The toolkit should include self-assessment tools, with properly referenced material
• The toolkit should be a mix of text, photos and info-grams/graphics with clean layouts
• Consistency of design across all sections of the toolkit, with a user-friendly layout
• Format of the toolkit should allow for easy re-production, editing and revision
• VSN will be the sole owner of the content of the completed toolkit

5. Project Timeline
All proposals must be received no later than 5 pm on February 5th, 2016. The evaluation of the proposals will be conducted from February 8 to February 16th, and any questions to bidders will be requested within this timeframe. VSN reserves the right to refuse any proposals submitted and only proposals under serious consideration will be contacted. The successful bidder is not decided exclusively on the dollar value of their submission. Upon notification, the contract will be negotiated with the successful bidder immediately with the goal for completion by February 29th. All bidders not selected will be notified by March 2nd. Please complete phase 4 in Appendix A with dates, comments and expectations for each phase under consideration.

6. Budget
The total budgeted amount for the consultation and design portion of the project is $5500-6000, with small room for negotiation based on qualifications. Printing costs associated with the toolkit will be funded outside of this figure, and does not need to be considered in the proposed budget. All proposals must include all anticipated costs, mainly associated with the successful bidder's time invested in the research and composition of the toolkit. Please clearly outline all costs and fees.

7. Bidder Qualifications
Bidders should provide the following items as part of their proposal for consideration:
• Extensive previous experience as a "helping professional" such as a social workers, counselors, or other professionals with an interest and demonstrated success in working with self-care and prevention of vicarious trauma
• Current curriculum vitae or resumé
• A sample of a report or research piece as a demonstration of writing style and ability
• If you are submitting as an organization, please detail the number of full and part time staff in your organization
• Testimonials from past clients or colleagues of a similar profession, including formal references
• Ability to meet the time frame for completion of the project
• Project management methodology, including anticipated resources for completion

8. Proposal Evaluation Criteria
VSN will consider all proposals based on the following criteria:
• Overall proposal suitability-meets the scope and needs in an organized manner
• Professional experience-bidders will be evaluated based on their experience as it pertains to this project
• Previous written work-bidders will be evaluated on their demonstrated ability to write a well-researched and organized piece of work
• Value and cost-bidders will be evaluated on their cost of their proposed toolkit based on the scope expected for the project
• Commitment to self-care excellence-bidders must demonstrate the value of "self-care" within their every-day work and practice

Each bidder must submit three (3) copies of their proposal to Executive Director, Angela Arsenio by 5 pm January 29, 2015. Email submissions will be considered.
## APPENDIX

<table>
<thead>
<tr>
<th>Start Date</th>
<th>Date</th>
<th>Schedule</th>
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<tbody>
<tr>
<td>Phase One</td>
<td>Proposal due date</td>
<td>5 pm February 5th</td>
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<tr>
<td>Phase Two</td>
<td>Selection decision for the winning bidder</td>
<td>February 16th</td>
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<tr>
<td>Phase Three</td>
<td>Project Planning Phase Bidder to outline the schedule for the research and design portion of the project</td>
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<tr>
<td>Phase Four</td>
<td>Draft Toolkit for review and editing</td>
<td>Mid-April 2016</td>
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<tr>
<td>Phase Five</td>
<td>Completion of Self-Care Toolkit</td>
<td>May 2016</td>
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<tr>
<td>Phase Six</td>
<td>Deliver workshop to staff and volunteers</td>
<td>Late May-Early June 2016</td>
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This RFP template is adapted from: [http://www.projectmanagementdocs.com/project-documents/request-for-proposal.html#axzz3waozroDj](http://www.projectmanagementdocs.com/project-documents/request-for-proposal.html#axzz3waozroDj)

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