



Women's
Crisis
Services
OF WATERLOO REGION

Women's Crisis Services of Waterloo Region

Application Guidelines

Request for Quotations

Equity, Diversity & Inclusion Review

Issued: June 11th 2021

Application Deadline: July 30th 2021

Submit Proposals: Jennifer Hutton, CEO

700 Heritage Drive

Kitchener, ON

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Background

Women's Crisis Services of Waterloo Region (WCSWR) is issuing a Request for Quotations (RFQ) to select a firm, for an Equity, Diversity and Inclusion organizational review.

Haven House

Began in 1978 in a house on Water Street in Cambridge; it was called the Rotary Family Centre. In 1981, along with the move to Argyle Street, the name changed to Family Crisis Shelter. In 1991, a new 11 bed shelter was built at 562 Concession Rd. in Cambridge. In 1998 the name changed once again to Women's Crisis Services of Cambridge and North Dumfries. In 2002 the Concession Road location was expanded to 30 beds. In 2016 a new 45 bed shelter was built on Acorn Way in Cambridge.

Anselma House

Began in 1978 in a house on Duke Street in Kitchener; it was called Anselma House and retains this name today. The demand increased and a new 20 bed shelter was built in 1989 on Ann Street in Kitchener. In 2011 a new 45 bed shelter was built on Heritage Drive in Kitchener.

Up until 2001 Haven House and Anselma House operated as two separate organizations. In 2001 Haven House and Anselma House merged to form Women's Crisis Services of Waterloo Region. At that time, the Board of Directors merged and one Executive Director was assigned to manage both facilities.

In 2007, Women's Crisis Services adapted the Dragonfly as its corporate logo along with the tag line *"Moving Beyond Violence."* Fittingly and according to Carter Revard, *"The Dragonfly lifts us up and encourages us to believe that human courage and ingenuity may keep alive our finest human values."*

In 2011, the agency's Bylaws were updated and the Executive Director title was changed to Chief Executive Officer.

In partnership with our community, Women's Crisis Services of Waterloo Region (WCSWR) empowers and supports women* and children to move beyond violence and abuse through the provision of safe shelter, education and outreach services.

WCSWR operates two emergency shelters for women and children experiencing domestic violence: Anselma House in Kitchener and Haven House in Cambridge. In addition to providing safe shelter, WCSWR offers a free, confidential, outreach program for women who are experiencing domestic violence but do not require emergency shelter.

Support workers assess risk and work with clients to develop safety plans, navigate the legal system, provide mental and emotional support, review options for financial support, and find safe, affordable housing. Shelter and outreach services can both be accessed by calling WCSWR's 24/7 support lines via phone or online chat. **WCSWR supports women, transgender and gender diverse individuals.*

More information about WCSWR can be found here: www.wcswr.org

Scope of Services

Services required include:

- An organizational equity, diversity and inclusion review
- Including reviewing relevant organizational human resources and client service policies and practices
- Conducting focus groups and/or an employee and client survey
- Create a proposed implementation plan for WCSWR to address any areas from the review
- Provide WCSWR with advice on best practices to improve our organizational functioning from an equity, diversity and inclusion perspective
- To work with the staff team around creating an understanding of our settler obligations to be aware of and address our colonial roots and practices
- Support the Board of Directors with resources/education and recommendations on enhancing equity and diversity at a governance level

Form of Proposals

Please include the following:

- A background of your company
- Brief listing of similar clients/projects previously undertaken that may be of relevance
- Evidence of qualifications to provide the services described in Scope of Services section
- A curriculum vitae for consultant or consultants proposed to provide the outlined organizational equity, diversity and inclusion review, including highlighted achievements
- Fees, Consulting costs
- References from at least three (3) sources

Evaluation Criteria

Proposals will be evaluated based upon the following criteria:

Professional Qualifications and Experience	20%
Knowledge and Experience in the Sector	15%
Cost/Pricing	20%
Degree of Fit	10%
Reference Checks	10%

Terms and Conditions

Delivery of Proposal:

Please send electronic copy via email to Jennifer.hutton@wcswr.org by Friday, July 30, 2021, 5:00p.m. EST.

Proposal Time Limit - Each bidding firm shall commit that the proposal is valid and accurate for 120 days from the closing date July 30th 2021.

Selection Process WCSWR reserves the right to accept or reject any proposals. WCSWR will review all applications. The award will be based on a review of the proposals against all evaluation criteria and will not necessarily be awarded based on the lowest price offered.

Each firm will be provided with fair access to information, as requested by e-mail.

Conflict of Interest

Applicants responding to this RFQ may not have any personal or business interest that would present an actual, potential or apparent conflict of interest with the performance of the contract to be awarded.

Distribution of the Invitation for Proposals

- By publication on WCSWR website
- By invitation

Key Dates and Contact Information

RFQ Issue Date Friday June 11th, 2021

Bidder's questions deadline Friday July 9th, 2021 5:00p.m. EST

Deadline for proposals Friday, July 30th, 2021, 5:00p.m. EST

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