

# Request for Proposals

## Review of Data and Evaluation Framework

August 2023



# Overview

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## Purpose

This Request for Proposal (RFP) invites research and evaluation consultants to submit proposals for the transformation of Discovery House Family Violence Prevention Society's (Discovery House's) data and evaluation framework.

## Background

Discovery House is a social profit organization providing a continuum of care to women and their children fleeing domestic violence.

Each year, we help hundreds of women and children heal and rebuild their lives and become equipped to live independently free from domestic violence.

We facilitate transitional housing – offering longer-term, safe places for women and children to call home while they begin rebuilding their lives. We provide mothers access to counselling, support and programs to ensure they never return to abusive partners. We work directly with children to mitigate the effects of trauma and prevent the cycle from repeating.

Discovery House is about hope. From the moment women and their children walk through our yellow door, their lives are changed, forever.

Please refer to our website at [www.discoveryhouse.ca](http://www.discoveryhouse.ca) for more information about our organization, including our most recent Annual Report and 2023-26 Strategic Plan.

## Project Description and Scope

A key strategic priority for our organization is to increase the use of high-quality evidence and data to plan investments, operate programs, and improve service delivery. The collection and availability of data is critical to monitor and evaluate the delivery and effectiveness of programs. Discovery House must rely on data to make robust and evidence-based judgements; data is an essential resource. By applying a trauma-informed, inclusive lens to our Data and Evaluation practices, we will better be able to serve our clients while maintaining their dignity.

This RFP is seeking a consultant(s) to lead the review of the Discovery House Data and Evaluation Framework which is intended to:

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- 1) increase data availability and quality,
- 2) improve data use, and
- 3) improve data decision-making.

This review will happen in conversations with Calgary's other two second-stage domestic violence shelters: Sonshine Community Services and Brenda Strafford Society – Heart Home Network.

Data offers Discovery House a means of not only measuring progress toward its mission, but also a way of improving that progress. The next step is to become data-informed, to streamline and scale the current data collection processes and develop an organization-wide data plan and dashboards. The successful proponent will work with our Director of Programs and Impact & Evaluation Lead, who will in turn work with our Data & Evaluation Specialist, to ensure that data is being used meaningfully across the organization. The considerable range of data and metrics already collected by Discovery House all play a role in optimizing the organization and the work staff do. This project will link data to higher level organizational results and mission-driven goals across programs. Furthermore, by designing a new system, we can ensure an inclusive, trauma-informed approach to data collection and evaluation.

All information obtained in connection with this request for proposal must be treated as confidential and shall not be used for any purpose that is not associated with the RFP and subsequent agreement, if awarded.

## **Project Timeline and Deliverables**

Phase 1 of this project is to be completed by December 31, 2023. The project in its entirety must be completed by June 30, 2024. Total budget for the project must not exceed \$90,000.

Expected outputs:

- Review of assessment tools for specialty programs
- Review and update of data elements collected, with a particular focus on EDI principles
- Development of Client Satisfaction Surveys and feedback process
- Establish agency-wide policies and procedures for data collection with a focus on purpose, timeliness, accuracy
- Develop Data Protocol Booklet
- Privacy Impact Assessment / Privacy statement for collection, use, storage of data
- Logic Models and Key Performance Indicators for all programs
- Program Data Tracking Dashboards
- Software Scoping
- Software Build Up & Customization Software Training & Implementation
- Data Migration

Expected outcomes:

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- Increased data availability, quality, and utility
- Increased effectiveness through data-informed decision-making
- Increased ability to demonstrate impact to stakeholders
- Improved forecasting through analysis of program trends

Project deliverables:

- New Data & Evaluation Framework
- New data collection tools and software
- New evaluation tools
- Data & Evaluation Action Plan
- “How-to” manual for software data entry and analyses
- Training for program teams on new tools

## General Terms and Conditions

To be eligible, the proponent must demonstrate an extensive and current understanding of research and evaluation in the context of a social profit organization.

Discovery House is not responsible in any way for any costs related to the preparation of the response to this RFP.

## Proponent Qualifications

Proponents should provide the following in their proposal for consideration:

- Resume and relevant experience
- Proposed methodology
- Broad outline of proposed work plan, including time frames, tasks, activities, deliverables, and budget
- Examples of data and evaluation transformation projects previously completed
- Two references, including phone numbers and emails, of individuals for whom similar work has been completed.

## Proposal Content

Proposals will be evaluated on the quality of the following content (order is not indicative of weight or importance):

- Detailed plan and timeline (including projected costs for each component)
- Demonstrated expertise in working as an evaluator and project manager
- Proposed methodology
- Evidence of high standards in project management and evaluation
- Compliance with deadline(s)
- Quality of previous work

The proposal will be reviewed in detail according to the above criteria. Shortlisted candidates will be asked to provide portfolios of their work, as well as to participate in an interview. All applicants will be promptly notified when a selection has been made. Both individual and collaborative proposals are welcomed.

Discovery House will award the contract and sign an engagement letter with an independent consultant(s) who, based on an evaluation of all responses and applying all criteria, is determined by Management to be the best qualified to perform the services, at the best value.

**Discovery House reserves the right to:**

- Reject any or all proposals, to take any or all proposals under advisement
- To request further information and clarification from any bidder
- To accept any proposal considered to be in the organization's best interest in meeting the standards of quality, experience, price, and overall value.

**Key Dates**

Discovery House will conduct the RFP process according to the following dates (tentative and subject to change):

- **Issue request for proposal – August 22**
- **RFP closed – September 15**
- **Evaluation of proposals – September 15 – 30**
- **Selection and notification – October 1-15**

Questions will be accepted at any time prior to the closing date. Proponent presentations may be required as part of the evaluative process. The withdrawal of a proposal does not disqualify that applicant from submitting another proposal, so long as the new proposal is submitted before the closing date. All responses will be considered confidential, and a confidentiality agreement between the successful proponent and Discovery House will be required. The submission of a proposal will be deemed to be consent by the bidder.

## Submission Procedures

Please submit your questions and proposals to:

Jerilyn Dressler  
Director of Programs  
jdressler@discoveryhouse.ca

Proposals should be delivered by email in PDF format and must be received no later than 4 pm MST on September 15, 2023. Proposals received after this date and time will be rejected.