REQUEST FOR PROPOSAL: ENVIRONMENTAL SCAN OF MENTAL HEALTH-RELATED PROGRAMS AND SERVICES FOR CANADIAN VETERAN FAMILY MEMBERS

PROPOSAL DUE: January 14, 2024

The Atlas Institute for Veterans and Families builds strong community networks to create a system of the best possible supports and services for Canadian Armed Forces (CAF) and Royal Canadian Mounted Police (RCMP) Veterans and their Families. We bring people together, collect what we know related to mental health conditions and how to treat them. We widely share that information and ensure our collective knowledge is reflected in the research and practical work we do as a network. An independent intermediary organization, we are hosted within The Royal Ottawa Health Care Group and funded by Veterans Affairs Canada.

PROJECT OVERVIEW

The Atlas Institute supports the uptake and implementation of effective programs, practices and services to improve the mental health and well-being outcomes of CAF and RCMP Veterans and Veteran Families. The Atlas Institute is leading a project to understand what is currently available to support the mental health and well-being of Veteran Families within Canada. For the purpose of this project, the term Veteran is inclusive of transitioning or former-serving CAF or RCMP members, and a Family member is a person who is related either biologically, emotionally or legally, taking into account whom the Veteran identifies as significant to their well-being (e.g. spouse, child, adult child, sibling, parent, friend, support person, loved one).

The successful contractor will:

- Conduct an environmental scan to seek and compile information about the nature, quality and availability of mental health and well-being programs, practices, services and supports specifically geared towards and/or tailored for Veteran Families within Canada
- Complete a comprehensive review of existing and emerging literature (e.g. academic and grey literature) of relevant practices, programs, services, frameworks and strategies focused on improving the mental health and well-being of Veteran Families both nationally and internationally

PROJECT GOALS

The goals of this project are to:

- Understand the nature, quality and availability of mental health and well-being programs, services and supports specifically geared towards and/or tailored for Canadian Veteran Families and their related research and evaluations
- Identify gap areas and opportunities to spread existing effective programs, services and supports to other locations
- Increase Veteran Family and service provider awareness of existing programs, services and supports to increase timely access
- Create innovation by identifying and learning of what is available across Canada and in other jurisdictions outside of Canada

SCOPE OF WORK

Supported by the project team at the Atlas Institute, the successful contractor will create and execute a methodology to undertake complete the following areas of work. To facilitate and incorporate feedback, the project work plan and schedule should include two rounds of revision for each deliverable. The contractor will also be required to track and document the progress of the project on Smartsheet, a project management tool used by the Atlas Institute.

Environmental scan

The contractor will conduct an environmental scan to seek and compile information of existing local, provincial and national mental health and well-being programs, supports and services that provide direct support to Canadian Veteran Family members, as individuals or as part of the Family unit (together with the Veteran). The scan will use multiple methods to gather key information (e.g. identification and review of key documents, key informant/ stakeholder interviews, community mapping and/or surveying networks and community organizations in search of unpublished examples). The results of the scan could include (not an exhaustive list):

- Program specifics: name, description, offering organization, time in existence, locations available, eligibility criteria (i.e. who can or cannot access), scope/duration of engagement, team/resources providing the program, languages in which the program is offered
- Modalities: virtual, in-person, hybrid program
- Access criteria (e.g. how to access, cost to access, if access is dependent on Veteran)
- Effectiveness (evaluation and research data)
- Barriers (to access, to implementation)
- Strengths
- Client experiences (if available)
- Classification on the stepped care model as described in our conceptual framework

Literature review

The contractor will also complete a comprehensive review of existing and emerging literature (i.e. academic and grey literature) to identify successful supports for Veteran Families (inclusive of programs, services, best practices, service provision frameworks) locally, provincially, nationally and globally with a primary focus on Canada, Australia, New Zealand, United Kingdom and the United States. The review will identify what critically can be improved upon in Canada and provide recommendations for next steps that can be taken by the Atlas Institute to strengthen supports to Veteran Families.

DELIVERABLES

The contractor will design, develop and produce the following deliverables:

1. A detailed methodology, outlining approach for:
    - Gathering and assessing information available publicly regarding mental health and well-being programs, supports and services for Veteran Families;
    - Stakeholder engagement: to identify, engage and survey/interview key stakeholders, to solicit and account for information about programs, supports and services that may not be publicly available; and
    - Gathering, screening, assessing and synthesizing information to inform the literature review from sources such as qualitative and quantitative research, in-progress research, evidence-based practice guidelines, community-based research, environmental scans, policy and program evaluations, and other relevant sources of knowledge and information.
2. Final report — a comprehensive report stating the results of the environmental scan and literature review including any recommendations on next steps the Atlas Institute could take based on the information
3. Executive summary report (stand-alone) — a brief report outlining the key findings of the scan and literature review.
4. Database of results of environmental scan (format to be determined).

Project schedule

The deadline for delivery of the listed deliverables is March 31, 2024.

PROPOSAL GUIDELINES AND REQUIREMENTS

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

- A general overview, names and credentials of the applicant and team members
    - The names and roles of all project team members, with résumés in attachment
    - Identification of project lead
- A one-page narrative outlining the applicant’s strengths and distinguishing skills or capabilities as they might relate to this RFP

- An outline of methodologies relating to:
    - Environmental scan
    - Project management
    - Client interaction and communications
- A representative portfolio of past projects
- A detailed proposed schedule and plan outlining the stages for each phase of the project, identifying team capacity, deliverables, approvals, project risks, risk mitigation strategies and invoicing
- A detailed budget of services outlined in creating the deliverables identified above
- Three references for related projects

The proposal must contain the signature of a duly authorized officer or agent for the company submitting the proposal.

The price quoted should be inclusive of all relevant fees, charges and taxes.

Please include all terms and conditions.

Submission of proposals

Responses to the RFP should be clearly marked “RFP: Environmental scan of Veteran Family mental health programs” in the email subject line and emailed to info-atlas@theroyal.ca **by 23:59 Eastern time on Sunday, January 14, 2024**.

ANTICIPATED SELECTION SCHEDULE

Request for RFP issued: Tuesday, December 19, 2023

Deadline for receipt of questions from bidders: Friday, January 5, 2024, 17:00 Eastern time

Atlas Institute responds to bidder questions by: Tuesday, January 9th, 2024

Deadline for receipt of proposals: Sunday, January 14, 2024 23:59 Eastern time

Selection of top bidder / notification of unsuccessful bidder(s): Friday, January 19, 2024

SELECTION CRITERIA:

The successful candidate will:

- Have demonstrated experience conducting environmental scans and literature reviews
- Detail the education, experience, knowledge, skills and qualifications to provide these services
- Provide a competitive cost of services

Preference will be given to groups who have direct experience working with, or a demonstrable understanding of, the CAF, RCMP, Canadian Veteran and military/Veteran Family sector.

Evaluation criteria	Score (out of 100)
Quality of work as demonstrated in past projects	25
Applicant suitability and relevant experience	25
Capacity and feasibility of methodology proposed	30
Budget/cost	20
Experience with Veteran Family and Veteran sectors (BONUS)	5

*Note: The selection committee will review submissions, and select and if deemed necessary, interview semifinalists based on the comprehension of the project goals and objectives, relevant past experience, and cost. Reference checks may be made of the finalist before offering a contract developed by the Atlas Institute. The Atlas Institute may choose not to accept any consultant from those submitting and is not bound to select the lower bidder. All work products and research developed for this project will remain the sole intellectual property of the Atlas Institute.

CONTACT DETAILS

Questions on this RFP can be emailed to info-atlas@theroyal.ca. Please include the project name “Environmental scan of Veteran Family mental health programs” in the subject line.

The work of the Atlas Institute for Veterans and Families is made possible thanks to funding from Veterans Affairs Canada.

Disclaimer: Views and opinions expressed are solely those of the Atlas Institute for Veterans and Families and may not reflect the views and opinions of the Government of Canada.