



REQUEST FOR PROPOSAL (RFP)

SCOPE OF SERVICE: **Consultant – Provincial Homelessness Individual & Family Information System (HIFIS)**

ISSUING OFFICE: **End Homelessness Winnipeg**

CLOSING DATE: **22 November 2023**

CLOSING TIME: **3:00 pm**

All enquiries related to this RFP, including any requests for additional information, are to be directed to the following email careers@endhomelessnesswinnipeg.ca

Proposal submission instructions are included at the bottom of the proposal.

Conditions of this Proposal

All costs incurred in the preparation of a proposal responding to this RFP are the responsibility of the consultant and will not be reimbursed by End Homelessness Winnipeg (EHW). We respectfully thank all who submit a proposal, but EHW reserves the right to, without explanation, decline to respond to inquiries post-closing.

End Homelessness Winnipeg is an Indigenous-mandated, collective impact organization committed to ending homelessness in Winnipeg. Preference is given to Indigenous (First Nations, Métis, Inuit) consultants who meet the RFP requirements.

1. Purpose

The goal of this project is to create an OCAP-focused roadmap for the implementation of a province-wide data collection system. This province-wide system will include common policies, procedures, and service-level agreements that work together to expedite the movement of precariously housed people to stable, safe, and secure housing.

The Homelessness Individual & Family Information System (HIFIS) is a federal software that is used to collect, store, and track homelessness throughout Canada. Reaching Home designated communities (community entities or CEs) are required to use HIFIS in their coordinated access systems. Manitoba has three Reaching Home CEs: End Homeless Winnipeg (EHW), Brandon Neighbourhood Renewal Corporation (BNRC), and the City of



Thompson. Under the guidance of the three CEs, and with direct support from the senior director, Housing Supports, the HIFIS consultant will work to develop a unified provincial HIFIS, starting with the merger of the three existing Manitoba HIFIS clusters—Winnipeg (EHW), Brandon (BNRC), and Thompson— and eventually incorporating the entire province.

It is anticipated that this system will significantly benefit the entire province in understanding and addressing homelessness. As the homeless population in Manitoba is disproportionately Indigenous, it is fundamentally important to implement the development of a provincial system through an Indigenous lens.

This RFP provides the background, scope, key stakeholders, deliverables, project milestones, budget, and preferred consultant qualifications for the project.

2. Background

EHW, BNRC, and the City of Thompson have been meeting regularly since 2021 to strategize the development of HIFIS province-wide. Many of our meetings included representatives from and discussions with the province and the MMF. In the fall of 2023, funding was confirmed to hire a consultant to develop a plan to implement a province-wide system. The benefits of a province-wide system include the ability to continue to provide support and services to people when and if they move around the province. Once consent is provided by an individual, their story is entered into the system and it follows them where ever their journey takes them—without it having to be retold.

Currently, the three CEs are using HIFIS clusters that function independently. Winnipeg is the largest cluster and has the largest instance of HIFIS. Winnipeg also serves as the host for the Thompson cluster, but their data bases are separate. The Brandon cluster is hosted by the City of Brandon and includes several outlying communities: Portage la Prairie, Swan River, and The Pas.

A communication plan has been drafted and is under review.

3. Scope

Each CE has developed their own set of local policies, procedures, and service-level agreements (with participating agencies) for HIFIS use within their cluster. The implementation of a provincial system necessitates the development of province-wide policies and procedures, as well as a standardized service-level agreement, governing the use of HIFIS. As the majority of the homeless population in the province is Indigenous, any



policies and procedures developed around the use of their data must be undertaken through an Indigenous lens.

4. Key Stakeholders

- EHW: Betty Edel, Senior Director, Housing Supports (main contact)
- BNRC: Rushana Newman, Executive Director
- City of Thompson: Andrea Hatley, Community Entity Coordinator

5. Deliverables

The selected agency or independent consultant is entrusted to work collaboratively with the three CEs to complete the following deliverables:

- Gather and review the HIFIS policies currently used by the three CEs;
- Find areas of convergence and merge these where appropriate;
- Develop new HIFIS policies that can be used province-wide;
- Develop a service-level agreement that can be used province-wide;
- Create additional documents as necessary;
- Assist with the onboarding/pre-onboarding process of the provincial database;
- Host meetings with the CEs and provincial representatives to share project updates (schedule to be discussed and agreed upon prior to commencing work).



6. Project Milestones

- 1) Review of HIFIS policies currently used by the three CEs: **31 December 2023**
- 2) Development of new policies for province-wide use: **31 January 2024**
- 3) Development of provincial service-level agreement: **28 February 2024**
- 4) Completion date: **31 March 2024**

7. Project Budget

\$50,000

8. Preferred Qualifications

We are looking for a consultant who is passionate about ending homelessness and has an in-depth understanding of homelessness and housing; the needs of particularly vulnerable and over-represented populations; and the issues affecting many homeless/houseless and low-income people. They also possess the following qualifications or an equivalent combination of education and related experience:

- Knowledge of Indigenous cultures, history, knowledge systems, and Indigenous community relationship-building practices and protocols. This is a requirement as the three CEs are committed to reconciliation and the inclusion of an Indigenous world view;
- Demonstrated experience in research, analysis, and policy development;
- Excellent written communication skills to prepare documents for executive decision-makers and various other audiences;
- Experience working with the principals of Ownership, Control, Access and Possession (OCAP), the Privacy Health Information Act (PHIA), and the Freedom of Information and Protection of Privacy Act (FIPPA);
- Experience working in the non-profit sector and with Indigenous organizations;
- Knowledge of community issues related to homelessness and knowledge of colonization and the historical factors that continue to impact Indigenous people about homelessness, poverty, etc.;
- Experience establishing and maintaining successful collaborative relationships with partners and agencies;
- Excellent organization, project management, and time management skills;



- Experience developing service agreements;
- Experience using Microsoft Office, WordPress, Adobe Creative Cloud, and social media;
- Experience with data collection systems; and
- Valid MB driver's licence and access to a vehicle for transportation.

9. Submitting your proposal

Proposals should include:

- Budget summary and narrative
- Narrative highlighting the expertise that the firm/individual would bring to this role
- Examples of past experiences providing similar expertise

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Submit proposals electronically to:

careers@endhomelessnesswinnipeg.ca