



Serving our
community
since 1983

Servir notre
communauté depuis
1983

499 Notre Dame St
PO .Box 885
Belle River, ON
N0R 1A0
Tel: 519-728-1435
Fax: 519-728-4713

info@communitysupportcentre.ca
www.communitysupportcentre.ca
Charitable # 10969 2608 RR 0001



Community Support Centre Centre de support communautaire

RFP: Strategic Planning Project

Project Description and Need

Community Support Centre of Essex County currently works with a strategic plan developed in 2007. Considerable changes have taken place both within the community and the organization since then which necessitates the development of a more robust and up to date strategic plan. The plan must also take into account the regional goals and objectives of our main funders. With that in mind, management and the board have agreed that there is a need to engage an external consultant/specialist to assist them in the development of a comprehensive strategy and plan. We are seeking an experienced consultant to guide us through the strategic planning session including preparatory work, and the development of a follow-up report as well as a plan for reorganization of the Community Support Centre. Ideally, the final report will include a document that can be circulated to members, funders, government, industry partners etc. in highlighting the status and direction of Community Support Centre and will work in partnership with the organizations financial team in order to realize the outcomes of both the strategic plan and CSC reorganization.

Competencies Required

- Significant and recent experience working with senior management and boards in the development multi-year strategies and annual operational goals.
- Expert facilitator experienced in the development of organizational vision, mission, values, strategic plans, goals, objectives and reorganization
- Recent experience working with community support organizations.
- Understanding of community support services structure, operating environment and funding models.
- Understanding of performance management, scorecards and metrics

Senior leadership and board experience in healthcare or community support services is considered an asset.

Project Outline

- We expect the project be completed over a period of no more than 3-4 months. The organization would like to implement the new strategic plan and reorganization as soon as possible.
- The selected proponent is expected to engage senior management and the board in the development of the multi-year strategic plan and CSC reorganization
- The final product is expected to be a strategic plan that will outline strategic directions, objectives and specific initiatives to be implemented and completed within the years 2014-2017 as well as CSC re-organization and financial alignment.

The maximum budget for this project is not to exceed \$15,000 (+ HST). This will cover all consulting fees and expenses.

Selection Process

Proposals will be assessed based on the following criteria:

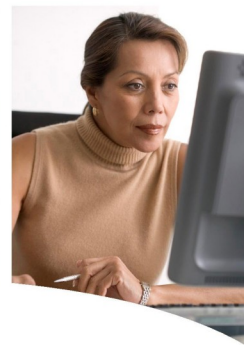
- Proposal must demonstrate that all competencies listed above are met.
- Demonstrated knowledge of the healthcare and community support sector industry.
- Knowledge and understanding of the Community Service Centre and its programs and services.
- Understanding of the project and deliverables.
- Proposed timeline and key steps to be taken.
- Skills of the lead consultant / team.

Budget to include maximum costs for consulting fees, expenses and other. (Please note, the lowest bidder may not necessarily be awarded the contract)



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To Respond to the Project Request:

Please provide the following information by March 10, 2014

1. Name of Company
2. Lead Contact
3. Contact Information
4. Website
5. Histories and Background of Your Company/Facilitator
6. Short Biography for Lead Facilitator and any members of the team
7. Please indicate your understanding of the scope of the project.
8. Outline the steps you would take to complete the work including needed human and support resources, and timeline
9. Budget (exclusive of HST)

Please submit all proposals to:

Tracey M. Bailey
Executive Director
Community Support Centre of Essex County

t.bailey@communitysupportcentre.ca

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