



# ACTION FOR HEALTHY COMMUNITIES

PEOPLE AND COMMUNITIES IN ACTION

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## REQUEST FOR PROPOSAL (RFP)

**Contract Opportunity:**

**MENTAL HEALTH SERVICE PROVIDER**

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***Issued by:* Action for Healthy Communities Society of Alberta (AHC)**

**Issue Date:** May 25, 2026, | **Submission Deadline:** June 14, 2026, at 4:30 p.m. MST

## **1. Summary of Opportunity**

AHC invites qualified mental health practitioners, therapists, counsellors, psychologists, clinical social workers, or equivalent regulated professionals to submit proposals to provide individual counselling, group psychoeducational supports, limited indirect client supports, and related documentation and reporting services.

<b>RFP Issued</b>	<b>May 25, 2026</b>
<b>Submission Deadline</b>	<b>June 14, 2026, at 11:59 PM MST</b>
<b>Anticipated Contract Term</b>	<b>July 1, 2026, to March 31, 2027, (with possibility for extension)</b>
<b>Submission Email</b>	<a href="mailto:Suraj.khatiwada@a4hc.ca">Suraj.khatiwada@a4hc.ca</a>
<b>Contract Type</b>	<b>Independent Contractor Agreement; AHC may select one or more providers.</b>

Questions regarding this RFP must be submitted by email to the RFP contact at:

[Suraj.khatiwada@a4hc.ca](mailto:Suraj.khatiwada@a4hc.ca) by June 07, 2026, at 12:30 PM MST

Responses or clarifications may be shared with all prospective proponents where appropriate to ensure a fair process.

## **2. Organizational Overview**

Action for Healthy Communities Society of Alberta (AHC) is a provincial non-profit organization established in 1995. AHC delivers responsive, community-based programs and services designed to strengthen the wellbeing, resilience, and capacity of diverse urban and rural communities across Alberta.

AHC's mission is to foster individual and group participation and action to improve holistic health and wellbeing through community development, mentorship, training, and collaborative partnerships. The organization's work includes settlement and integration, employment, entrepreneurship and business development supports, children and youth programming, adult literacy and skills development, and community development and capacity building.

Through its Mental Health Clinic, AHC provides accessible, short-term, culturally responsive, trauma-informed mental health supports for mental health maintenance as well as therapeutic interventions.

### 3. Purpose and Service Model

The purpose of this RFP is to establish a roster of qualified MH service provider(s) able to deliver professional mental health supports under AHC’s short-term, resource-limited clinic model. Services must be client-centred, culturally appropriate, trauma-informed, strengths-based, and compliant with applicable professional, ethical, privacy, and documentation standards.

Mental Health Services includes:

- Individual counselling/therapy: provided in intervals of four (4) sessions or more per client.
- Typical session structure: 60 minutes of direct service, case notes, reporting, and administrative documentation.
- Expected volume may include up to 80 individual client sessions, subject to referrals and needs.
- Services may be delivered virtually through AHC-approved digital platforms and/or in person at AHC-designated confidential service locations.

### 4. Scope of Services

Service Area	Required Activities
<b>A. Direct Individual Services</b>	Conduct intake-informed assessment; co-develop a written service & engagement plan with each client; deliver short-term therapeutic counselling; support clients to complete planned sessions; identify when external referral or additional care is required.
<b>B. Group and Psychoeducational Supports</b>	Plan and facilitate group psychoeducational or therapeutic sessions, including culturally responsive and creative/art-based approaches where appropriate; co-develop goals, activities, and outcomes with AHC program leadership; provide a short outcomes summary within 2 weeks of completion.
<b>C. Indirect Client and Program Supports</b>	In consultation with AHC’s mental health clinic supervisor, provide supported referrals, follow-up with external professionals, integrated service meetings, psychoeducational content or videos, consultation with AHC staff, service logistics, documentation, and monthly non-identifying service reports.

#### 4.1. Case Management, Records, Privacy, and Reporting

- Use AHC's digital case management platform for all client interactions, case notes, service plans, risk documentation, referrals, and records; AHC will support account setup and user orientation.
- Complete required pre-service documents before the first session, including intake/general assessment, adult consent forms, suicide risk assessment documentation, and any other AHC-required forms.
- Upload and maintain accurate case notes and service records in the AHC's digital case management platform after each session and no later than five (5) business days after the initial counselling/therapy session; physical files, if any, must be securely maintained and clearly labelled.
- Submit monthly non-identifying service summary reports to AHC at least five (5) business days before month-end, using an agreed reporting framework that supports funder reporting without disclosing clinical case details.
- Comply with applicable Alberta and Canadian privacy requirements, including the Alberta Health Information Act where applicable, professional confidentiality standards, and AHC policies.

## **5. Provider Qualifications and Mandatory Requirements**

- Current registration, authorization, and good standing with the applicable Alberta or Canadian professional regulatory body or association, such as psychologist, clinical social worker, registered clinical counsellor, therapist, counsellor, or equivalent designation acceptable to AHC.
- Current professional liability insurance and, where required, workers' compensation coverage or exemption status.
- Demonstrated experience delivering culturally responsive, trauma-informed, client-centred services to refugees, newcomers, racialized communities, and clients experiencing trauma, stress, isolation, or any mental health challenges.
- Capacity to work within a short-term therapy model, respect client autonomy, collaborate with AHC staff, use interpretation supports appropriately, and maintain clear documentation.
- Immediate disclosure to AHC of conflicts of interest, changes to licensure, regulatory standing, professional complaints, criminal charges or convictions, insurance status, or any matter that may affect service delivery.
- We accept registered practitioners completing their supervised field practice. If practicing under supervision, provide the supervisor's name, contact information, credentials, proof of insurance if applicable, and a supervision plan addressing oversight of sessions, service plans, case notes, documentation, quality assurance, complaints, and site visits where needed.

## **6. AHC Supports and Operating Context**

AHC will provide the operating framework for the clinic, including referral coordination, client registration and appointment support, access to the AHC MH service/case management digital platform, secure office space and basic equipment when in-person services are approved, telephone and booking

supports, interpretation access where available, client service documentation tools, and program leadership coordination. AHC may also develop marketing materials to promote the clinic and related supports.

## 7. Compensation and Funding

Payments will be based on approved rates, invoices, and actual services delivered. Final rates and maximum contract value will be confirmed through the Independent Contractor Agreement. Proponents should provide proposed rates using the categories below; AHC may negotiate rates and service volume before award.

<b>Service Category</b>	<b>Reference / Requested Rate</b>
Individual direct client sessions	Proponent to quote hourly rate; AHC reference rate: \$75-\$90/hour.
Approved no-show or late cancellation	Proponent to quote; AHC reference amount: \$25-\$35 per scheduled appointment.
Approved group sessions, psychoeducational content, videos, referrals, consultations, reporting, and indirect work	Proponent to quote hourly rate; AHC reference rate: \$35-\$50/hour for approved non-direct work, generally not exceeding 2 hours/week unless authorized.

## 8. Proposal Submission Requirements

Proposals should be concise and include the following:

- Cover letter stating interest, availability, proposed start date, service locations/modalities, and estimated client/session capacity through March 31, 2027.
- Professional profile or CV, including credentials, registration number, areas of practice, languages, cultural competencies, and experience with newcomer, refugee, racialized, and diverse populations experiencing mental health challenges and traumas.
- Service approach describing therapeutic modalities, short-term therapy experience, risk assessment and referral practices, client engagement, culturally responsive practice, interpretation use, and group facilitation experience.
- Proposed rates for individual sessions, no-shows/late cancellations, group sessions, indirect work, and any assumptions affecting fees.
- Supporting documents: proof of current registration/licensure and good standing, professional liability insurance, supervision plan if applicable, references, and confirmation of ability to use digital platforms for therapeutic service delivery sessions and comply with AHC documentation and privacy requirements.

## 9. Evaluation Criteria

Criterion	Weight
Professional qualifications, licensure, insurance, and regulatory standing	25%
Relevant experience with culturally diverse, newcomer, refugee, racialized, and diverse populations experiencing mental health challenges and traumas	25%
Quality and feasibility of proposed clinical/service approach, including short-term therapy and group facilitation	20%
Documentation, privacy, digital platform case management, reporting, and collaboration capacity	15%
Value for money, availability, capacity, and alignment with funding constraints	15%

## 10. RFP Terms, Selection, and Contracting

- AHC may select one or more providers, negotiate scope, rates, service volume, schedule, reporting format, and contract terms, or decline to award a contract.
- Selected provider(s) will sign AHC’s Independent Contractor Agreement, Confidentiality and Proprietary Information Agreement, and any required privacy, digital platform protocols, service delivery, or program documentation.
- Contract continuation, renewal, or service volume is subject to funding, satisfactory performance, quarterly audit results, annual evaluation, continued good standing, valid credentials, insurance, and AHC program needs.
- AHC may terminate the agreement in accordance with contract terms, including for breach, loss of credentials or insurance, unresolved client complaints, conflict of interest, funding changes, or unsatisfactory performance. Providers must cooperate with client care transition and return AHC records at termination.
- All proposal costs are borne by the proponent. Submitted proposals become part of AHC’s procurement records and will be handled in accordance with applicable privacy and confidentiality requirements.

## 11. Submission Instructions

Submit the complete proposal package electronically in PDF via this link: **[Insert bamboo HR link]**.

Use the subject line: **Mental Health Service Provider RFP - [Proponent Name]**.

Submissions must be received by **June 14, 2026, at 11:59 PM MST**.

Questions may be directed to Suraj Khatiwada, Program Manager - at [Suraj.khatiwada@a4hc.ca](mailto:Suraj.khatiwada@a4hc.ca) by **June 07, 2026, at 12:30 PM MST**.

AHC thanks all proponents for their interest. Only proponents selected for further discussion may be contacted.