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**Request for Proposal (RFP)  
for  
Development of Agency-Wide Standard Operating Procedures  
(SOPs)**

**Date Issued: 08.04.25**

**Proposal Due Date: 08.22.25**

**Overview:**

Maui United Way (MUW) seeks proposals from qualified service providers to develop comprehensive, department-specific Standard Operating Procedures (SOPs) that align with best practices in United Way Worldwide and nonprofit operations, enhance internal consistency, and promote organizational effectiveness.

This project will include conducting a needs assessment, facilitating department interviews, documenting workflows, and creating a set of customized, user-friendly SOPs for various operational areas including Emergency Preparedness. The selected provider will also deliver templates, staff training, and guidance on SOP implementation and updates.

The goal is to strengthen internal systems, clarify staff roles and responsibilities, ensure compliance with funder and regulatory requirements, and support onboarding and cross-training efforts.

## **Objectives:**

The SOP Development Project aims to:

- Identify and document key workflows and policies across departments as well as United Way Worldwide.
- Create standardized SOP templates and department-specific procedures.
- Improve organizational efficiency, compliance, and communication.
- Support staff training, onboarding, and leadership transitions.
- Equip MUW with an editable SOP library and maintenance process.
- Ensure staff understand protocols during routine and emergency conditions.

## **Scope of Services:**

The selected provider will be responsible for:

### **1. Organizational Assessment and Planning**

- Conduct a kickoff meeting to define project goals, scope, and timeline.
- Review any existing SOPs, policy manuals, and the UWW SOP template framework
- Interview key staff to assess current workflows and gaps.

### **2. SOP Development and Documentation**

- Create customized SOP templates and formatting standards.
- Draft SOPs for each major functional area, including but not limited to:
  - Administration and Operations
  - Human Resources
  - Finance and Accounting
  - Program Delivery and Impact
  - Grant Management
  - Communications and IT
  - Emergency Preparedness and Business Continuity
- Ensure SOPs are written in clear, concise, and accessible language

### **3. Emergency Preparedness SOP**

- Develop a comprehensive SOP for disaster readiness, including:
  - Staff communication protocols
  - Evacuation and shelter-in-place procedures
  - Continuity of operations (COOP)
  - Data and asset protection
  - Roles and responsibilities during different emergency levels
  - Coordination with local emergency services (e.g., MEMA, Civil Defense)
  - Emergency supply and contact lists
- Align plan with FEMA, OSHA, and local emergency guidelines.

### **4. Stakeholder Review and Feedback**

- Facilitate department-level review of SOP drafts.
- Revise documents based on staff and leadership input.

### **5. Staff Training and Implementation Support**

- Deliver training sessions on how to use and update SOPs.
- Provide tools for onboarding, compliance, and performance tracking.

### **6. Final Deliverables**

- SOPs in both Word and PDF formats, organized by department.
- SOP templates for future use.
- SOP Maintenance Guide (how to review, revise, and update documents)

## **Proposal Submission Requirements:**

Interested applicants should submit the following information:

1. Organizational Overview and Experience
  - a. Description of your experience with SOP development and workflow mapping.
  - b. Relevant work with nonprofits or mission-driven organizations.
2. Work Plan and Approach
  - a. Description of your approach to SOP development.

- b. Timeline for interviews, drafts, review, and final delivery.
3. Sample Work
  - a. Two (2) examples of prior SOPs or related documentation.
4. Budget and Fee Structure
  - a. Itemized costs for project phases and deliverables.
  - b. Hourly rates and any administrative overhead.
5. References
  - a. At least two references from similar past work.

### **Selection Process and Timeline:**

MUW will review qualifications based on:

- Experience in SOP Development and process documentation
- Approach and methodology
- Quality of sample work and references
- Cost-effectiveness and sustainability of approach
- Cultural and organizational fit

Key Dates:

- RFQ Release: 08.04.25
- Proposal Submission Deadline: 08.22.25
- Selection and Notification: 08.29.25
- Contract Start Date: TBD
- Initial Contract Period: 3 months

### **Submission Instructions:**

Interested organizations must submit their proposals **electronically** to our Interim CEO + Director of Impact, Jeeyun Lee, at [Jee@mauiunitedway.org](mailto:Jee@mauiunitedway.org) by **at 5P HST**.

For questions or clarifications, please contact, Program Manager **Lindsey Shiroma** at [Lindsey@MauiUnitedWay.org](mailto:Lindsey@MauiUnitedWay.org).

This project will help ensure internal alignment and sustainability by equipping staff and leadership with clearly documented processes that reflect MUW's values and operational goals

MUW reserves the right to reject any and all proposals or cancel this solicitation at any time. The selected contractor must comply with all applicable federal, state, and local regulations governing this funding.