

## **REQUEST FOR PROPOSALS**

**TO**

**Participate in Supported Rent Supplement Program  
Various locations, in the Province of BC**

**RFP No:** 1070-2223-142

**Issue Date:** November 3, 2022

**Submission Deadline:** December 16, 2022

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## REQUEST FOR PROPOSALS

### 1. INTRODUCTION

#### 1.1 Purpose of this RFP

The purpose of this RFP is to invite Proponents to prepare and submit competitive Proposals to provide BC Housing with the Deliverables. Through this RFP process, BC Housing is seeking to enter into Agreements (the “**Contract**”) with experienced, qualified Non-profit societies or Service Organizations (the “**Suppliers**”) to provide the Deliverables.

#### 1.2 Key Elements of the Deliverables

The following are some of the key elements of the Deliverables:

##### **Participate in Supported Rent Supplement Program within the Province of BC.**

Any description or overview of the Deliverables and the draft Agreements in this RFP is provided for convenience only and does not replace, supersede, supplement or alter the Agreements. If there are any inconsistencies between the terms of the Agreements and the description or overview of those terms set out in this RFP, the terms of the Agreements will prevail. Proponents should carefully review the draft Agreements including its attachments for the full scope of the Deliverables. Draft versions of the Agreements are attached as [Appendix 8](#) [Draft Agreements].

#### 1.3 About BC Housing and the Provincial Rental Housing Corporation

BC Housing was established as an agency of the Province of British Columbia in 1967 to administer the Province’s social housing programs. BC Housing is accountable to the provincial ministry responsible for housing and provides funding for individuals, families, seniors and people with differing abilities in need of affordable housing and support.

BC Housing works closely with the Provincial Rental Housing Corporation, which is the land holding corporation for provincially owned social housing that buys, holds and disposes of properties, and leases residential properties to non-profit societies and co-operatives.

When BC Housing enters into an agreement on its own behalf it is also acting as agent for the Provincial Rental Housing Corporation. All agreements entered into by BC Housing are for the benefit of both BC Housing and the Provincial Rental Housing Corporation and may be enforced in the name of BC Housing, the Provincial Rental Housing Corporation or both.

#### 1.4 Supported Rent Supplement Program (SRSP)

The Supported Rent Supplement Program (SRSP), announced in Budget 2022 as part of the Province’s pending provincial homelessness strategy, aims to reduce and prevent homelessness through a coordinated network of services by enlisting the Federally-funded Canada-British Columbia Housing Benefit (CBCHB). CBCHB - a previously approved program - provides a housing benefit to reduce housing need and make renting in the private market more affordable.

By layering non-clinical supports (plus clinical supports administered separately by provincial Health Authorities) with the CBCHB, the SRSP aims to provide services to households in alignment with the principles of the Joint Provincial Framework (JPF) and Integrated Support Framework (ISF) currently being developed by the Ministry of Attorney General and Responsible for Housing. The documents will be shared with proponents when available.

The development of these Frameworks is being led by Ministry of Attorney General and Responsible for Housing and co-mandated with support from BC Housing, Ministries of Health (MoH), Mental Health and Addictions (MHA) and Social Development and Poverty Reduction (SDPR). The SRSP provides services to CBCHB recipients to strengthen their personal wellbeing and enable them to transition to, and remain in, stable market housing. The program will provide between 500 and 750 CBCHB recipients with supports in 2022/23 and continue until 2024/25, subject to implementation timeline and sector capability. A maximum two-year agreement will be provided. As the program is implemented, government is expected to make further decisions regarding program duration.

Selected proponents under this RFP will be awarded CBCHB housing benefits to administer in conjunction with support services funding for an equivalent number of clients under the SRSP program. Supports may be provided to individuals in their home, in group settings or through referrals to other providers. It is expected that successful proponents will work in partnership with BC Housing, MoH, MHA, SDPR, Indigenous partners, First Nation Health Authority, and other service providers to develop intergrated coordinated access and eligibility criteria, and support different pathways into the program. Eligibility for and referrals to the SRSP would be determined with health and other partners given the integral role of health supports in this program.

BC Housing separately released a RFPQ for the CBCHB program recently. Proponents who are interested in both CBCHB without supports, and CBCHB with SRSP are invited to submit under both procurement opportunities. Please refer to following table for application instruction.

<b>Proponent wants to:</b>	<b>Respond to RFPQ</b>	<b>Respond to RFP</b>
Deliver Housing Benefits AND Support Services in SRSP identified communities.	No	Yes
Deliver Housing Benefits only – not looking to provide Supports or operate in a community where SRSP is not being offered.	Yes	No
Delivery Housing Benefits both with and without Support Services	Yes	Yes*

\*Note: In this instance we will look at options for proponent to reuse or resubmit some of the information from the RFPQ to streamline the process and minimize duplication of effort.

### **1.5 Canada – British Columbia Housing Benefit (CBCHB)**

In June 2018, the Governments of Canada and British Columbia signed the CMHC-British Columbia Bilateral Agreement under the 2017 National Housing Strategy to protect, renew and expand social and community housing. The Canada – British Columbia Housing Benefit (CBCHB) is one of several initiatives under the CMHC-British Columbia Bilateral Agreement.

Joint funding committed through the Canada Housing Benefit aligns with existing provincial programs and initiatives, which will benefit British Columbian households with access to appropriate, affordable, safe and inclusive housing in their community.

The purpose of the Canada – British Columbia Housing Benefit (CBCHB) is to provide targeted Housing Benefits to low-income vulnerable British Columbian households to reduce Housing Need while living in non-subsidized market rental units.

### **1.6 RFP Documents and Information**

If this RFP has been posted on BC Bid, then all further information related to the RFP will also be posted on BC Bid. In such case, Proponents are solely responsible for ensuring they check BC Bid frequently for updates, including any Addenda, and to ensure the information used by the Proponents to prepare their Proposals is the most current information.

### **1.7 Reference Information**

Any:

- (a) responses to Enquiries issued by the Contact Person under Section 2.4; and
- (b) additional information made available to Proponents prior to the Submission Time by BC Housing or any BC Housing representative (such as, for illustration purposes only, site information, geotechnical reports, etc.), which is not expressly included in the draft Agreement,

(collectively, “**Reference Information**”) is provided for information only. Reference Information is made available only for the reference and assistance of Proponents who must make their own judgment about its reliability, accuracy, completeness and relevance to the Agreement, and nothing will be interpreted as meaning that BC Housing or any BC Housing representative gives any guarantee or representation that the Reference Information is reliable, accurate, complete or relevant. Any reliance by a Proponent on the Reference Information is at the Proponent’s sole risk.

## 1.8 Current Provider of the Deliverables (NOT USED)

## 1.9 Definitions

Any capitalized terms used but not defined in this RFP will have the meaning set out in the draft Agreement. Furthermore, in this RFP:

“**Addenda**” or “**Addendum**” means an addendum to this RFP issued by the Contact Person as described in Section 2.6;

“**BC Bid**” means British Columbia’s procurement website located at <https://new.bcbid.gov.bc.ca>;

“**Business Day**” means any working day, Monday to Friday inclusive, but excluding statutory and other holidays, namely: New Year's Day; Family Day, Good Friday; Easter Monday; Victoria Day; Canada Day; Civic Holiday; Labour Day; Thanksgiving Day; Remembrance Day; Christmas Day; Boxing Day and any other day which BC Housing has elected to be closed for business;

“**Claim**” has the meaning set out in Section 6.12(a);

“**Conflict of Interest**” means any situation or circumstance where, in relation to the RFP, a Proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including:

- (a) having access to information in the preparation of the Proponent’s Proposal that is confidential to BC Housing and not available to the other Proponents; or
- (b) the Proponent, through its other commitments, relationships, financial interests or otherwise, could, or could be seen, to:
  - (1) exercise an improper influence over the objective, unbiased and impartial exercise of BC Housing’s independent judgment; or
  - (2) compromise, impair or be incompatible with the effective performance of the Proponent’s obligations in the RFP or under the Agreement;

“**Contact Person**” means the person identified in Section 2.4, or such other person as may be appointed by BC Housing;

“**Contract**” has the meaning set out in Section 1.1;

“**Supplier**” has the meaning set out in Section 1.1;

“**Deliverables**” means the goods and/or services to be provided as set out in the draft Agreement;

“**Enquiry**” has the meaning set out in Section 2.5;

“**Evaluation Committee**” has the meaning set out in Section 4.2.

“**Equity Seeking Groups**” means groups who have historically been and continue to be denied equal access to employment, education or other opportunities.

“**FOIPPA**” means the *Freedom of Information and Protection of Privacy Act* (British Columbia) as amended from time to time.

“**Key Firms**” means any Subcontractor who will contribute significantly to the Deliverables, based on the estimated scope of the Deliverables or the estimated dollar value of the Deliverables.

“**Key Supplier Resources**” means the following individuals: **(NOT USED)**

“**Mandatory Requirements**” means the requirements set out in Section 4.1;

“**Preferred Proponent**” means the Proponent selected by BC Housing pursuant to this RFP to negotiate and finalize the Agreement.

“**Proponent**” means any entity that has submitted or intends to submit a Proposal.

“**Proposal**” means a proposal submitted in response to this RFP.

“**Proposal Price**” means the total Proposal price submitted by a Proponent as set out in [Appendix 4](#) [Budget & Staffing Schedule];

“**Reference Information**” has the meaning set out in Section 1.7;

“**Relationship Disclosure Form**” **(NOT USED)**;

“**RFP**” or “**Request for Proposal**” means this request for proposals including all appendices, as may be amended by Addenda;

“**Subcontractor**” means an individual, firm, partnership, corporation or entity having a contract, or proposing to enter into a contract with, the Proponent or another Subcontractor to perform a part or parts of the Deliverables;

“**Submission Location**” has the meaning set out in Section 3.2;

“**Submission Form**” means a form substantially as set out in [Appendix 2](#) [Submission Form] or as otherwise acceptable to BC Housing; and

“**Submission Time**” has the meaning set out in Section 3.2.

## **2. PROCUREMENT PROCESS**

### **2.1 Information Meeting**

BC Housing intends to hold a **Virtual** information meeting through Microsoft Teams at **1:00 p.m. PT** on **November 15, 2022**. The purpose of this meeting will be to provide Proponents with an overview

of the RFP process and the Deliverables and to provide an informal opportunity for Proponents to ask questions. Proponents are strongly encouraged to attend the meeting but are under no obligation to do so. If a Proponent does not attend, the Proponent will be deemed to have received any information provided to the other Proponents at the information meeting.

BC Housing will permit oral questions during the meeting; however, complex questions should be submitted in writing to BC Housing pursuant to Section 2.5 of this RFP well in advance of the information meeting. Proponents may not rely on any oral response provided by BC Housing during the meeting. If a Proponent wishes to rely on anything said or indicated, the Proponent should submit an Enquiry and request an Addendum. Verbal enquiries and responses may be recorded and distributed to all Proponents at the discretion of BC Housing.

Please contact the Contact Person to receive meeting invitation with log-in instruction by **November 10, 2022 at 2:00 p.m. PT.**

## 2.2 Site Visit (NOT USED)

## 2.3 RFP Schedule

The following is BC Housing’s estimated timeline for the procurement process:

Event	Date
Issue Date of RFP:	<b>November 3, 2022</b>
Optional Virtual Information meeting	<b>November 15, 2022 @ 1:00 p.m. PT (Please contact the Contact Person to receive meeting invitation)</b>
Deadline for questions:	<b>November 22, 2022 @ 2:00 p.m. PT (Questions submitted after this deadline may not receive a response)</b>
Deadline for issuing addenda:	<b>November 25, 2022</b>
Submission Deadline:	<b>December 16, 2022 @ 2:00 p.m. PT</b>

The above times are subject to change at the discretion of BC Housing. All above times are Pacific Time.

## 2.4 Contact Person

The contact person for this RFP is (the “**Contact Person**”):

Name: John Wu

Email: [jowu@bchousing.org](mailto:jowu@bchousing.org)

The Contact Person may delegate the authority granted to the Contact Person pursuant to this RFP.

## 2.5 Enquiries

All enquiries regarding any aspect of this RFP, including the draft Agreement, should be directed to the Contact Person by email to the address provided in Section 2.4 (each an “**Enquiry**”). The following applies to any Enquiry:

- (a) all Enquiries, and all responses to Enquiries from the Contact Person, will be recorded by BC Housing.
- (b) If BC Housing, for any reason, determines that it is necessary to provide additional information relating to the RFP, such information will be communicated to all Proponents by addenda pursuant to Section 2.6. Each addendum forms an integral part of the RFP.
- (c) to allow BC Housing sufficient time to respond, Enquiries should be submitted well in advance of the Submission Time, and preferably at least ten Business Days before the Submission Time; and
- (d) BC Housing will make reasonable efforts to respond to all Enquiries but reserves the right to not respond to any Enquiry made by a Proponent, including Enquiries not received within the time described in Section 2.5(c).

This RFP should not be discussed with any BC Housing employee or representative other than the Contact Person. Information received from sources other than the Contact Person cannot be relied upon. Furthermore, any information offered from sources other than the Contact Person via an Addendum with regard to the content, intent or interpretation of this RFP is not official, may be inaccurate, and should not be relied on in any way by any Proponent for any purpose.

## 2.6 Addenda

BC Housing may, in its discretion, through the Contact Person amend or clarify the terms or contents of this RFP at any time before the Submission Time by issuing a formal Addendum. Written Addenda are the only means of amending or clarifying this RFP and no other form of communication whether written or oral, including written responses to Enquiries as provided by Section 2.5, will be included in, or in any way amend, this RFP. If a Proponent wishes to rely on a written response to an Enquiry, then they should request the Contact Person to issue an Addendum.

## 2.7 BC Housing Advisors (NOT USED)

## 3. SUBMISSION INSTRUCTIONS

### 3.1 Submission Time

Proposals must be received on or before the following date and time (the “**Submission Time**”):

Time: **2:00 p.m. PT**  
Date: **December 16, 2022**

### **3.2 Submission Location**

Proposals in response to this RFP **must** be submitted electronically and received at the following location (the “**Submission Location**”):

Email: [jowu@bchousing.org](mailto:jowu@bchousing.org)

Proposals delivered electronically should:

- (a) have the Proponent’s name clearly identifiable, and should include the RFP’s title (as set out on the cover page) in the subject line; and
- (b) include one electronic copy of the Proposal in its entirety, including all supplementary cover letters, appendices, etc., in PDF (portable document format).

Submitting a proposal against the incorrect solicitation may be grounds for disqualification at BC Housing’s sole discretion.

### **3.3 No Late Submissions**

Proposals received after the Submission Time will not be considered. The actual time of Proposal submission will be determined with reference to the electronic clock used by BC Housing computer systems for that purpose. Proponents are encouraged to submit their Proposals well in advance of the Submission Time to minimize the risk of their Proposal being late.

### **3.4 No Changes to the Agreements**

BC Housing’s preferred form of Agreements are attached as [Appendix 8](#) [Draft Agreements]. Proponents should carefully review these form of Agreements. Proponents should prepare their Proposal based on the form of Agreements attached as [Appendix 8](#) [Draft Agreements], as may be amended by Addenda, and are strongly discouraged from requesting changes to the draft Agreements in a Proposal or submitting a Proposal that assumes BC Housing will agree to modify the terms of the draft Agreements.

BC Housing may consider any requested changes as part of the evaluation of a Proposal and may reject a Proposal from a Proponent that does not follow this Section. In particular, BC Housing may reject any Proposal that includes “deviations”, “exceptions”, “clarifications” or similar changes to the form of Agreements attached as [Appendix 8](#) [Draft Agreements].

### **3.5 Proposal Format**

Each Proposal should be structured as described in [Appendix 1](#) [Submission Requirements] and should include all forms and information required therein.

### **3.6 Rectification Opportunity**

If a Proponent has not complied with one or more of the requirements of this RFP, including failing to provide information requested in [Appendix 1](#) [Submission Requirements] BC Housing may, in its discretion, issue rectification notice to the Proponent identifying the deficiency or deficiencies, in which case the following will apply:

- (a) if a Proponent receives a rectification notice, the Proponent will have an opportunity to rectify the deficiency or deficiencies described in the notice within the time period set out in the notice, expected to be no more than one Business Day;
- (b) if the Proponent is able to rectify such deficiency or deficiencies to BC Housing's satisfaction within the applicable time period, the rectified or additional information provided by the Proponent in response to the rectification notice will be deemed to form part of the Proponent's original Proposal submission;
- (c) if the Proponent fails to rectify the deficiency or deficiencies to BC Housing's satisfaction within the applicable time period, BC Housing may reject the Proponent's Proposal or may proceed to evaluate the Proposal in accordance with this RFP; and
- (d) BC Housing is under no obligation to provide a rectification notice to any Proponent, including if BC Housing elects to provide a notice to a different Proponent for a similar deficiency.

### **3.7 Revisions Prior to Submission Time**

A Proponent may withdraw, revise or amend its Proposal at any time prior to the Submission Time by submitting a clear and detailed written notice of the withdrawal, revision or amendment to the Submission Location prior to the Submission Time.

### **3.8 Change After Submission Time**

Except pursuant to Section 3.6 or for the purposes of clarification, Proponents will not be entitled to change their Proposals after the Submission Time. No words or comments should be added to the Proposal after the Submission Time unless requested pursuant to Section 3.6 or by the Contact Person for purposes of clarification. Notwithstanding the foregoing, a Proponent will be required to give immediate notice to BC Housing of any material change that occurs to a Proponent after the Submission Time, including a change to its team membership, corporate structure or a change to the Proponent's financial capability.

### **3.9 Signature**

[Appendix 2](#) [Submission Forms] should be signed by a person authorized to sign on behalf of the Proponent so as to bind the Proponent to the statements made in the Proposal, and the following will apply:

- (a) if the Proponent is a corporation, then the full name of the corporation should be included, together with the name and signature of an authorized signatory; or
- (b) if the Proponent is a partnership or a joint venture, then the name of the partnership or joint venture and the name of each partner or joint venturer should be included and an authorized signatory of each partner or joint venturer should sign. If the partner or joint venture is a corporation, then such corporation should sign as indicated in Section 3.9(a).

Unsigned Proposals, in BC Housing’s discretion, may be rejected.

### **3.10 Budget Price**

The completed [Appendix 4](#) [Budget & Staffing Schedule] will be applied in accordance with the terms of the draft Agreements, represent the entire cost to BC Housing for the complete performance of the Deliverables, exclusive only of GST.

### **3.11 Irrevocability**

Unless a Proponent offers a longer duration in their Proposal, all Proposals will be valid and irrevocable for a period of 60 days after the Submission Time.

## **4. EVALUATION**

### **4.1 Mandatory Requirements**

BC Housing has determined that the following are the only Mandatory Requirements in this RFP:

- (a) Proposals are submitted on or before the Submission Time;
- (b) Proposals are submitted to the Submission Location;
- (c) Completed Appendix 2 [Submission Form];
- (d) Completed Appendix 4 [Budget & Staffing Schedule];
- (e) Response to Evaluation Criteria in Appendix 6; and
- (f) Completed Appendix 10 [Identified Community(ies)].

### **4.2 Evaluation Committee**

The evaluation of Proposals will be undertaken by an evaluation committee (the “**Evaluation Committee**”) comprised of persons appointed by BC Housing, which may consist of BC Housing employees, third-party consultants, and external stakeholders. The Evaluation Committee may consult with, and receive advice from, technical, legal, financial and other consultants as the Evaluation Committee may, in its discretion, decide it requires.

### **4.3 Evaluation Criteria**

BC Housing will evaluate Proposals by applying the evaluation criteria set out in [Appendix 6](#) [Evaluation Criteria and Process]

### **4.4 Evaluation Process**

BC Housing will evaluate Proposals in compliance with evaluation process set out in [Appendix 6](#) [Evaluation Criteria and Process].

The Evaluation Committee may apply the evaluation criteria on a stand-alone basis or a comparative basis, evaluating Proposals by comparing one Proponent's Proposal to another Proponent's Proposal, to determine the Proposal judged to be most advantageous to BC Housing based on the evaluation criteria. To assist in the evaluation of the Proposals, BC Housing may, in its discretion:

- (a) conduct any background investigations, reference checks (including checking references other than those provided by the Proponent) and/or seek any additional information that BC Housing considers necessary to evaluate a Proposal, including obtaining information regarding the Proponent's past performance or conduct on previous contracts with BC Housing or with third parties;
- (b) request interviews to seek clarification of a Proposal or supplementary information from any or all Proponents.
- (c) rely on and consider any information obtained pursuant to this Section 4.4 and/or any additional information in the evaluation of Proposals.

### **4.5 BC Housing's Right to Reject Proposals**

Notwithstanding Section 4.3 or any other provision of this RFP, BC Housing reserves the right to reject any Proposal that:

- (a) is materially incomplete or irregular.
- (b) contains false or misleading statements, claims or information.
- (c) would in BC Housing's opinion lead to an unacceptable health or safety risk; or
- (d) contains any financial or commercial terms that are unacceptable to BC Housing.

BC Housing will not be required to complete a detailed evaluation of a Proposal that BC Housing has determined will be rejected under this Section 4.5.

### **4.6 Proposal Extracts**

If a Proponent's Proposal includes additional commitments or any other information that either exceeds the requirements of the Agreement or that BC Housing wishes to be contractually binding,

these commitments or information may be incorporated into the final Agreement, at BC Housing's discretion.

#### **4.7 Negotiation of Agreement and Award**

Following evaluation, the limited first offering of rent supplements and supports will be allocated to proponents based on scoring while ensuring coverage across the identified communities. If BC Housing selects Preferred Proponents, then BC Housing will enter into discussions with the Preferred Proponents to clarify any outstanding issues and attempt to finalize the terms of the Agreements. During this negotiation, upon BC Housing's request, the Preferred Proponents must provide the documentation listed within [Appendix 7](#). BC Housing reserves the right, in its discretion, to negotiate changes to the Agreements, the scope of Deliverables, the terms of a Proposal or any other terms, including pricing or other financial terms. If at any time BC Housing forms the opinion that mutually acceptable Agreements are not likely to be reached within a reasonable time then BC Housing may give the Preferred Proponent(s) written notice to terminate discussions and BC Housing may then proceed in consideration of its best interests, including:

- (a) terminating the procurement process entirely and proceeding to obtain all or part of the Deliverables in some other manner, including using other suppliers; or

BC Housing may require additional approval for the selection of the Preferred Proponent(s) and/or the execution of the final form of Agreements. This RFP is not an offer and does not obligate BC Housing to obtain the Deliverables.

#### **4.8 No Agreement for Deliverables**

BC Housing has no obligation to execute a legally binding agreement for the deliverables as a result of this RFP. BC Housing will have no obligations related to the draft Agreements, including the Deliverables, unless and until BC Housing enters into the Agreements with the Preferred Proponent(s), and then BC Housing's obligations will be limited to those expressly set out in the Agreements.

#### **4.9 Unsuccessful Proposals**

Proposals will not be opened in public. Upon execution of the Agreements, BC Housing will offer debriefings to unsuccessful Proponents upon receipt of written request to the Contact Person, at a time and date agreeable to both parties. Unsuccessful Proponents should request debriefings within 60 days of notice of the execution of the Agreements.

#### **4.10 Bid Dispute Procedure**

If a Proponent wishes to challenge the outcome of the RFP process, the Proponent should provide written notice to the Senior Manager, Supply Chain Management within 60 days of receiving notice that it was unsuccessful. Senior Manager, Supply Chain Management and BC Housing will respond in accordance with its bid dispute procedures.

#### **4.11 Corrections to Unit Pricing (NOT USED)**

### **5. CONFLICT OF INTEREST AND RELATIONSHIP DISCLOSURE**

#### **5.1 Reservation of Rights to Disqualify**

BC Housing reserves the right to disqualify any Proponent that in BC Housing's opinion has a Conflict of Interest or an unfair advantage (including access to any confidential information not available to all Proponents), whether real, perceived, existing now or likely to arise in the future, or may permit the Proponent to continue and impose such conditions as BC Housing may consider to be in the public interest or otherwise required by BC Housing.

#### **5.2 Disclosure and Transparency**

BC Housing is committed to an open, transparent and competitive procurement process while understanding the Proponents' need for protection of confidential commercial information. To assist BC Housing in meeting its commitment, Proponents will cooperate and extend all reasonable accommodation to this endeavor.

To ensure all public information generated about the Deliverables is fair and accurate and will not inadvertently or otherwise influence the outcome of the procurement process, the disclosure of any public information generated in relation to the Deliverables will be coordinated and is subject to the prior approval of BC Housing.

#### **5.3 Relationship Disclosure (NOT USED)**

#### **5.4 Restricted Parties (NOT USED)**

### **6. TERMS OF THE RFP PROCESS**

#### **6.1 Receipt of Complete RFP**

Proponents are responsible for ensuring that they have received the complete RFP as listed in the table of contents of this RFP. Submission by a Proponent of a Proposal constitutes a representation by that Proponent that they have verified receipt of a complete RFP. Each Proposal is deemed to be made on the basis of the entire RFP, including any Addenda, issued prior to the Submission Time.

BC Housing does not accept responsibility for any Proponent lacking any information. Although effort has been made to provide complete and accurate documents, BC Housing does not guarantee that all documents are complete and accurate. Proponents are advised to contact the Contact Person if they notice any errors, ambiguities, or discrepancies in this RFP.

#### **6.2 Third Party Communications**

Communications with:

- (a) any representative of a governmental authority, including regulatory, municipal or other such authorities; or
- (b) any local property owner, stakeholders in the Deliverables or the media,

with respect to the RFP, including the preparation of a Proposal, should only be made by a Proponent with the prior approval of BC Housing, which approval should be requested through the Contact Person by email.

### **6.3 Ownership of Proposals**

All Proposals, including any intellectual property therein, submitted to BC Housing will become the property of BC Housing, unless otherwise specified in this RFP.

### **6.4 Risk Regarding Electronic Communications**

BC Housing does not assume any risk or responsibility or liability whatsoever to any Proponent:

- (a) for ensuring that any website, online portal or any email system being operated by or for, or used by BC Housing is in good working order, able to receive transmissions, or not engaged in receiving other transmissions such that a Proponent's transmission cannot be received; and/or
- (b) if a permitted email communication or delivery is not received by BC Housing, or received in less than its entirety, within any time limit specified by this RFP.

All permitted email or electronic communications with, or delivery of documents to, the Contact Person will be deemed as having been received by the Contact Person on the dates and times indicated on the Contact Person's electronic equipment.

### **6.5 Unbalanced Pricing**

Proponents should not include unbalanced pricing in their Proposals. Unbalanced pricing exists when, despite an acceptable total Proposal Price, the price of one or more-line items is significantly overstated or understated, as determined by BC Housing acting reasonably. BC Housing reserves the right to reject any Proposal that includes unbalanced pricing or to negotiate changes to unbalanced pricing.

### **6.6 Language**

Proposals should be in English. BC Housing reserves the right to not review or evaluate any portion of a Proposal that is not in English.

### **6.7 Freedom of Information and Protection of Privacy Act**

All documents and other records in the custody, or under the control of, BC Housing are subject to FOIPAA and other applicable legislation. By submitting a Proposal, the Proponent represents and warrants to BC Housing that the Proponent has complied with all applicable laws, including by

obtaining from each individual any required consents and authorizations to the collection of information relating to such individual and to the submission of such information to BC Housing as part of the Proposal for the purposes of this RFP and the procurement process.

### **6.8 Confidentiality**

Except as expressly stated in this RFP and subject to FOIPPA or other applicable legislation, all documents and other records submitted in response to this RFP will be considered confidential; however, such information or parts thereof may be released pursuant to requests under the FOIPPA, other applicable legislation or as necessary to prepare for or in connection with the performance of the Deliverables.

### **6.9 Reservation of Rights**

Notwithstanding any other provision in this RFP, no term or condition will be implied based on any industry practice or custom, and BC Housing reserves the right, in its discretion, to:

- (a) make public the names and Proposal Prices of any or all Proponents;
- (b) if a single Proposal is received, open the Proposal privately and if the Proposal is in excess of BC Housing's budget, then BC Housing may re-issue the RFP without material revisions being made to the RFP and without disclosing the Proponent's name or Proposal Price;
- (c) waive a defect, irregularity, non-conformity or non-compliance (including material non-compliances but excluding any Mandatory Requirements) in or with respect to a Proposal or failure to comply with the requirements of this RFP, and accept that Proposal even if such a defect, irregularity, non-conformity or non-compliance or failure to comply with the requirements of this RFP would otherwise render the Proposal null and void;
- (d) disqualify any Proponent whose Proposal contains misrepresentations or any other inaccurate or misleading information.
- (e) disqualify any Proponent who has engaged in conduct prohibited by this RFP or conduct that compromises the competitive process.
- (f) make changes, including substantial changes, to this RFP provided that those changes are issued by way of Addenda in the manner set out in this RFP.
- (g) cancel this RFP process at any stage.
- (h) cancel this RFP process at any stage and issue a new procurement for the same or similar deliverables.
- (i) reject any or all Proposals.

- (j) modify, suspend or terminate this RFP at any time for any reason (including if the prices in the Proposals exceed available funding) and to reissue a request for proposals, or to undertake another procurement process for the Deliverables, or to obtain the Deliverables in some other manner or decide not to proceed with the Deliverables;
- (k) negotiate any aspects of a Preferred Proponent's Proposal.

This RFP does not commit BC Housing in any way to select a Preferred Proponent or to enter into any agreement or to proceed with a procurement process for the Deliverables.

### **6.10 No Representation or Warranty**

By submitting a Proposal, each Proponent acknowledges and represents that its Proposal is based on its own examination, knowledge, information, and judgment, and is not based upon any statement, representation, or information made or given by BC Housing, the Contact Person or any other person, other than the information contained in this RFP. Submission of a Proposal is deemed to be conclusive evidence that the Proponent accepts the terms of this Section 6.10.

### **6.11 Proponent's Expenses**

Proponents are solely responsible for their own expenses in preparing, and submitting Proposals, and for any meetings, negotiations or discussions with BC Housing or their representatives and consultants, relating to or arising from this RFP.

### **6.12 Limited Claim for Compensation**

Each Proponent:

- (a) agrees that it will not bring any claim, action, demand, suit or cause of action, whether arising in contract, tort (including negligence) or otherwise (a "**Claim**") in excess of the amount equivalent to the reasonable costs incurred by the Proponent in preparing its Proposal against BC Housing or any of BC Housing's respective employees, directors, officers, advisors or representatives for any costs, damages or other compensation for any matter relating directly or indirectly to this RFP (including, without limitation, in the event that BC Housing rejects or disqualifies or for any other reason fails to accept a Proposal, accepts a non-compliant or materially non-compliant Proposal, fails to proceed with the Deliverables or otherwise breaches the terms of this RFP or any duties arising from this RFP); and
- (b) except for Claims for amounts less than or equivalent to the reasonable costs incurred by the Proponent in preparing its Proposal, as described in Section 6.12(a), waives any Claim against BC Housing or any of its respective employees, directors, officers, advisors or representatives for any compensation of whatsoever nature or kind including, without limitation, for loss of anticipated profits, indirect, incidental or consequential damages or losses if the Deliverables do not proceed or no Agreement is entered into between a Proponent and BC Housing for any reason whatsoever,

including, without limitation, in the event that BC Housing rejects or disqualifies or for any other reason fails to accept a Proposal.

### **6.13 No Collusion**

By submitting a Proposal, the Proponent, and each firm, corporation or individual member of the Proponent represents and confirms to BC Housing that the Proponent has prepared its Proposal without any connection, knowledge, comparison of figures, arrangement or collusion with any other person or persons submitting or participating in the preparation of any other Proposal.

### **6.14 No Solicitation**

The Proponent should not make any representations or solicitations to any elected or appointed official or to any director, officer or employee of BC Housing with respect to the RFP or a Proposal either before or after submission of the Proposal except as expressly provided herein. If any director, officer, employee, agent sub-contractor, supplier or other representative of the Proponent communicates with any elected or appointed official or any director, officer or employee of BC Housing, or any consultant engaged by BC Housing in connection with this RFP about this RFP, other than the Contact Person, BC Housing may, at its discretion and regardless of the nature of the communication, reject the Proposal submitted by the Proponent.

### **6.15 Trade Agreements (NOT USED)**

## **7. INTERPRETATION**

### **7.1 Governing Law**

This RFP is governed by the law of British Columbia and the laws of Canada applicable therein.

### **7.2 Interpretation**

In this RFP:

- (a) any action, decision, determination, consent, approval or any other thing to be performed, made, or exercised by or on behalf of BC Housing, including the exercise of “discretion” or words of like effect, unless the context requires it, is at the sole, absolute and unfettered discretion of BC Housing;
- (b) the use of headings is for convenience only and headings are not to be used in the interpretation of this RFP; and
- (c) the word “including” when used in this RFP is not to be read as limiting.

## **APPENDIX 1 - SUBMISSION REQUIREMENTS**

### **General:**

Without limiting the terms of this RFP, this Appendix describes the specific documentation that a Proponent should submit. The Proponent's Proposal documents should comprehensively address the requirements set out in this Appendix. The Proposal should include sufficient information to demonstrate that the Proponent has a good understanding of the Deliverables and to demonstrate that the Proponent is capable of performing the responsibilities and obligations under the Agreement.

If a template is supplied, all required fields should be populated, and the format of the template should not be changed (including the native file format).

Proponents should arrange the content of their Proposal in accordance with the sequencing of and using the section numbers and corresponding titles shown in, this Appendix. Any unsolicited information should be included in the section titled "Additional Information".

### **Submission Requirements:**

Proponents should submit the following information:

#### **1. Cover Page**

The cover page should include the solicitation title and number, Submission Time, Proponent's legal name, address, contact person, telephone number, and email address.

#### **2. Table of Contents**

The table of contents should include all sections and key subsections of the Proposal.

#### **3. Submission Form (Appendix 2)**

Each proposal should include a Submission Form (Appendix 2) completed and signed by an authorized representative of the Proponent.

#### **4. Budget & Staffing Schedule (Appendix 4)**

Each proponent must complete the Forms ([Appendix 4](#)) to include with the proposal and explain major assumptions used in arriving at your estimates. Provide any notes, explanations or rationale to explain how and why the submitted budgets numbers were determined.

#### **5. Identified Community(ies) (Appendix 10)**

Each proponent must complete the Form ([Appendix 10](#)) to identify which specific community(ies) your organization is going to deliver the support services under SRSP program and the number of benefits you request.

## **6. Responses to Evaluation Criteria**

In your proposal, clearly indicate Proponents' understanding of the RFP and deliverables. Provide all responses to the criterion following the format outlined in [Appendix 6](#). Your proposal and responses to the criteria should be clear, concise and thorough.

*In order to ensure your responses are complete and encompass your organizations' philosophies, policies and experience, it is important to provide as much detailed information as possible.*

*Please assume those reviewing your submission have no understanding of your organization.*

**APPENDIX 2 - SUBMISSION FORM**

To: **BC Housing**

Attention: **John Wu, Supply Chain Management**

Re: **Submission Form: RFP #1070-2223-142**

**PROPONENT INFORMATION:**

Proponents should provide the following information:

Legal name of Proponent:	
Any other relevant name under which the Proponent carries on business:	
Street Address:	
City, Province/State:	
Postal Code/Zip Code:	
Phone Number:	
Fax Number:	
Company Website (If Any):	
Proponent's Contact Person and Title:	
Proponent's Contact Person Phone:	
Proponent's Contact Person email:	

**ELECTRONIC FUNDS TRANSFER:**

BC Housing implemented direct deposit payment (EFT) that requires all vendors to set up direct deposits as the method of receiving payments from BC Housing. Please identify your current payment status:

- We currently receives payment from BC Housing through direct deposit; or
- We currently do not receive payment from BC Housing through direct deposit but will provide a BC Housing direct deposit form and void cheque prior to Agreement execution

The Proponent hereby agrees and acknowledges that:

**1. Proposal**

- (a) this Submission Form has been duly authorized and validly executed and is binding on the Proponent.
- (b) the Proponent is bound by all statements and representations in its Proposal.
- (c) its Proposal strictly conforms to the RFP and that BC Housing may, in its discretion, reject the Proposal if it fails to strictly conform to the RFP.
- (d) its Proposal is in all respects a fair submission made without solicitation, collusion or fraud; and
- (e) BC Housing reserves the right to verify information in the Proposal and conduct any background investigations including criminal record investigations, verification of the Proposal, credit enquiries, litigation searches, bankruptcy registrations and taxpayer information investigations or other investigations on any or all of the Proponent team members and by submitting a Proposal, the Proponent agrees that they consent to the conduct of all or any of those investigations by BC Housing.

**2. Acknowledgements with Respect to the RFP**

- (a) the Proponent has received, read, examined and understood the entire RFP including all of the terms and conditions, all documents listed in the RFP table of contents, and any and all Addenda.
- (b) the Proponent has provided the information requested on the last page of this Submission Form.
- (c) the Proponent agrees to be bound by the RFP, including but not limited to the provisions related the limits placed on the ability of the Proponent to make a claim against BC Housing.
- (d) the Proponent has had sufficient time to consider, and has satisfied itself as to the applicability of, the content in the RFP and any and all conditions that may in any way affect its Proposal.
- (e) the Proponent has disclosed all relevant relationships of the Proponent, in accordance with the instructions and format outlined in the Relationship Disclosure Form; and
- (f) the Proponent has received, and based its Proposal, on all Addenda issued by BC Housing.
- (g) Proponent's Board of Directors is aware of this proposal, lease terms and supports the submission.

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Name of Proponent

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Name of Authorized Signatory

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Title of Authorized Signatory

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Signature of Authorized Signatory

If the Proponent is a partnership or joint venture – provide a form for each of its partners or joint venturers, as applicable.

**APPENDIX 3 - REFERENCE FORM (NOT USED)**

**APPENDIX 4 – BUDGET & STAFFING SCHEDULE**

(see separate attachment)

**APPENDIX 5 - RELATIONSHIP AND CONFLICT DISCLOSURE FORM (NOT USED)**

## APPENDIX 6 - EVALUATION CRITERIA AND PROCESS

BC Housing will evaluate Proposals by applying the qualitative rated evaluation criteria set out in this Appendix. Qualitative criteria evaluation will be completed by Evaluation Committee.

### 1. Qualitative Evaluation Criteria.

For evaluation of qualitative criteria, the Evaluation Committee will apply the rated evaluation criteria and weightings on a stand-alone basis in accordance with evaluation guidelines developed and established for the Services requested in this RFP.

#### 1.1 Rated Criteria

BC Housing will score each proposal submitted based on the rated criteria as provided below.

<u>Rated Criteria Category</u>	<u>Weighting (Percent)</u>
Proponent Experience	25
Need and Impact Within the Community	20
Community Partnership & Relationships	10
Operational Capacity	15
Budget & Staffing	20
Social Sustainability	10
<b>Total Percentage</b>	<b>100</b>
Interview/Presentation if necessary	100

#### 1.2 Proponent Experience (25%)

##### Experience with Support Service (non-clinical supports)

Proponents should demonstrate their experience providing support services as per the following:

- .1 Provide an overview of the primary mandate of your organization including an overview of populations served and programs and services delivered.
- .2 Provide past experience your organization has participating in similar housing and/or support program(s) and what you have done to meet the deliverables of the program(s). What you have learned from the past experience and how it would assist you in managing the deliverables of the program outlined in this RFP.
- .3 Provide details on your experience administering or connecting people experiencing or at risk of homelessness with support services.
  - Specific supports provided and why these are important to your clients. Identify which your organization currently offers internally, and which are provided by external partners or agencies.
  - Specific client groups served and length of tenancy and length of time receiving supports.
  - Geographic/community areas served and length of tenure within these communities.

- .4 Clearly explain your organization's philosophy and how this philosophy is embedded within support services programming.
- .5 Provide your organization's specific operating plan for providing service delivery to your clients. Identify who provided input into the development of this plan, how long the plan has been in place and what revisions have taken place over the last several versions of the plan and the rationale as to why these revisions have been included. If clients or people with lived and or living experience of homelessness have informed this proposal, please provide specific information on how and which components.
- .6 Provide several specific examples in working with persons who may be difficult to engage and/or may be facing addictions and/or mental health challenges. Describe the situations faced, specific actions implemented, and the outcomes realized from enacting the actions. If an outcome was unsuccessful, what further actions were undertaken?
- .7 Provide annual statistics on client success rates over the last 3 years. Examples could include: % of clients who moved on to next level housing, % voluntary dropped out of program, % of repeat clients within a 12-18-month period, average length of stay within the program.

### **Delivery of Rent Supplements**

- .1 Describe the experience your organization has with assisting people with the process to locate, apply for and secure rental housing in the private market.
- .2 Describe details on how your organization will manage and process Housing Benefit Applications and annual Re-Applications in a timely manner and notify recipients of any changes to their Housing Benefit.
- .3 Describe the experience your organization has with administering and reconciling monthly payments to individuals or to third parties (ie: landlords) on their behalf.
- .4 Describe details on how your organization will engage and maintain relationships with landlords and tenants and be responsive to landlords and tenants concerns in order to support successful tenancies.

### **1.3 Need & Impact Within- the Community (20%)**

Provide data/outcomes evidence that demonstrates successful impact with the identified client groups within each respective community. Evidence can be based upon local need and demand analysis or other factual statistical evidence.

Provide detailed analysis that delineates how the SRSP allocations requested will further strengthen local outcomes and identify benefits to the local community.

- .1 Provide details on the approach your organization has been using to select eligible program recipients and how to demonstrate the transparency and fairness during the selection process. Explain if this approach would appropriately fit to the program to select eligible recipients identified in the RFP, and if not, how to adjust it.

- .2 Clearly identify specialized expertise and skills within your organization that support specific genders (men, women, 2SLGBTQIA+), Indigenous, racialized, disabled people. Providers are expected to offer all support services listed in Appendix 9, Part 2. However, if there are unique support service needs and priorities based on your organization's target client population, please identify this in your submission and clarify the extent to which each required category of support will be met or prioritized.

#### **1.4 Community Partnership & Relationships (10%)**

Describe the relationships your organization has developed with community-based organizations and agencies, including multiple levels of government and regional health authorities.

- .1 Identify current relationships working with multiple levels of government. Identify the organization and the nature of each relationship with each level of government and provide statistical evidence of the outcomes of each relationship over the past 3 years.
- .2 Identify any existing partnerships your organization has with other complementary organizations, especially partnerships with supports providers for your client group(s). Identify the organizations, length of term of the partnerships, specific roles/actions of the partnership, why this partner was selected and statistical evidence demonstrating client success throughout the partnership over the past 3 years.
- .3 Identify your process by which you build and maintain strong, efficient and mutually beneficial relationships with key stakeholders. Clearly identify each specific stakeholder, specific relationship, length of time and each stakeholder's level of interest and influence with your operations/client group.
- .4 Noting the involvement of other program partners (eg., Health Authorities in the provision of clinical supports) and the requirements to participate in community access and assessment forums, please outline how you will engage with partners to best serve Clients' need and any relevant experience in coordinated Client care.
- .5 As the Housing Benefit is portable and the ISF strives to enable non-clinical support services to be portable, describe how your organization will coordinate with BC Housing and other partners to support the portability of both within British Columbia, aspiring to provide the Recipient with the best chance of success should they choose to re-locate.

#### **1.5 Operational Capacity (15%)**

- .1 Identify operating and staffing capacity & ability to successfully deliver the supports required.
- .2 Highlight any staffing deficits and provide an action plan as to how these deficits will be successfully addressed. Clearly identify the number and positions of new staff that will would need be hired for this new project. Identify how social sustainability and diversity plans will be implemented within any new positions required.

#### **1.6 Budget & Staffing (Appendix 4) (20%)**

[Appendix 4](#) is to be prepared and included with the Proposal.

- Identify number of SRSP allocations requested.
- Provide details on programing, staffing and administrative costs (i.e. Any new positions created and hourly wages or salaries incurred for each new position).
- Provide rationale and overview of your budget and staffing model.

### **1.7 Social Sustainability (10%)**

- .1 Provide specific examples of how your organization addresses systemic concerns of program participants, developing trust and demonstrating accountability to program participants to address systemic discrimination and better empower participants. Provide statistical evidence of such over the past 3 years.
- .2 Provide your training plans for staff on equity and systemic discrimination. Identify plans for new staff and ongoing awareness plans for existing staff.
- .3 Provide details on specific culturally appropriate services provided especially in working with urban Indigenous population. Explain how these programs were developed, and what client and community input was included within the services. Provide demonstrated evidence of the success of these services.
- .4 Describe experience interacting with and supporting racialized and underserved populations (i.e. seniors, women, youth, families, 2SLGBTQIA+ and gender diverse). Provide details of programs or specific operational approaches, how these programs were developed and evidence of success with these groups.
- .5 Provide an Executive staff list for both your Board, Senior Executives and Managerial roles. For each position identify the type of social housing experience, years of service and in what capacity. Explain the process of how your organization ensures that persons within these roles possess both the required qualifications and specific experience but are also directly reflective of the gender and cultural identities of your client population.
- .6 Provide data on the staff profile across your organization, and include both the required qualifications and specific work experience and how the staff team reflect the gender, cultural identities and lived experience of your client population. If they do not, provide information on the work underway to address this.

## **2. Cumulative Score, Selection of Proponents and Presentation**

At the conclusion of qualitative evaluation, evaluator scores will be totalled for each proposal. The limited first offering of rent supplements and supports will be allocated to proponents based on scoring while ensuring coverage across the identified communities.

## APPENDIX 7 – POST SELECTION DOCUMENTATION

Upon notification of award, the Preferred Proponent, as described within section 4.7 of this document, will be requested to submit the following documentation (*do not include this information as part of your submission*):

### a. Constatting Documents

If deemed necessary by BC Housing, the Preferred Proponent shall be required to provide certain documentation specific to their organizational structure. For example, a Non-profit Society may be required to provide a copy of their constating documents and any registered amendments or indicate that they are currently on file with BC Housing. BC Housing will verify that the Preferred Proponents documents comply with BC Housing requirements. BC Housing’s constating document requirements are available on the BC Housing [website](#) for information only and Proponents are advised not to make any pre-emptive changes to their documents without consulting with BC Housing.

### b. Insurance

The Preferred Proponent must, without limiting its obligation or liabilities and at its own expense, purchase and maintain (with insurers licensed in Canada) throughout the term of this agreement Commercial General Liability Insurance in an amount not less than **\$5,000,000.00** inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement.

### c. Criminal Records Review Act check

All Suppliers, their employees, subcontractors/trades who are providing services or performing work on BC Housing property (tenanted buildings only) are governed by the requirements of the BC Criminal Records Review Act (the “Act”) and must pass a CRRA check prior to working on projects that place them around children and/or vulnerable people.

In order for BC Housing to ensure that suppliers, their employees, sub-contractors/trades who are performing work or providing services conform to the requirements of the Act, a CRRA check must be performed.

BC Criminal Records Review Act states; “All individuals who work with children or vulnerable adults, or have unsupervised access to children or vulnerable adults in the ordinary course of their employment, or in the practice of an occupation, or during the course of an education program and who are employed by or licensed by, or receive regular ongoing operating funds from the provincial government are covered under the Criminal Records Review Act.”

The Preferred Proponent must complete a Criminal Records Review Act (CRRA) check through the Ministry of Public Safety and Solicitor General (the Ministry) Criminal Records Review Program (CRRP) for all current employees and new employees hired during the term of the contract, as well as any sub contractors and/or trades who will be performing work on BC

Housing properties. Only those with a cleared Criminal Records Review Program check will be allowed to perform work under the contract.

Upon notification of Award, the Preferred Proponent will be provided with additional, specific instructions to complete this process.

NOTE: RCMP clearance or any other third-party clearance are not acceptable and will not be considered equivalent.

BC Housing is not responsible for any costs associated with the Criminal Records Review Program checks.

**d. Covid-19**

The Preferred Proponent will be required to comply with all applicable Covid-19 protocols identified in the resulting Agreement.

## **APPENDIX 8 - DRAFT AGREEMENTS**

The Agreements include all the following documents:

- 1. Supported Rent Supplement Program (SRSP) Agreement (sample)** (Attached)
- 2. Canada – British Columbia Housing Benefit (CBCHB) Agreement (sample)**  
(Attached)
- 3. BC Housing Supplier Code of Conduct**, available at:  
<https://www.bchousing.org/about/doing-business/supplier-centre/contract-essentials> (Not Attached)

## APPENDIX 9 – SCOPE OF DELIVERABLES

### 1. Introduction to Deliverables

This Request for Proposals (“RFP”) is an invitation by **BC Housing Management Commission** (“BC Housing”) to Non-Profit Societies and Service Organizations to submit proposals for the provision of participating in the **Supported Rent Supplement Program** within the **Province of BC** in compliance with requirements of this RFP and the **Sample Agreements – Supported Rent Supplement Program & Canada-British Columbia Housing Benefit** ([Appendix 8](#)) and the scope of deliverables outlined below.

### 2. Supported Rent Supplement Program

The Supported Rent Supplement Program provides services to Canada-British Columbia Housing Benefit recipients to strengthen their personal wellbeing and enable them to transition to, and remain in, stable market housing.

The Provider will deliver Support Services, which are beneficial to the Program Recipients. The Support Services are intended to enhance system navigation for all individuals experiencing Homelessness or At Risk of Homelessness and aims to address the intersecting realities of individuals who must access multiple systems to have their basic needs met.

If the Recipient moves, the Provider will continue to provide support services or otherwise work with BC Housing and other service providers in the new area to ensure the Recipient continues to receive Support Services. The Provider will notify BC Housing if Support Services are not available in the new area.

The Support Services include:

- Indigenous cultural supports and other culturally appropriate services;
- housing supports;
- social, emotional, and community supports;
- personal living supports;
- food security supports

### 3. Geographic Dispersal/Allocation

The following communities are priority communities for the Supported Rent Supplement Program.

**Vancouver Island:** Campbell River, Duncan, Nanaimo, Parksville, Victoria

**Fraser:** Abbotsford, Chilliwack, Surrey

**North:** Prince George, Terrace

**Vancouver Coastal:** Vancouver

**Interior:** Kamloops, Kelowna, Nelson, Vernon

#### **4. Canada – British Columbia Housing Benefit (CBCHB)**

The CBCHB Program provides targeted assistance to reduce Housing Need for selected vulnerable low-income British Columbians.

The Provider will deliver the Housing Benefits which includes:

- Ensuring that the Housing Benefits are disbursed to eligible Recipients, as outlined in the CBCHB Agreement;
- Notifying Recipients of any changes to their Housing Benefit;
- Issuing a T5007 Statement of Benefits to any Recipient who receives more than \$500.00 in Housing Benefits during a tax year;
- Ensuring that each Recipient provides consent using the Benefit Recipient Agreement;
- Ensuring all Housing Benefits are entered in the BC Housing database by the Housing Benefit effective date;
- Coordinating with BC Housing and/or other Provider’s administering CBCHB Housing Benefits to ensure smooth transitions between the CBCHB Program and other applicable programs; and
- Complying with all terms outlined in the Canada-British Columbia Housing Benefit (CBCHB) Agreement. (attached as **Appendix 8** to this RFP).

##### **4.1 Eligible Recipients**

The CBCHB Program is intended to support vulnerable individuals and households in Housing Need, CBCHB with SRSP will provide clinical and non-clinical supports for the following groups, which may include:

- People Experiencing Homelessness or At Risk of Homelessness, including those sheltering outdoors, in encampments, in emergency shelters, Single Room Occupancies (SROs), supportive recovery houses, leaving correctional or treatment facilities with no return address, moving between temporary housing, supportive housing or do not have their own rooms or options for self-isolation;
- Women and children experiencing or at risk of violence;
- Indigenous peoples;
- People with disabilities;
- People dealing with mental health and addictions issues;
- Veterans;
- Racialized communities;
- Newcomers and refugees;
- Youth leaving care or At Risk of Homelessness

Households allocated a Housing Benefit must also have income below the CBCHB income limits, as established by BC Housing from time to time. As of the issuance of this RFP the Income Limits are as follows:

Household Size	Income Limit	
	Monthly	Annual
Singles or Couples without dependents	\$2,666.00	\$31,992.00
Family of 4 or less	\$3,333.33	\$40,000.00
Family of 5 or more	\$3,700.00	\$44,400.00

## 4.2 Eligible Residence

The Housing Benefits may only be used to supplement the rental payments of Recipients living in non-subsidized rental units.

- The residence must be located in British Columbia;
- The residence must be the Recipient’s primary residence; and
- The Recipient must pay more than 30% of gross monthly income towards the Rent for the residence.

The following residences are eligible:

- Any self-contained apartment or suite where the Residential Tenancy Act applies, including shared rental situations.
- Shared rental situations including Co-Tenants or Tenants in Common where the Residential Tenancy Act applies.
- Community Housing where the development or unit is not receiving ongoing subsidy.
- Manufactured homes where the Recipient pays Rent for either the home or the pad (site). Where the Recipient pays Rent for both the manufactured home and the pad (site), they are treated as a single residence.
- Co-ops where the Recipient is a tenant of the co-op (the co-op must confirm the Recipient is not a shareholder and has signed a tenancy agreement).

Other residences may be considered on a case-by-case determination and approval by BC Housing.

The following property types are not eligible:

- Any residence where the Rent is paid or subsidized by government at any level, or units that are part of a development that receives government housing assistance.
- Any residence in a housing co-op where any individual living in the residence is a shareholder.
- A home owned by the Recipient, other than a manufactured home where the Recipient pays Rent for the pad (site).
- Private assisted living or any residence where the Recipient pays room and board.
- Any residence where the landlord is also the Provider who is administering the Housing Benefit to the Recipient.

## 4.3 Benefit Calculation

The CBCHB is a calculated benefit using the following formula: Adjusted Rent – Tenant Rent Contribution = The Housing Benefit (subject to Minimum and Maximum Benefit)

Where:

- **Adjusted Rent** is the lesser of the Rent paid in the private market or the Rent Ceiling, based on core household size and location in the province.

Household Size	Rent Ceiling*		
	Zone 1	Zone 2	Zone 3
Singles or Couples without dependents	\$975.00	\$941.00	\$900.00
Family of 4 or less	\$1,408.00	\$1,279.00	\$1,258.00
Family of 5 or more	\$1,549.00	\$1,407.00	\$1,384.00

\*Rent Ceilings as of April 1, 2022

**Zone 1** – includes the Metro Vancouver Regional District communities: Aldergrove, Anmore, Belcarra, Bowen Island, Burnaby, Coquitlam, Delta, Langley, Lions Bay, North Vancouver, Maple Ridge, New Westminister, Pitt Meadows, Port Coquitlam, Port Moody, Richmond, Surrey, Vancouver, West Vancouver, and White Rock

**Zone 2** – includes the following communities: Abbotsford, Agassiz, Central Saanich, Chase, Colwood, Dawson Creek, Esquimalt, Fort St. John, Highlands, Kamloops, Kelowna, Lake Country, Langford, Lantzville, Logan Lake, Metchosin, Mission, Nanaimo, New Songhees, North Saanich, Oak Bay, Peachland, Penticton, Prince George, Saanich, Saanichton, Sidney, Sooke, Squamish, Terrace, Union Bay, Victoria, View Royal, West Kelowna

**Zone 3** – All BC communities not included in Zone 1 or 2

**- Tenant Rent Contribution**

- For Recipients in receipt of Income Assistance or Disability Assistance (including top-up), the shelter portion of the income or disability assistance payment is used to calculate the Housing Benefit.
- For Recipients with no income from Income Assistance or Disability Assistance (employment, pensions, etc.), the Rent Contribution is the lesser of 30% of gross monthly household income or the minimum shelter contribution based on household size.

Household Size	Minimum Shelter Contribution
Singles or Couples without dependents	\$375.00
Family of 4 or less	\$715.00
Family of 5 or more	\$765.00

See example calculations as *Appendix 11*

**Minimum and Maximum Housing Benefit**

Household Size	Minimum Housing Benefit	Maximum Housing Benefit
Singles or Couples without dependents	\$25.00	\$600.00
Family of 4 or less	\$50.00	\$693.00
Family of 5 or more	\$50.00	\$784.00

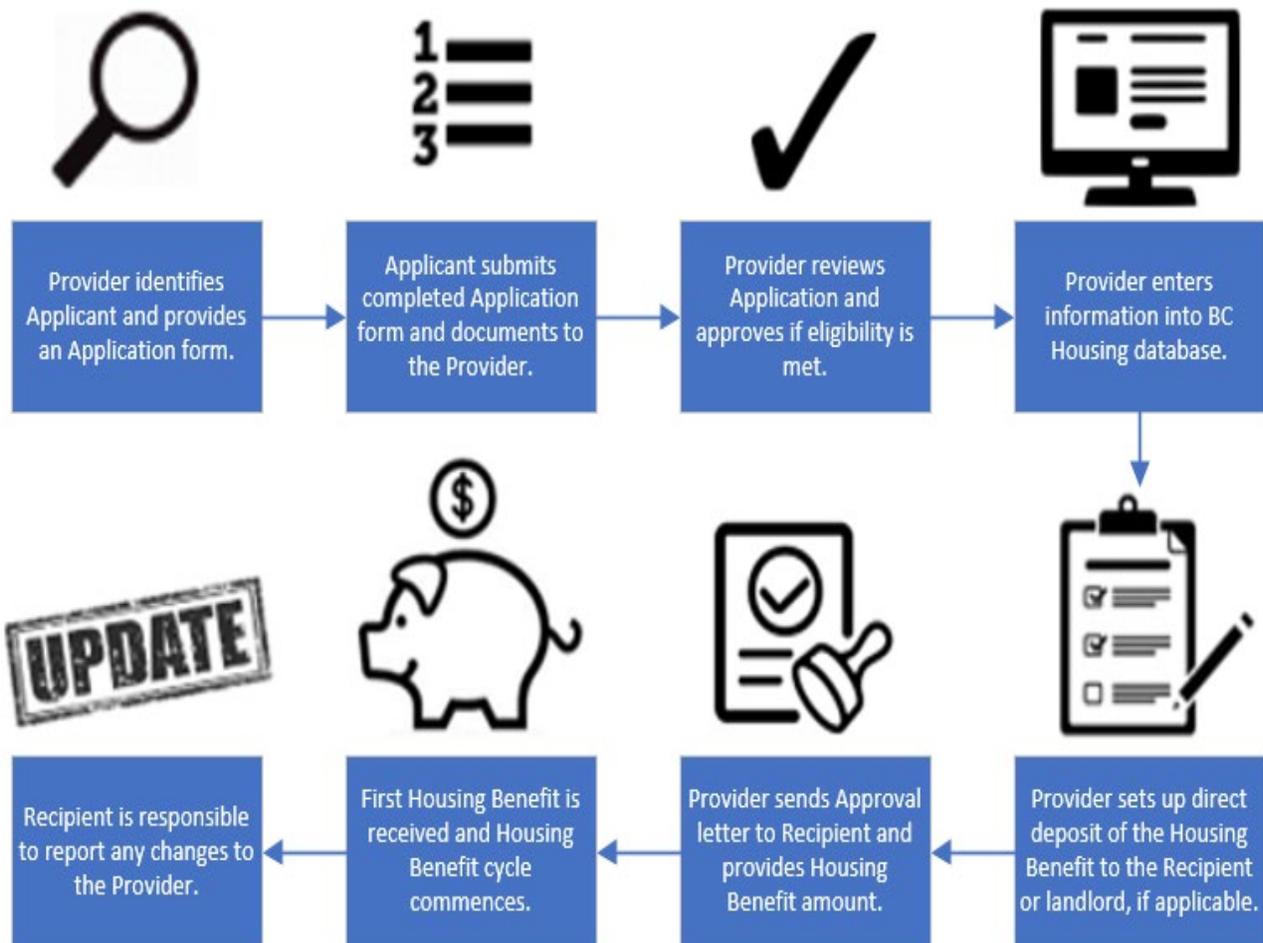
#### 4.4 Provider Responsibilities

The Provider must enter the Recipient’s information into BC Housing’s database and retain all supporting documentation. BC Housing has the right to request copies of the documentation for the purpose of verifying eligibility for the program. The Housing Benefit will be paid to the Provider in advance on a monthly basis, based on actual Housing Benefits paid to Recipients.

The Provider must issue a T5007 Statement of Benefits to any Recipient who receives more than \$500.00 in Housing Benefits during a tax year. The T5007 must be mailed to the Recipient’s last known address and filed with Canada Revenue Agency by the last business day of February each year.

A monthly administrative fee of \$55.00 per Recipient may be retained by the Provider to offset the administrative costs of administering the Housing Benefit.

#### Program Process Overview



**APPENDIX 10 – IDENTIFIED COMMUNITY(IES)****1. Identify Intended Target Group(s)**

The SRSP program will assist by providing clinical and non-clinical supports to those experiencing Homelessness or At Risk of Homelessness, including those sheltering outdoors, in encampments, in emergency shelters, Single Room Occupancies (SROs), supportive recovery houses, leaving correctional or treatment facilities with no return address, moving between temporary housing, supportive housing or do not have their own rooms or options for self-isolation.

Please select which specific group(s) you will be serving.

- Women and children experiencing or at risk of violence;
- Indigenous peoples;
- People with disabilities;
- People dealing with mental health and addictions issues;
- Veterans;
- Racialized communities;
- Newcomers and refugees;
- Youth leaving care or At Risk of Homelessness
- Other: Describe: \_\_\_\_\_

**2. Identify Community(ies)****Fraser**

- Abbotsford
- Chilliwack
- Surrey

**Vancouver Coastal**

- Vancouver

**North**

- Prince George
- Terrace

**Interior**

- Kamloops
- Kelowna
- Nelson
- Vernon

**Vancouver Island**

- Campbell River
- Parksville
- Duncan
- Victoria
- Nanaimo

### 3. **Supported Housing Benefits (SRSP) Allocation Request**

We request the following

#\_\_\_\_\_ Supported Housing Benefits (minimum 10) SRSP Allocations.

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Signature of Proponent Representative

---

Name and Title

Date:

## APPENDIX 11 –CBCHB SAMPLE CALCULATIONS

### Income Assistance or Disability Assistance Recipients

<b>Single Person</b>			
<b>Income Source/Amount</b>	Disability Assistance	Income Assistance	Disability Assistance
<b>Zone/Max Rent Ceiling</b>	Zone 1 / 975.00	Zone 2 / 941.00	Zone 3 / 900.00
<b>Actual Rent</b>	950.00	910.00	910.00
<b>Adjusted Rent</b>	950.00 (actual rent)	910.00 (actual rent)	900.00 (Rent Ceiling)
<b>Tenant Shelter Contribution</b>	375.00 (shelter rate)	375.00 (shelter rate)	375.00 (shelter rate)
<b>Housing Benefit</b>	950 – 375 = <b>575.00</b>	910-375 = <b>535.00</b>	900 – 375 = <b>525.00</b>

<b>Single Person living with a Roommate (assume 50/50 split on rent)</b>			
<b>Income Source/Amount</b>	Disability Assistance	Income Assistance	Disability Assistance
<b>Zone/Max Rent Ceiling</b>	Zone 1 / 975.00	Zone 2 / 941.00	Zone 3 / 900.00
<b>Actual Rent (with roommate)</b>	1,200.00	1600.00	2000.00
<b>Recipients share of rent</b>	600.00	800.00	1000.00
<b>Adjusted Rent</b>	600.00 (actual rent)	800.00 (actual rent)	900.00 (Rent Ceiling)
<b>Tenant Shelter Contribution</b>	375.00 (shelter rate)	375.00 (shelter rate)	375.00 (shelter rate)
<b>Housing Benefit</b>	600 – 375 = <b>225.00</b>	800-375 = <b>425.00</b>	900 – 375 = <b>525.00</b>

<b>Couples</b>			
<b>Income Source/Amount</b>	Disability Assistance	Income Assistance	Disability Assistance
<b>Zone/Max Rent Ceiling</b>	Zone 1 / 975.00	Zone 2 / 941.00	Zone 3 / 900.00
<b>Actual Rent</b>	1,100.00	950.00	875.00
<b>Adjusted Rent</b>	975.00 (Rent Ceiling)	941.00 (Rent Ceiling)	875.00 (actual rent)
<b>Tenant Shelter Contribution</b>	570.00 (shelter rate)	570.00 (shelter rate)	570.00 (shelter rate)
<b>Housing Benefit</b>	975 – 570 = <b>405.00</b>	941 – 570 = <b>371.00</b>	875 – 570 = <b>305.00</b>

<b>Family of 3 people (use Rent Ceilings for Family of 4 or less)</b>			
<b>Income Source/Amount</b>	Disability Assistance	Income Assistance	Disability Assistance
<b>Zone/Max Rent Ceiling</b>	Zone 1 / 1,408.00	Zone 2 / 1,279.00	Zone 3 / 1,258.00
<b>Actual Rent</b>	1,500.00	1,400.00	1,250.00
<b>Adjusted Rent</b>	1,408.00 (Rent Ceiling)	1,279.00 (Rent Ceiling)	1,250.00 (actual rent)
<b>Tenant Shelter Contribution</b>	665.00 (shelter rate)	665.00 (shelter rate)	665.00 (shelter rate)
<b>Housing Benefit</b>	1,408 – 665 = <b>743.00</b>	1,279 - 665 = <b>614.00</b>	1250 – 665 = <b>585.00</b>

**CBCHB Sample Calculations - Income from Employment / Pensions / Other**  
(no Income Assistance or Disability Assistance)

<b>Single Person</b>			
<b>Income Source/Amount</b>	Employed/Pensions	Employed/Pensions	Employed/Pensions
<b>Zone/Max Rent Ceiling</b>	Zone 1 / 975.00	Zone 2 / 941.00	Zone 3 / 900.00
<b>Actual Rent</b>	950.00	910.00	910.00
<b>Adjusted Rent</b>	950.00 (actual rent)	910.00 (actual rent)	900.00 (Rent Ceiling)
<b>Income (monthly)</b>	1800.00	1800.00	1,800.00
<b>Tenant Shelter Contribution</b>	1800 x 30% = 540	1800 x 30% = 540	1800 x 30% = 540
<b>Housing Benefit</b>	950 – 540 = <b>410.00</b>	910-540 = <b>370.00</b>	900 – 540 = <b>525.00</b>

<b>Single Person living with a Roommate (assume 50/50 split on rent)</b>			
<b>Income Source/Amount</b>	Employed/Pensions	Employed/Pensions	Employed/Pensions
<b>Zone/Max Rent Ceiling</b>	Zone 1 / 975.00	Zone 2 / 941.00	Zone 3 / 900.00
<b>Actual Rent (with roommate)</b>	1,200.00	1600.00	2000.00
<b>Recipients share of rent</b>	600.00	800.00	1000.00
<b>Adjusted Rent</b>	600.00 (actual rent)	800.00 (actual rent)	900.00 (Rent Ceiling)
<b>Income (monthly)</b>	1500.00	1650.00	1200.00
<b>Tenant Shelter Contribution</b>	1500 x 30% = 450	1650 x 30% = 495	1200 x 30% = 360: Min contribution applies = 375
<b>Housing Benefit</b>	600 – 450 = <b>150.00</b>	800 - 495 = <b>305.00</b>	900 – 375 = <b>525.00</b>

<b>Couples</b>			
<b>Income Source/Amount</b>	Employed/Pensions	Employed/Pensions	Employed/Pensions
<b>Zone/Max Rent Ceiling</b>	Zone 1 / 975.00	Zone 2 / 941.00	Zone 3 / 900.00
<b>Actual Rent</b>	1,100.00	950.00	875.00
<b>Adjusted Rent</b>	975.00 (Rent Ceiling)	941.00 (Rent Ceiling)	875.00 (actual rent)
<b>Income (monthly)</b>	2,200.00	2,100.00	2,000.00
<b>Tenant Shelter Contribution</b>	2,200 x 30% = 660	2,100 x 30% = 630	2,000 x 30% = 600
<b>Housing Benefit</b>	975 – 660 = <b>315.00</b>	941 – 630 = <b>311.00</b>	875 – 600 = <b>275.00</b>

<b>Family of 3 people (use Rent Ceilings for Family of 4 or less)</b>			
<b>Income Source/Amount</b>	Employed	Employed	Employed
<b>Zone/Max Rent Ceiling</b>	Zone 1 / 1,408.00	Zone 2 / 1,279.00	Zone 3 / 1,258.00
<b>Actual Rent</b>	1,800.00	1,400.00	1,250.00
<b>Adjusted Rent</b>	1,408.00 (Rent Ceiling)	1,279.00 (Rent Ceiling)	1,250.00 (actual rent)
<b>Income (monthly)</b>	2,400.00	2,000.00	1800.00
<b>Tenant Shelter Contribution</b>	2,400 x 30% = 720	2,000 x 30% = 600: Min contribution applies = 715	1800 x 30% = 540: Min contribution applies = 715.00
<b>Housing Benefit</b>	1,408 – 720 = <b>688.00</b>	1,279 – 715 = <b>564.00</b>	1250 – 715 = <b>535.00</b>



Request for Proposals #1070-2223-142  
Participate in Supported Rent Supplement Program  
Various locations, BC