



Calgary Homeless  
FOUNDATION

REQUEST FOR PROPOSALS (RFP)  
Evaluation of Community  
Development Program  
Ref: 20038

Closing Date: **September 26, 2019** Time: 12:00PM MST

Response Submission/Questions Contact:

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## 1.0 INTRODUCTION

The Calgary Homeless Foundation (“CHF”) is a not-for-profit that was founded in 1998 to unify efforts to end homelessness in Calgary through strategic and focused management of local resources. One body to lead and coordinate the efforts of organizations, agencies and government to boost the efficiency and effectiveness on the ground, here in our city. Our mission is to provide leadership in Calgary’s homeless-serving system of care to ensure it meets the needs of those who are homeless. We provide necessary backbone supports and act as a catalyst and enabler for service providers and systems to work collaboratively towards optimizing client success. Together, we will end homelessness in Calgary.

## 2.0 OPPORTUNITY INFORMATION/GOAL

**The Calgary Homeless Foundation (“CHF”) is currently conducting a selection process to retain an organization/individual consulting/evaluation firm to provide comprehensive Program Evaluation services.**

This RFP issued by CHF is an invitation to interested Applicants (eligible service providers) to submit a non-binding proposal for the provision of services. For greater clarity, any submitted proposal does not constitute a tender and does not represent an offer to create binding contractual relations upon the submission of any such proposal. Any proposal that is submitted through this opportunity is not irrevocable.

## 3.0 BACKGROUND

Calgary’s homeless-serving system-of-care (HSSC) is an inter-related network of agencies and people working together to ensure those at risk of or experiencing homelessness have timely access to the right housing and the right resources. As the System Planner of Calgary’s homeless-serving system-of-care, CHF uses our resources, expertise and robust database (HMIS) to develop an integrated system-of-care that creates greater ease and access to services and supports.

For CHF, being a System Planner also means being a funder of outcomes & impact. The CHF administers funding from the Provincial and Federal Governments, to support the work of the HSSC. We work together closely with all levels of government, primary systems (health, justice, etc.) and fund programs from all sectors; adults, family, and youth. In Calgary, homeless-serving system planning applies Housing First as a guiding philosophy and acts as a method of organizing and delivering services, housing, and programs. CHF stewards funding to not-for-profit housing agencies, whose goal is to expedite the end of homelessness in Calgary by providing housing and supports and building independence for service recipients.

In particular, CHF has funded a unique program within the HSSC called the Community Development program operated by CUPS Calgary. The Community Development program lacks clear evaluative measures and metrics. As such, the efficacy of this program, impact to stakeholders, suitability, and sustainability to the HSSC is not well known. Understanding alignment with other programs within the HSSC would be important to this as well. Next steps will include a full review to enhance, evaluate, and develop evaluative measures for this program that match the needs of the HSSC.

#### 4.0 SCOPE OF WORK

Through this RFP, CHF is looking to hire a professional consultant(s) or organization to provide a formal program evaluation of the Community Development program including its long-term impact, and efficacy. In addition, recommendations to enhance and further develop the current program measures would be expected.

A formal program evaluation of the Community Development program will assist the CHF to answer:

- What were the original desired outcomes and impacts of this program?
- To what extent have these outcomes and this impact been achieved?
- How have we measured the project's performance against these desired outcomes?
- How have these outcomes and impact shifted over time?
- Have any new outcomes emerged?
- What still needs to happen in order to achieve these outcomes?
- What would be the recommended next steps in this area?

All of this should help us answer how and what role does the program fit within the larger HSSC?

This work will include meeting with staff, leadership, and clients from funded agencies (specifically CUPS Community Development), CHF staff, and other stakeholders. The evaluation will require a thorough understanding of the HSSC, and a review of the current tools used for evaluation.

#### 5.0 OPPORTUNITY REQUIREMENTS

The consultant(s) or organization interested in this opportunity should have experience in the following areas:

- a) Expertise in institutional/program/system evaluation
- b) Non-profit experience is an asset
- c) Demonstration of the above with reference to previous experience

#### Mandatory Minimum Requirements

Applicants who do not meet these requirements will be disqualified:

Requirement	
<b>M1</b>	Application submitted prior to RFP deadline date
<b>M2</b>	Declaration, including Conflict of Interest declaration, has been completed and signed by the Proponent
<b>M3</b>	RFP Proposal fully complete in accordance to the instructions
<b>M4</b>	A list of previous related work and references provided demonstrating subject matter expertise – including non-profit experience
<b>M5</b>	No history of non-performance of contract with CHF

## 6.0 BUDGET

The CHF has set aside a budget of up to **\$30,000** for the satisfactory completion of the services outlined in the Scope of Work (Section 4.0). This budgeted amount shall cover all expenses related to the performance this project.

The budget has been determined based on historical work and the overall estimated costs associated with the project, but CHF is open to competitive applications that vary from this amount provided justification (This includes gift-in-kind support), value add and scale-ability to achieve the goals of this RFP.

## 7.0 WRITTEN PROPOSALS

**Interested Applicants are asked to submit a proposal utilizing the RFP Proposal Response Form** and must address the Scope of Work and Opportunity Requirements as outlined in this RFP and in the Proposal Response Form. They must include:

- 1) Contact Information including legal entity/name, mailing and email address;
- 2) outline how you will meet the key deliverables/scope of work, including timelines
- 3) detailed cost/fees (including a detailed budget specifying how much will be spent on travel, accommodation, community consultation and data gathering, analysis and writing, etc);
- 4) reference to experience related to performing the required tasks to complete this contract;
- 5) samples of previous work related to the scope of work outlined in this RFP; and
- 6) conflict of interest declaration signed by an authorized signatory (see RFP Appendix A).

CHF uses a standardized Proposal Response Form to streamline the application and review process. Proposal responses should be concise but thorough and ensure that each section is answered in its entirety. Attachments may be considered but only if they are relevant to the RFP and demonstrate previous related work & experience.

Proposals will be reviewed to determine which is most advantageous to the CHF, guided by the Scope of Work outlined above. Selected Applicant proposals moving forward in this RFP process may be invited to present in-person to the CHF, see Presentations/Interview below.

## 8.0 PROCESS

**If you are interested in submitting a proposal, the completed proposal and signed declaration shall be delivered via email to the RFP Submission email, [funding@calgaryhomeless.com](mailto:funding@calgaryhomeless.com), in PDF format.**

To be accepted, proposals must be received by no later than the Closing Date and Time. Proposals received after the Closing Date and Time will not be accepted.

CHF has the right to reject any and all proposals at its sole discretion. Should you have any questions about this opportunity, its requirements, deliveries or regarding the proposal requirements, please contact the Contact noted above for clarification prior to submitting proposal. You are reminded that your proposal should be inclusive of all taxes, fees and permits, where applicable.

Proposal responses should be concise but thorough and ensure that each section is answered in its entirety.

Included in this RFP toolkit are the following documents:

- RFP
- Appendix A: Declaration Forms
- RFP Proposal Response Form

## 9.0 PRESENTATIONS / INTERVIEW

Along with providing a written proposal, invited Applicants may be requested to provide a presentation/attend an interview, either via teleconference (Skype) or in person on October 04, 2019. The duration of each presentation will be no longer than 20 minutes, including follow-up questions and answers. Should you be selected, please limit the number of your organization's participants in the presentation to no more than three.

## 10.0 RFP SCHEDULE

The CHF reserves the right to change the RFP schedule as needed.

RFPs Issued	September 06, 2019
Deadline for Questions	September 20, 2019
CHF Responses to Questions (Posted if Applicable)	September 23, 2019
<b>Deadline for Proposal Submission</b>	<b>September 26, 2019 @ 12:00 PM MST</b>
Notification to Applicants for Presentation	October 3, 2019
Presentation / Interview	October 9, 2019*
Notification of Award	October 14, 2019*
Project Start Date	November 1, 2019

\* Dates subject to change

## 11.0 CONFIDENTIALITY

By accepting to take part in this proposal process you agree to keep in confidence all information imparted to you in relation with the proposal process, not to disclose it to third parties and not to use it for any other purpose than for the proposal.

CHF will hold all information provided during the proposal process confidential, with the exception of queries made by proposing firms. CHF reserves the right to reasonably share queries and its responses with other participating organizations, if applicable.

## 12.0 EVALUATION

Applications will be reviewed based on alignment with the goals of this RFP, experience, ability to perform the Scope of Work, and available dollars. The RFP proposal will be evaluated from both the written application and the oral presentation/interview by an evaluation panel.

### RFP Panel

The selection of Applicant(s) for the allocation of project funding will be undertaken by the RFP Panel (the "Panel"), who have signed a conflict of interest declaration. The Panel's membership will include CHF staff and may also include third-party individuals with expertise in the RFP subject matter.

No officers, directors, board members or any employee of an Applicant will participate in the Panel.

The Panel may consult with others, including other CHF staff members, third-party consultants and references, as the Panel may in its discretion decide is required.

### Selection

The Panel will consider the Applicants Written Proposal and the Applicants' responses during the presentation/interview to form its recommendation to the CHF for the selected Applicant(s).

Upon completion of the Proposal review and interview process, the Panel will deliberate and form a written recommendation to CHF for the selection of a Applicant(s) for award.

The CHF will make a final decision on awarding contracts and shall negotiate terms of the contract with successful Applicants at its discretion.

### Weighted Criteria

The table below outlines the criterion by which the RFP Panel will evaluate the Proposals:

Category	Weight
Approach	55%
Capability/Experience	30%
Price/Value	15%

### Disqualification of Applicants

At the sole discretion of the CHF, an Applicant may be disqualified, and its Proposal(s) rejected if:

- a) the Proposal is incomplete and/or missing information and/or contains out of date or incorrect information and/or has not followed the submission instructions in the RFP and/or does not meet a mandatory minimum criterion; or
- b) an Applicant, in the opinion of the CHF, is not qualified for the scope of work specified (minimum score); or

- c) an unsatisfactory performance record exists as shown by past or current work for CHF; or
- d) current commitments exist (CHF or otherwise), which might hinder or prevent the prompt completion of the work.

Should an Applicant be disqualified, no further obligation is required of the CHF, its staff or Board of Directors.

### 13.0 ADDITIONAL INFORMATION

Guiding documents and additional information is included with this RFP to assist your organization in developing a proposal.

#### **CUPS Community Development**

<https://www.cupscalgary.com/programs-services/social-support/community-development>

#### **Calgary's Together to Zero Strategic Directives**

<https://www.ihearthomeyc.com/together-to-zero/>

#### **CHF System Planning Frameworks:**

CHF Singles System Planning Framework

[http://calgaryhomeless.com/content/uploads/SSPF\\_V116\\_2017-03-15.pdf](http://calgaryhomeless.com/content/uploads/SSPF_V116_2017-03-15.pdf)

CHF Family System Planning Framework

[http://calgaryhomeless.com/content/uploads/FSPF\\_V116\\_2017-03-15.pdf](http://calgaryhomeless.com/content/uploads/FSPF_V116_2017-03-15.pdf)

#### **Calgary Plans to End Homelessness:**

<https://www.ihearthomeyc.com/plans/>

### 14.0 PERIOD OF CONTRACT

Should the CHF select an Applicant through this RFP process to perform the work, a contract will be executed between CHF and the selected Organization/Individual.

The intended period of contract will be approximately: **November 1, 2019 to length determined by successful Applicant (but should be completed by March 31, 2020).**

### 15.0 AMENDMENTS:

This section is reserved for Amendment descriptions.

### 16.0 THANK YOU

Thank you for your consideration of this Request for Proposal. Calgary Homeless Foundation is committed to working with the community to help all people find their way home.

Sincerely,

**Aaron Li**, Contracts & Procurement Advisor, CHF - [funding@calgaryhomeless.com](mailto:funding@calgaryhomeless.com)

## APPENDIX A: SELF DECLARATION

An Applicant shall disclose any potential, actual or perceived conflicts of interest and existing business relationships it may have with the CHF, its elected or appointed officials, representatives, employees, funded agencies or funders.

An Applicant shall disclose any relationship between any Representative of the Applicant(s) and any Representative of CHF including where:

- (i) the Representative of the Applicant presently or previously serve(d) as a Representative of CHF;
- (ii) a Representative of the Applicant and a Representative of CHF are Family; or
- (iii) it is known that a Representative of the Applicant will become a Representative of CHF in the future; or
- (iv) It is known that a Representative of CHF will become a Representative of the Applicant in the future.

For the purposes of this Conflict of Interest declaration,

- (i) a "Representative" means an employee, director, officer, volunteer or contractor;
- (ii) "Family" means a spouse, common-law partner, domestic partner, child, grandchild, great grandchild, parent, parent-in-law, brother, sister, brother-in-law, sister-in-law, son-in-law, daughter-in-law, aunt, uncle, great aunt, great uncle, cousin or second cousin and includes foster and step relationships for any of the above.

CHF may rely on such disclosure

- I/We declare no conflicts.
- I/We declare the following conflicts.

Where a conflict exists, at minimum two (2) members of CHF executive or board representatives will review declaration to determine if proposal shall be accepted or rejected.

**Name & Title (printed):** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_