



Calgary Homeless
FOUNDATION

REQUEST FOR PROPOSAL (RFP)

Reaching Home Program Refresh

Ref: 21068

RFP Closing Date: **December 4th, 2020**

Time: 11:59PM MST

Prior to proposal submission, please submit a notice of intent to CHF for your intention to apply to this RFP by November 27, 2020. Notice can be found here: [Notice of Intent](#)

Response Submission Contact:

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1.0 INTRODUCTION

Calgary Homeless Foundation (“CHF”) is a registered charity with a vision and mission to end homelessness in our city. As a neutral and effective steward of funding, CHF invests in community and in Calgary’s Homeless Serving System of Care (“CHSSC”) to achieve desired outcomes and impacts in a cost-effective manner. Providing Systems Level Leadership to CHSSC, CHF leverages research, data, system planning, coordination, and funding to address gaps and define best practices to improve outcomes and optimize program participant success. CHF leads with a collective impact framework and is committed to moving forward in partnership with all orders of government, public systems, homeless-serving agencies, the private sector, faith-based communities, foundations, civil society and all Calgarians, to achieve Functional Zero homelessness in Calgary.

CHF stewards funding from the Provincial and Federal Governments for housing with supports programs, support services, and one-time projects in support of ending homelessness. Funds are allocated to resources that best address the needs of community in a fiscally responsible way. Funding is awarded based on the quality of proposals received, the need in the community, and the overall contribution to CHSSC. Grounded in evidence-based research and analysis of data, CHF strives to maximize program participant and fiscal impact.

2.0 OPPORTUNITY INFORMATION/GOAL

Calgary Homeless Foundation (“CHF”) is currently conducting a selection process with the objective of selecting agency/organization partners (the “Service Provider”) to provide, support and implement low-barrier housing and support programs for individuals experiencing homelessness.

This RFP issued by CHF is an invitation to interested parties (an agency/organization/service provider/legal entity) with the ability to enter into legally binding contracts (the “Proponent”), to submit a proposal (the “Proposal”) for the provision of the services and scope of work outlined in this RFP. No agreement or contract for services is formed through a response to this RFP until a fully signed mutually agreed upon contract (the “Agreement”) is completed. A Proposal submitted through this opportunity is not irrevocable. CHF is not bound to enter into an Agreement with any Proponent who submits a Proposal.

3.0 BACKGROUND

In 2019, the Government of Canada re-committed its support to ending homelessness in Canada by launching the 5-year Reaching Home (“RH”) Initiative: Canada’s Homelessness Strategy to replace their previous Homelessness Partnering Strategy (“HPS”). RH is a community-based program aimed at preventing and reducing homelessness across Canada and provides funding to urban, Indigenous, rural and remote communities to help them address their local homelessness needs. Reaching Home supports the goals of the National Housing Strategy, in particular, to support the most vulnerable Canadians in maintaining safe, stable and affordable housing and to reduce chronic homelessness nationally by 50% by 2028.

Since 2014, CHF has been a partner with the Government of Canada under the previous HPS initiative, and was the recipient of HPS funding under both the urban (Designated) communities and Indigenous communities streams. As the local “community entity”, CHF works alongside a Community Advisory Board

per stream, and stewards approximately \$9.3M of these federal funds per year. CHF signed the RH agreement with the Government of Canada in 2019, and as part of the funding agreement, CHF is obligated to re-assess and re-issue this federal funding through an open request for proposal process. All programs eligible for the RH refresh, as well as programs applying for new RH funding, must complete this required RFP process.

Currently, RH funding, in combination with funds from the Government of Alberta, supports 15 programs in the CHSSC (7 as part of the Indigenous Stream and 8 as part of Designated). The 15 programs leverage a total of \$10.4M annually.

CHF will solicit and assess these proposals in an open, impartial, and fair manner through two separate RFP's. Of note, this RFP#21068 will be focused only on collecting and assessing proposals for the Designated programs stream. A separate RFP will be issued for the Indigenous stream.

4.0 PROGRAM TYPES/THEMES

Under the current Designated stream, eight housing services programs are currently funded and are broken into three distinct eligible program types/themes. This includes Scattered Site Supportive Housing ("SSSH") for Adults, SSSH for Youth, and Place Based Supportive Housing ("PBSH").

These program types are used as themes for the purpose of this RFP. Sensitive to the fact that each currently-funded program has existing participants, CHF's intent is to maintain program types and associated funding allocations. However, these allocations may change given justification and the responses to this RFP. If your program design doesn't fit neatly into one of the themes, but clearly articulates its designed impact, it may be considered. Please contact us for further consultation for any projects that fall outside of these program types. A brief overview of each program type can be found below.

SSSH Adults	SSSH Youth	PBSH
<ul style="list-style-type: none"> • Adult Scattered Site Supportive Housing ("SSSH") programming provides case management and housing supports for individuals with the goal that over time, with case management support, the program participant(s) will be able to achieve housing stability and independence. Placements are not necessarily designated to one specific building, participants are supported in market or agency provided housing in community. • Funding Allocation: Approximately \$4.3 million • Current Programming Spaces: 252 	<ul style="list-style-type: none"> • Youth Scattered Site Supportive Housing ("SSSH") programming provides case management and housing supports for youth (aged 13-24) with the goal that over time, with case management support, the program participant(s) will be able to achieve housing stability and independence. Placements are not necessarily designated to one specific building, participants are supported in market or agency provided housing in community. • Funding Allocation: Approximately \$3.6 million • Current Programming Spaces: 136 	<ul style="list-style-type: none"> • Place-Based Supportive Housing ("PBSH") programming provides case management and housing supports for individuals with the goal that over time, with case management support, program participants will be able to achieve housing stability and independence. Placements are designated to specific buildings with agency supports on site. • Funding Allocation: Approximately \$550 thousand • Current Programming Spaces: 15

5.0 PROGRAM DESIGN (SCOPE OF WORK)

CHSSC programs provide coordinated housing and programmatic supports to individuals and families experiencing homelessness. Programs are based on commitments to low barrier housing and person-centred, recovery-oriented supports, in alignment with housing first and harm reduction principles.

CHF is a funder of impact and outcomes. Through designs adhering to the above principles, programs funded through the CHSSC should contribute to individual and systemic outcomes. All programs should contribute to individual outcomes in the domain of stable housing, as well as some combination of recovery domains of health, financial stability and/or community connection. System outcomes include improved capacity for prevention and diversion, decreased barriers for service provision, and increasing out-flows.

You are invited to submit proposals for existing programs, as well as newly designed programs. Each proposed program should be described in a separate response form. Newly designed programs should align with one of the three themes and clearly describe its scope - for the full amount of funding and programming spaces, or some specific subset.

Design Elements

For both new and existing programs, please clearly describe the following design elements in your proposals:

- a. Service Design
Please describe your approach to providing housing and support services to program participants, including engagement strategies, support models in use, and staffing model. Your program budget should be clearly linked to this service design.
- b. Intended Outcomes
Please describe what system-level and individual-level outcomes your program design aims to contribute to. Explicit links between your service design elements and your intended outcomes will make your application stronger.
- c. Organizational Experience and Capacity
Please discuss your organization's experience providing similar services, as well as alignment with values of safety, equity, cultural awareness and reconciliation. In applications describing new programs, please discuss your capacity to minimize negative disruption for existing residents. Financial information about the organization is also included in this section.

You are invited to design a program utilizing an existing model or a combination of models, while demonstrating a dedication to evidence-based principles.

Collaborative partnerships are integral to program design. All program participants will continue to be identified and placed through the Coordinated Access and Assessment (CAA) System.

A full list of eligible activities for housing services can be found under the [Reaching Home Strategy Directives](#).

Program Definitions

Recovery is an umbrella term referring to improved quality of life outcomes for individual program participants including health, financial stability and community connection.

Harm Reduction focuses on positive change and on working with people without judgment, coercion, discrimination or requiring that they stop using substances (drugs or alcohol) as a pre-condition of support (adapted from <https://www.hri.global/what-is-harm-reduction>). Harm Reduction may also encompass programming that supports sobriety when driven by individual choice.

Housing First is a recovery-oriented approach to homelessness that involves moving people who experience homelessness into housing as quickly as possible, with no preconditions, and then providing them with additional services and supports as needed. Housing First uses the following core principles:

- Immediate access to permanent housing with no housing readiness requirements;
- Individual choice and self-determination;
- Recovery orientation, focusing on individual well-being, including harm reduction;
- Individualized and person-driven supports; and
- Social and community integration

Data Collection and Reporting Requirements

In order to align with system-level impact, programs agree to meet associated outputs, and meet reporting requirements including:

- completing data requirements in the HMIS system as per contractual obligation and accreditation standards;
- meeting contractual targets as measured by Key Performance Indicators;
- participating in other data collection and evaluation efforts as requested from time to time; and
- completing financial reporting as set out in the program funding agreement.

6.0 OPPORTUNITY REQUIREMENTS

To be eligible for this opportunity, all Proponents must

- utilize the Homeless Management Information System (“HMIS”) as the method for reporting outcomes;
- adhere to [CHF Case Management Standards Manual – 2020 Edition](#) and be accredited (or pursue accreditation if they provide Case Management supports);
- participate in Calgary’s CAA process; and
- demonstrate strong financial and governance policies and processes (see section 8.0 of RFP Response Form).

Interested Proponents responding to this RFP through its written proposal will need to describe their approach to delivering the Services outlined in the Scope of Work, demonstrating appreciation of the key issues and stakeholders for achieving the objectives and having an appropriate methodology and work plan for delivering the Services in the specified timeframes.

Mandatory Minimum Requirements

Proponents must meet the following requirements in order for the application to be qualified:

Requirement	
M1	Application submitted prior to RFP deadline date
M2	Declaration, including Conflict of Interest declaration, has been completed and signed by the Proponent
M3	RFP Proposal fully complete in accordance to the instructions
M4	No history of non-performance of contract with CHF

7.0 BUDGET

Funding allocated for each program theme will be predicated on the designed model of the successful Proponent(s). Through this RFP, interested Proponents should identify a budget that they believe will be able to achieve the goals outlined in this RFP and their anticipated project.

CHF is not providing a prescriptive budget at this time to prevent limiting the design possibilities in RFP responses. Proposed budgets should provide the number of spaces the program is anticipated to support and detail expenses related to:

- staff wages and benefits,
- direct participant costs,
- programming expenses, and
- administrative expenses.

Proposals for currently funded programs may reflect budget changes in accordance with changed program design; however, please note that the overall funding pocket has not increased.

Proposals for newly designed programs should take into account the combined funding available in the relevant theme, as described in Section 4 above.

Funding for these projects will be provided by the Government of Canada, and depending on program type/theme supplemented by the Government of Alberta.

8.0 HOMESPACE SOCIETY

For Proponents interested in the PBSH theme, a Master Lease or LIHMA may be required between HomeSpace Society ("HSS") as the owner and landlord and the new Service Provider as the administrator of the PBSH site. The Service Provider will supervise and perform services and activities usual to managing the premises. A role of the Service Provider is to work with HomeSpace Society to be proactive on property management and tenancy issues as well as community/neighbour relations. A copy of the HSS Housing Standards or Master Lease can be provided upon request.

9.0 NOTIFICATION OF INTENT TO APPLY & RFP INFORMATION SESSION

Given the scope of this RFP, CHF will be hosting an optional virtual information session on **November 24th @ 10:00 AM – 11:30AM MST**. This session will provide an overview of the RFP, process, and the opportunity for a Q&A. Please register through your Notification of Intent as outlined below.

Proponents interested in this RFP are asked to submit a Notification of Intent to CHF by November 27, 2020 prior to full Proposal submission. This will help CHF identify potential Proponents for this opportunity. Once we receive your notification, we will be able to inform you of any updates or changes to the RFP process, as well as be invited to the information session on November 24th. CHF may also contact Proponents prior to proposal submission to clarify their intention and proposal.

Please click here to access: [Notice of Intent](#)

10.0 WRITTEN PROPOSALS

Interested Proponents must utilize the RFP Proposal Response Form (attached separately) and must address the Scope of Work and Opportunity Requirements as outlined in this RFP.

Proposals must include:

- 1) contact information including legal entity/name, mailing and email address,
- 2) detailed outline of 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 staffing, service participant costs, etc),
- 4) reference to experience related to performing the required tasks to complete the Services,
- 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 and experience.

The completed proposal and signed declaration should be in PDF format. Proponents acknowledge that submitted Proposals will be open for acceptance by CHF for at least 90 days after the Closing Date.

11.0 PROCESS

Proponents interested in submitting a proposal must complete the RFP proposal form and signed declaration, and shall submit via email to the RFP Submission email: 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 utilize 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.

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

Included in this RFP toolkit are the following documents:

- RFP
- Appendix A: Declaration Forms
- Appendix B: Place Based Supportive Housing Program Outline
- Appendix C: Frequently Asked Questions (FAQ)
- Appendix D: Program Funding Agreement (For Reference)
- Appendix E: HomeSpace Society Master Lease (For Reference)

Separate Attachments that form the RFP

- RH Portfolio Refresh Overview Document
- RFP Proposal Response Form
- RFP Proposal Budget Response Form

Queries/Questions

Should Proponents have any questions about this opportunity, its requirements, deliveries or regarding the proposal requirements, please utilize the Response Submission contact noted above for clarification prior to submitting proposal. Any relevant questions that would be beneficial to all Proponents will be answered through a publicly available Question & Answer form on the CHF website as per the Schedule of Activities (Section 14.0) below.

12.0 PRESENTATIONS / INTERVIEW

Along with providing a written proposal, Proponents may be requested to provide a presentation, either via teleconference (GoToMeeting/MS Teams) as per the RFP Schedule below. 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 oral presentation to no more than three.

13.0 SUPPLEMENTAL VIDEO PRESENTATION (OPTIONAL)

CHF provides the opportunity for Proponents to submit an oral presentation through video in support of the written application form. This video is only a supplement to the application form and should clarify/enhance any of responses to the questions asked in the RFP application.

The video must follow the following format:

- MP4, WMP, or similar common video file format
- No longer than 5 minutes
- Submitted via email with a YouTube, Google Drive, OneDrive, Dropbox (or similar hosts) hyperlink and delivered alongside written proposal submission

Production values are not evaluated. This is an **optional** process.

14.0 RFP SCHEDULE OF EVENTS

The CHF reserves the right to change the RFP schedule as needed. Please note that late applications will not be accepted.

RFP Issued	November 13, 2020
RFP Information Session	November 24, 2020
Deadline for Submitting a Notification of Intent	November 27, 2020
Deadline for Questions	November 27, 2020
CHF Responses to Questions (posted on website)*	December 1, 2020
Deadline for Proposal Submission	December 4, 2020 @ 11:59 PM MST
Notification to Proponents for Presentation	December 18, 2020
Presentation/Interview*	January 6 or 7 or 8, 2021
Notification of Award*	January 29, 2021
Project Start Date*	April 1, 2021

* Dates subject to change

15.0 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.

16.0 FREQUENTLY ASKED QUESTIONS (FAQ)

Please refer to Appendix C below.

17.0 EVALUATION OF PROPOSALS

Applications will be reviewed on the basis of alignment with the goals of this RFP, experience, impact to the homeless-serving system of care, 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 Preferred Proponent(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, members of the Reaching Home Community Advisory Board, and individuals with expertise in the RFP subject matter.

No officers, directors, board members or employees of a Proponent 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 Proposal and the Proponents’ responses during the presentation/interview to form its recommendation. 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 Preferred Proponent(s).

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

Weighted Criteria

Category	Weight
Approach <ul style="list-style-type: none"> Understanding of Scope of Work Program Design Elements Alignment with system-level and individual-level outcomes 	40%
Minimization of Disruption <ul style="list-style-type: none"> Ability to minimize participant disruption 	20%
Capacity/Experience <ul style="list-style-type: none"> Organizational Capacity Demonstrated Experience Ability to perform scope of work 	30%
Value/Cost <ul style="list-style-type: none"> Value for dollar Alignment between program design and budget 	10%

Disqualification of Proponents

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

- 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; or
- a Proponent, in the opinion of the CHF, is not qualified for the scope of work specified (minimum score); or
- an unsatisfactory performance record exists as shown by past or current work for CHF; or
- current commitments exist (CHF or otherwise), which might hinder or prevent the prompt completion of the work.

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

Notification of Results

At the conclusion of this process, all Proponents will be notified. If a Proponent is awarded a contract, CHF will publicly post the Proponent(s) name on the CHF website upon conclusion of award (unless directly related to confidential CHF internal business processes).

Proponents may request a debriefing meeting with the CHF at contracts@calgaryhomeless.com at a mutually convenient time. CHF reserves the right to decline such a request if deemed inappropriate.

Appeal Process

Proponents to an RFP may register a grievance or protest a decision made regarding their Proposal using the RFP Appeal Process. A full copy of this process may be requested from CHF.

18.0 ADDITIONAL INFORMATION

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

Reaching Home: Canada's Homelessness Strategy

<https://www.canada.ca/en/employment-social-development/programs/homelessness.html>

Calgary's Together to Zero Strategic Directives

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

Calgary's Plans to End Homelessness:

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

19.0 PERIOD OF CONTRACT

By submitting a Proposal, the Proponent agrees that should the CHF select its Proposal through this RFP to perform the services (scope of work), a mutually agreed upon contract must be signed and executed between CHF and the selected Proponent. The terms and conditions of such contract to be finalized to the satisfaction of CHF. A copy of a Program Funding Agreement is attached as Appendix D for reference.

Written notice to a Proponent that it has been identified as the successful Proponent and the subsequent full execution of a written contract will constitute an agreement for the services, and no Proponent will acquire any legal or equitable rights or privileges relative to the services until the occurrence of both such events.

The intended period of contract: April 1, 2021 – March 31, 2022, with the intention to annually renew the agreement in 1 year intervals, conditioned upon the service provider meeting CHF performance requirements and funding availability.

20.0 AMENDMENTS:

This section is reserved for RFP amendment descriptions.

Amendment # 1:

21.0 GENERAL TERMS & CONDITIONS

Eligible Proponents

Any duly incorporated legal entity, including a not-for-profit organization, charity, or a corporation.

CHF Right to Revise

The CHF reserves the right to:

- a) revise the RFP Schedule
- b) revise the RFP and/or to issue amendments to the RFP
- c) reject, cancel or to reissue the RFP in whole or in part if it is deemed in the CHF's best interests, with no penalty, prior to the execution of an Agreement

No CHF Obligation

This RFP does not commit the CHF in any way to select a Preferred Proponent, or to proceed to negotiations for an Agreement, or to award any Agreement.

No Contract

By submitting a Proposal and participating in the process as outlined in this RFP, Proponents expressly agree that no contract of any kind of services is formed under, or arises from, this RFP, prior to the signing of a formal written Agreement.

CHF Right to Terminate due to no Funding

The CHF reserves the right to terminate the RFP where the Donor provides CHF with indications of future funding, which CHF relies upon to commence this RFP whether reasonably or unreasonably, such funding which the Donor does not subsequently provide to CHF.

Proponent's Expenses

Proponents are solely responsible for their own expenses in preparing and submitting Proposals, and for any costs incurred by the Proponent in meetings, negotiations or discussions with the CHF or their representatives relating to or arising from this RFP.

The CHF and their representatives, agents and advisors will not be liable to any Proponent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Proponent in preparing and submitting a Proposal, or participating in negotiations for an Agreement, or other activity related to or arising out of this RFP.

Conflict of Interest

A Proponent shall disclose in its Proposal 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 as part of the Mandatory Requirements. A Proponent must disclose any Relationship of Close Proximity defined as a relationship between any employee, director, officer or volunteer of the Proponent(s) and the CHF where they are or have served as a director, a family member, a past employee or a known future employee. The CHF may rely on such disclosure.

Property of the Owner

All materials submitted in response to this RFP will become the property of the CHF upon delivery to the RFP Coordinator and will not be returned to the Proponent. The Proponent's written response to the RFP, or portions thereof, may also become a part of the Agreement.

Award Terms and Conditions

Upon award, the Proponent will be responsible to adhere to the terms and conditions of all awarded agreement(s) and contract(s), including but not limited to, adherence to all applicable Federal, Provincial and Municipal codes and by-laws and must obtain all required permits and licenses as well as adhere to all safety rules, regulations and labour codes in effect in all jurisdictions where the work is to be performed.

The Proponent agrees to obtain and maintain adequate insurance coverage relating to the operations and liability assumed under the agreement(s) in form and substance satisfactory to the CHF and agrees to indemnify and save harmless the CHF for any claim demand arising out of the performance by the Proponent of the agreement.

Multiple Preferred Proponents

The CHF reserves the right and discretion to divide up the Services, either by scope, case load, geographic area or other basis as the CHF may decide, and to select one (1) or more Preferred Proponents to enter into discussions with the CHF for one (1) or more Agreements to perform a portion or portions of the Services. If the CHF exercises its discretion to divide up the Services, the CHF will do so reasonably having regard for the RFP and the basis of Proposals.

In addition to any other provision of this RFP, Proposals may be evaluated on the basis of advantages and disadvantages to the CHF that might result or be achieved from the CHF dividing up the Services and entering into one (1) or more Agreements with one (1) or more Proponents.

If a joint program Proposal becomes a selected Proponent pursuant to this RFP, the CHF may choose to enter into discussions for individual Agreements with each agency/organization for their portion of the joint program or may enter one agreement with the primary Proponent, and request documentation of a formal partnership with the second agency/organization.

Errors

While CHF has used considerable efforts to ensure information in this RFP is accurate, the information contained in the RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by CHF, nor is it necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in the RFP.

Acceptance of Terms and Conditions

Submitting a Proposal indicates acceptance of all the terms and conditions set out in the RFP, including these RFP rules and appendices to the RFP and any future amendments.

22.0 THANK YOU

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

Sincerely,

Aaron Li, Manager, Contracts & Procurement
Calgary Homeless Foundation

APPENDIX A: SELF DECLARATION

A Proponent 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.

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

- (i) The Representative of the Proponent presently or previously serve(d) as a Representative of CHF;
- (ii) A Representative of the Proponent and a Representative of CHF are Family; or
- (iii) It is known that a Representative of the Proponent 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 Proponent 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:** _____

APPENDIX B: PBSH BUILDING PROFILE

Place Based Supportive Housing



Community: Connaught

Occupancy: 15

Location: 1338 16th Avenue SW

The building consists of 16 units, with one unit utilized for a staff office and programming space. These self-contained units are located over four floors and there is not an elevator on-site. Rent amounts to \$735/unit, or \$11,760/month, with gas, water and sewer included. Tenants are responsible for their own electrical utility. The building currently has coin-operated laundry and a full security camera system, with a camera in each hall.

The current program, operating since spring 2012, has a specialized focus on veterans and first responders experiencing homelessness.

The program provides safe housing in a congregate living environment along with on-site case planning and support for individuals with complex needs.

This program partners with Veterans Affairs and the OSI clinic to enhance supports specific to individuals who have served. Subsidized units with single-staffed 24 hour on-site service supports are available to assist tenants to sustain housing. The focus of support offered includes tenancy orientation; case management; psychosocial assessment; service planning; counseling; referrals; crisis intervention; peer mentoring; support groups; and recreational and socialization services to facilitate recovery outcomes of improved health, financial stability, and community connection.

APPENDIX C: FREQUENTLY ASKED QUESTIONS

1. Which CHSSC programs will be affected by the Reaching Home portfolio refresh?
 - All programs currently funded by CHF through Reaching Home funds, and those applying for funding either as sole source or in combination with other funds are required to complete this RFP process.
 - There are 15 programs in CHSSC that are affected. These contracts will not auto-renew on their date of expiration.
2. Why is the public RFP process required?
 - As part of the Reaching Home funding agreement, CHF is obligated to re-assess and re-issue Reaching Home funds through a public request for proposal process.
 - CHF receives program funds from the federal government through the Reaching Home Initiative, and program funds from the provincial government. These funds are pooled and disbursed into community.
3. What is the risk of funding disruptions?
 - The contract awarding process will consider limiting sector disruption as a factor in the evaluation process. This disruption criteria exists to ensure that participant housing and CHSSC stability remains the top priority.
 - While the process considers limiting sector disruption as a value, this competition will consider all proposals and measure disruption against benefit to the sector and participants. CHF will solicit and assess these proposals in an open, impartial and fair manner through our existing RFP process.
4. Our affected program receives combined RH and OSSI funding. How are these funds affected?
 - All programs that utilize RH funds through CHF - including dually funded programs supplemented with OSSI funds - are affected and must complete the required RFP process for the sum of their program funding.
 - CHF solicits, pools and disburses various sources of funding into community to ensure maximum participant and sector benefit while mitigating sector instability.
5. Who can participate in the RFP process?
 - Existing CHF-funded service providers will be able to apply for their existing program as well as participating in the community-wide RFP process.
 - The RFP process will be extended to the broader CHSSC.
6. Are applications for existing programs limited to their current program design?
 - No. Currently funded programs may make adjustments in their program design that are relevant for the expectations of this RFP and to best respond to the proponent's context. Any changes in program design will be assessed for risk of disruption to current participants.
7. Do newly designed programs have a minimum or maximum size?
 - No. The SSSH program size is flexible to allow community to articulate what size programming is ideal to their program design.

8. For the Place Based Supportive Housing program type, are we able to do building tours?
 - To ensure the health and safety of staff and respect the privacy of individuals who call this building home, at this time we are unable to facilitate building tours. To find more details and information about the building please see Appendix B.
9. What does CHF mean by flow-through in the HSSC?
 - Flow-through in HSSC is a system-level outcome, referring to the activated capacity to align with The Canadian Alliance to End Homelessness' call for "two complementary sets of actions to end homelessness: (1) reduce the inflow into the homeless service system, and (2) accelerate the outflow in the form of permanent housing move-ins from the homeless system." (Recovery for All, July 2020).
10. What does CHF mean by recovery?
 - Recovery is an umbrella term referring to improved quality of life outcomes for individual program participants. Program design should include person-centred supports with capacity to improve health, financial, and community connection outcomes to help individuals exit homelessness.
11. What considerations are expected in connection with the ongoing COVID-19 pandemic and recovery?
 - Program design should consider the current pandemic and is required to follow all Government and Health Authority guidelines as it relates to service provision.
12. How often will the funding refresh process occur?
 - CHF is obligated to federal funding agreements and will continue to adhere to these requirements. As of this time, there are no future Reaching Home portfolio refresh processes planned.
13. What if re-applications are not successful? What is the transition process?
 - The contract awarding process will weigh limiting sector disruption as a factor in the evaluation process. This disruption criteria exists to ensure that participant housing and CHSSC stability remains the top priority.
 - There is a possibility of program transition, and CHF will commit to support outgoing and incoming providers to ensure a successful transition.
14. If a transition of program provider were to occur, how will this transition be captured for program performance in terms of data collection and KPIs?
 - We continue to refine our data collection instruments throughout this transition period in order to maximize clarity and learning value for program performance measurement. We will work with the incoming agency/organization to work on data collection and program monitoring. Our primary focus is ensuring minimal disruption for the residents in the programs and the success of the incoming agency/organization.

15. If a transition of program provider were to occur, that may incur costs in addition to regular program funding. Is there a pool of money to support this?

- We understand there may be additional costs to facilitate a successful transfer. Additional start-up cost projections can be specified in the proposed budget, although there is no guarantee that CHF is able to support all specified additional costs.

16. How will the RFP process be conducted?

- There will be one RFP for each of the two streams of funding: Indigenous and Designated. In October 2020, required Community Advisory Boards were engaged and Designated stream process approval was granted. Collaboration with the Indigenous Stream Community Advisory Board is ongoing, and a date of the Indigenous stream RFP launch has not yet been scheduled.
- Designated stream RFP proponents will be able to apply as a reapplication or a new application.
 - Reapplications are open to Proponents who are currently utilizing Reaching Home funds through CHF for programming and wish to re-apply for their current programming and funding.
 - New applications are open to Proponents who are:
 - Currently utilizing Reaching Home funds through CHF and wish to apply this funding to a different program.
 - Not utilizing any Reaching Home funds through CHF and wish to apply this funding to a new program proposal.
- The RFP will be designed in types based on project classification. Each Proponent, regardless of applicant category, will be required to identify which program type their proposed program aligns with: Scattered-site Supportive Housing Youth Focus, Scattered-Site Supportive Housing Adult Focus and Place-Based Supportive Housing Focus.
- The Designated stream RFP will be released online at www.calgaryhomeless.com/funding on November 13, 2020 and will close on December 4, 2020. Selected proposals will be awarded in January 2021, and transitions, if they occur, will take place from February to April 2021.

17. Do I have to submit a notice of intent in order to apply?

- While CHF highly encourages all proponents to submit a notice of intent, this is not a mandatory prerequisite to submit an application. A submission of a [Notice of Intent](#) enables us to provide targeted information about the RFP, including reminders of application deadlines, an invitation to the information session, opportunity for consultation, and ensures CHF is aware of interest in the community regarding this opportunity.

18. How will the application process be supported? Who do I reach out to if I require support completing the application?

- A virtual information session will be hosted by CHF on November 24, 2020. Please submit a notice of intent to receive an invitation to the information session. A recorded copy of the session will also be available on our website as well.
- Questions can be directed to funding@calgaryhomeless.com to be compiled, answered and posted on the CHF website prior to the competition close date on December 4, 2020.

APPENDIX D: PROGRAM FUNDING AGREEMENT

A copy of the Program Funding Agreement, to be signed between the successful Proponent(s) and CHF is provided for reference only (DO NOT SIGN THIS AGREEMENT).

By submitting a proposal through this RFP, Proponents are agreeing in principle to the the terms and conditions contained within this Program Funding Agreement. No funding relationship exists between CHF and the Proponent until a fully executed Program Funding Agreement is signed and executed by both parties.

Note: the terms and conditions may change between this copy and the final copy Proponents may sign.

APPENDIX E: HOMESPACE SOCIETY MASTER LEASE

A copy of the Master Lease, to be signed between the successful Proponent and HomeSpace Society is provided for reference only (DO NOT SIGN THIS AGREEMENT).

Note: the terms and conditions may change between this copy and the final copy Proponents may sign.