



Request for Pre-Qualification (RFPQ)
to Non-Profit Societies
for Operating Supportive Housing Sites under
Building BC: Supportive Housing Fund
within the Province of British Columbia

RFPQ No: 1070-2324-195

Issued: June 27, 2024

Submission Deadline: November 8, 2024 @ 2:00 p.m. PT

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1 Introduction

1.1 Invitation To Respondents

This **Request for Pre-qualification (RFPQ)** is an invitation by the BC Housing Management Commission (BC Housing) to prospective non-profit societies to submit proposals to be prequalified for providing operator services for the **Supportive Housing Sites** under **Building BC: Supportive Housing Fund (SHF)** within the province of British Columbia, as further described in **Part 2 – The Deliverables** and in the **Supportive Housing Fund Operator Sample Agreement** attached as [Appendix A](#).

The intent of this RFPQ is to create five (5) regional Source Lists of prequalified non-profit service providers for the Supportive Housing Sites under Building BC: Supportive Housing Fund (SHF) across all regions¹ within the province of BC.

For the purposes of this prequalification process, the “BC Housing Contact” is:

John Wu
BuildingBC@bchousing.org

All queries and information requests are to be made in writing only to the contact at the above email address. No responses to any other form of request will be responded to unless it has been submitted in writing to the above Contact person at the above email address no later than the date and time for the deadline for questions specified in **Section 3.1.1**.

Note: All queries and information request emails shall include the solicitation title and number in the subject title.

1.2 Introduction to BC Housing

BC Housing Management Commission (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.

The Provincial Rental Housing Corporation (PRHC) is the land holding corporation for provincially owned social housing. BC Housing administers PRHC, which buys, holds, and

¹ Regions are equivalent to the regions determined by Provincial Health Services Authorities: [Regional health authorities - Province of British Columbia \(gov.bc.ca\)](http://www.health.gov.bc.ca)

disposes of properties, and leases residential properties to non-profit societies and co-operatives.

When British Columbia Housing Management Commission enters into an agreement on its own behalf it is also acting as agent for the Provincial Rental Housing Corporation. All terms and conditions of an agreement are for the benefit of both the British Columbia Housing Management Commission and the Provincial Rental Housing Corporation and may be enforced against the other party(ies) to this agreement in the name of the British Columbia Housing Management Commission or the Provincial Rental Housing Corporation or both.

1.3 Program Background

In 2015, BC Housing identified opportunities to streamline existing social housing programs to improve administrative consistency and efficiency. The Supportive Housing Program Framework encompasses both new and existing housing programs that provide funding for subsidized housing with support services to people who are experiencing homelessness or at risk of homelessness. Supportive housing helps individuals move beyond temporary shelters or street homelessness to more secure housing, gain greater self-reliance and achieve personal and housing goals. Partnerships with local governments, municipalities, and non-profit organizations to leverage land and resources are a key part of the Supportive Housing Program Framework.

The Supportive Housing Program Framework recognizes that the reasons for homelessness are multi-faceted: affordability, availability, or suitability of housing; physical and mental health issues; substance use; social exclusion; unemployment and experiencing or at risk of violence. Support services are offered to connect residents to community resources and help individuals gain and maintain housing stability.

Through Building BC: the Supportive Housing Fund represents an investment of \$1.2 billion over 10 years to deliver an additional 2,500 new homes with 24/7 support services for people who are experiencing homelessness or who are at risk of homelessness.

Supportive housing projects are eligible for operating and support service subsidies in accordance with their individual operator agreement.

1.4 Procurement Process

The procurement process for selecting Operator for the Supportive Housing site shall be conducted in two (2) stages:

1.4.1 First Stage

1.4.1.1 Qualified Operator Source Lists

Proposals received in response to this RFPQ will be evaluated against the requirements of this RFPQ as established in Part 3 - Evaluation of Responses to develop five (5) Regional Source Lists of Prequalified Operators, specified by Provincial Health Authority region. The Respondents whose Proposals meet or exceed the minimum threshold may, in accordance with the stated evaluation criteria, be placed on the Source List for the Region(s)/Community(ies) they have identified in [Appendix C](#) – Identified Region(s) and Community(ies) in this RFPQ.

1.4.1.2 Term of Source List(s)

The Source Lists will be valid for three (3) years of initial term from the date of establishing the Source Lists, with the option to extend the initial terms by four (4) additional one-year terms at BC Housing's discretion. BC Housing may choose to conduct a new RFPQ at the end of the initial term to create new Source Lists.

1.4.1.3 Adding new Qualified Operators to the Source Lists

Following the expiration of the initial term of the Source Lists, the RFPQ process will be reopened annually. Operators seeking qualification during these periods must comply with the submission requirements set out in the RFPQ #1070-2324-195. The last such period shall take place six (6) months before the conclusion of the final additional term. All new submissions will be subject to evaluation based on the criteria delineated in this RFPQ.

The added qualified operators shall be entitled to equitable opportunities as the current qualified operators in the Second Stage procurement process throughout the duration of the remaining term of the Source Lists, including any optional terms.

BC Housing may choose to prequalify additional operators to replenish the Source Lists within the initial term of the Source Lists. In such an instance, additional qualified operators will be included in the Source Lists using the same procedures outlined in this section.

1.4.1.4 Removing qualified Operators from the Source Lists

Qualified operators seeking removal from the Source Lists must notify BC Housing in writing at least sixty (60) days before the desired removal date. Those opting for removal may requalify for future rounds by following the procedure outlined for adding new qualified operators. BC Housing retains the authority to remove any qualified operators due to conflict of interest, unethical conduct, failure to maintain good standing or non-compliance of constating documents with BC Housing's requirements.

1.4.2 Second Stage

Once the Supportive Housing site is identified, BC Housing will invite the prequalified operators on the Source List pertaining to the site region to respond to a Request for Proposal (RFP) by submitting a proposal on operating the identified site, including operating budget, staffing schedule, current operational capacity, and service plan specific to the identified site. Award shall be made to the invited operator whose submitted proposal provides the best solution to BC Housing and in some cases, who demonstrates its capacity to support rapid mobilization of the services.

If none of the invited operators accept the opportunity, BC Housing reserves the right to invite operators not on the Source Lists to provide their interest.

BC Housing may elect to award directly a project to any operator on the Source List and would be in alignment with BC Housing's Direct Award guidelines.

BC Housing may limit the number of supportive housing sites operated by any single operator based on operator capacity and operational issues, at its discretion.

Upon award, the Selected Operator will be engaged in the negotiation on the proposed operating budget and staffing schedule prior to entering into a Supportive Housing Fund Operator Agreement provided in [Appendix A](#) of this RFPQ.

Qualified operators invited to the second stage of procurement will be required to be in good standing and maintain their good standing with the applicable registrar. Upon completion of the second stage of procurement the Selected Operator will be required to maintain good standing with BC Housing throughout the entire term of the Operator / Service Agreement. Failure to comply with this requirement may cause a replacement of the Selected Operator with the next highest ranked Respondent.

1.5 Type of Agreement for Deliverables

1.5.1 Agreement and Term

After the end of the second stage of procurement, the Selected Operator will enter into an Agreement with BC Housing for the provision of the Deliverables in the form attached as [Appendix A](#) to this RFPQ.

The initial term of the Agreement will be three (3) years with opportunity to extend the initial term to subsequent 5-year additional terms upon mutual agreement between the Selected Operator and BC Housing.

BC Housing may elect not to extend the contract at its discretion to meet residents' needs. Respondents are encouraged to review the Operator / Service Sample Agreement attached in [Appendix A](#) for further terms and conditions.

1.5.2 No Guarantee of Volume of Work or Exclusivity of Agreement

Any statistics, historic usage and/or other information provided in this RFPQ are estimates only and have been included to provide Respondents with a general idea and/or expectation of the level of service expected.

Although the intention is to award to a qualified Respondent on the Source Lists, BC Housing makes no guarantee of the value or volume of work to be assigned to the Selected Operators. The Agreement to be negotiated with the Selected Operator may not be exclusive contracts for the provision of the described in Part 2 - The Deliverables of this RFPQ. BC Housing may contract with others for the same or similar Deliverables to those described in the RFPQ or may obtain the same or similar Deliverables internally when required.

BC Housing reserves the right at its sole discretion to contract with other qualified operators if:

- It is determined that the skills and specialized expertise required are not provided for in the categories as outlined in the RFPQ document, or
- The Source List members or Operator(s) have not met the service level and/or product quality level requirements described in Part 2 - The Deliverables.

1.6 Canada Free Trade Agreement

Respondents should note that procurements falling within the scope of Chapter 5 of the Canada Free Trade Agreement are subject to that chapter but that the rights and obligations of the parties shall be governed by the specific terms of each tender call. For further reference, please see <https://www.cfta-alec.ca/canadian-free-trade-agreement/>.

1.7 Sustainable Procurement

BC Housing is committed to sustainable procurement whereby both environmental considerations and socially responsible practices are incorporated into our policies and procedures and impact the products and services we procure. Areas considered include, but are not limited to:

1.7.1 Environmental Considerations:

- Conservation or reduction of natural resources.
- Minimizing primary and secondary sources of pollution.
- Reducing the use of water and energy sources.
- Eliminating or reducing environmental health hazards.
- Supporting comprehensive recycling programs.

- Reduction of materials sent to landfills.
- Increase the use and availability of environmentally preferable products.

1.7.2 Socially Responsible Practices:

- Social Enterprise: Providing opportunities to Indigenous, individuals with barriers to employment and Non-Profit entities.
- Community Benefit: Consideration to small & medium businesses, local labour forces and with strong community involvement.
- Apprenticeship & Training: Consideration to suppliers with targeted recruitment and training programs, providing employment to new entrants.
- Innovation: Suppliers who have developed new, innovative, and value-added methods/products.

1.8 Items Required Upon Notification of Award

1.8.1 Constating Documents

If deemed necessary by BC Housing, the Selected Operator 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. BC Housing will verify that the Selected Operator's documents comply with BC Housing requirements. BC Housing's constating document requirements are available on the BC Housing website for information only and Respondents are advised not to make any pre-emptive changes to their documents without consulting with BC Housing.

1.8.2 Insurance

The Selected Operator 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 **\$10,000,000.00** inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement.

1.8.3 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 CRRR check prior to working on projects that place them around children and/or vulnerable people.

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 Selected Operator 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 Selected Operator 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.

1.8.4 Operator Property Insurance

BC Housing and PRHC will not be responsible for any loss of property of the Operator related to the property or otherwise caused by fire, theft, or other perils and the Selected Operator should ensure it carries adequate insurance coverage against such loss.

1.8.5 Business Continuity Plan and Emergency Preparedness

The Selected Operator will be required to develop and provide their Business Continuity Plan and Emergency Preparedness Plan for the site to BC Housing. These plans will be negotiated and shall not be evaluated as part of the tender call. Operators shall not be required to submit these plans as part of their proposals but should be aware of the requirement.

[End of Part 1]

2 The Deliverables

This RFPQ invites proposals for pre-qualification to provide property management and onsite support services for the **Supportive Housing Sites** under **Building BC: Supportive Housing Fund (SHF)** within the province of British Columbia, as further described in this RFPQ and the Supportive Housing Fund Operator Sample Agreement attached as [Appendix A](#).

2.1 Building BC: Supportive Housing Fund (SHF)

In 2018, the Province launched the Building BC: Supportive Housing Fund to build and operate homes with 24/7 support services for people who are experiencing homelessness or who are at risk of homelessness. Through Budget 2018 and 2023, the Province committed \$2.3 billion in capital investments to deliver 5,700 supportive housing units.

As of March 31, 2024, the Province, through BC Housing, has invested more than \$1.2 billion for Supportive Housing Fund projects with 2,334 unit of supportive housing complete and 2,122 units underway.

| | |
|---|---|
| Program Goal | <ul style="list-style-type: none"> • Create 5,700 new units of PRHC owned supportive housing for individuals who are experiencing homelessness or are at risk of homelessness |
| Project Funding | <ul style="list-style-type: none"> • Capital costs fully funded by PRHC with ongoing operating and support services subsidy where applicable |
| Project Ownership | <ul style="list-style-type: none"> • 100% PRHC ownership • Operated by non-profit housing provider |
| Rents and Eligibility | <ul style="list-style-type: none"> • Individuals who are experiencing homelessness or are at risk of homelessness. • 100% RGI, residents on Income Assistance pay the max shelter component. Some projects may have a flat rent-on-the-door. • Household income at or below HILs |
| Mortgages and Operating Agreements | <ul style="list-style-type: none"> • Operator Agreement with non-profit, 3–5-year term with option to extend for a further 5 years |
| Operating Subsidy | <ul style="list-style-type: none"> • Standard operating and support services subsidy applies. • No cross subsidy – projects must be independently financially viable |
| SHF Special Purpose Projects | <ul style="list-style-type: none"> • Housing for individuals requiring supports not funded by BC Housing (e.g., CLBC clients) • Capital only. Not eligible for support services subsidy |

-
- May include a portion of units e.g., strata units in a larger development only where no operating subsidy is provided by BC Housing
 - Key Performance Indicators will not apply
-

2.2 Operator Eligibility

The Selected Operator will maintain a well-organized corporate structure and in particular will:

- a. operate as a non-profit entity.
- b. remain in good standing with the appropriate registry.
- c. have a purpose that is consistent with the goal and principles of the SHF.
- d. not permit any director, officer, or member of the Operator to be remunerated except for reimbursement of any expenses necessarily and reasonably incurred by the director, officer, or member while engaged in the affairs of the Operator. Reasonable wages or salary paid to an employee of the Operator who is not an officer or director of the Operator are exempt from this section.
- e. provide for the disposition of assets to an organization with a similar charitable purpose in the event of dissolution or wind up of the Operator.
- f. not alter its Constatting Documents in any way that would make them inconsistent with the terms of the Operator Agreement or that would render the Operator unable to fulfill its obligations under the Operator Agreement; and
- g. remain in compliance with all applicable laws, bylaws, regulations, codes and corporate or contractual obligations and is responsible for obtaining and complying with all necessary approvals, licenses and permits relating to the Operator's obligations under the Operator Agreement.

2.3 Core Services

The Selected Operator will provide property management services as well as on-site support services. Support services are intended to help residents achieve and maintain stability in housing and enhance access to other community-based supports and services which help individuals build self reliance and foster resilience against homelessness.

Housing and supports must be resident focused, accessible to all eligible individuals, regardless of ethno-cultural background, religious beliefs, disability, mental health status, gender identity or sexual orientation. A range of services must be available to ensure access for a diverse population where an atmosphere of dignity, compassion, and respect must be maintained.

The Selected Operator must be aware of the nature and dynamics of working with vulnerable populations including but not limited to individuals who identify as: 2SLGBTQIA+, Indigenous (First Nations, Métis, Inuit), seniors, and individuals who are affected by domestic violence, are

experience physical or mental health concerns, and experiencing or are at risk of homelessness.

The Selected Operator will engage with residents to assist them in identifying and pursuing their personal and housing goals. This includes providing resources and information on housing, health care, income, and employment services and connecting residents with supports that meet their immediate need.

The Selected Operator is expected to deliver Supportive Housing Operator services for the entire supportive housing site. This will include a range of support services, which are beneficial to the residents of the Site. It is required that the Selected Operator will adhere to all the requirements set out in the **Supportive Housing Fund Operator Sample Agreement** ([Appendix A](#)).

2.4 Resident Eligibility

The supportive housing intends to serve individuals who are experiencing homelessness or are at risk of homelessness.

2.4.1 Eligibility Criteria

All Residents must be experiencing Homelessness or At Risk of Homelessness, with an Income at or less than Housing Income Limits (HILs)² and must be placed in a Residential Unit appropriate to their household size, as determined by BC Housing from time to time.

Adults (aged 19 and older) are the primary target population, but families and youth may also be served provided appropriate approvals, accommodation and support services are established and are consistent with the housing provider's mandate.

The Selected Operator will be responsible for participating in the Coordinated Access Approach (developed by BC Housing and other partners) for Resident selection and advising of vacancies.

The Selected Operator is responsible for ensuring Resident updates are entered into the BC Housing Supportive Housing Registry Database.

The Selected Operator will utilize the Vulnerability Assessment Tool to ensure appropriate corresponding housing with appropriate supports.

² [2023 Housing Income Limits \(HILS\) - Effective January 1, 2023 \(bchousing.org\)](#)

The Selected Operator shall be required to use all efforts to minimize vacancies and maintain full occupancy of the Site. Vacancies shall be promptly reported to the BC Housing Access and Assessment Coordinator so that turnover time is minimal.

Access to Housing. The Provider will strive to accommodate individuals who may otherwise encounter barriers to Housing because of certain circumstances. In particular, the Provider will:

- i. Reasonably accommodate individuals with pets; particularly in situations where individuals are transitioning from shelters or other forms of Homelessness to Housing.
- ii. Accommodate individuals who may require harm reduction supplies on site, including clean needles, access to safe disposal (i.e., sharps containers), condoms etc.
- iii. Ensure appropriate overdose prevention measures are in place for Residents of the Development.

2.4.2 Resident Rent Contribution

The Selected Operator will calculate Resident Rent Contributions based on the Rent Scale, or the Selected Operator will set the rent at a flat rate of the maximum Income Assistance shelter rate if a resident is in receipt of Income Assistance. Please refer to **Schedule F – Rent Scale** in the **Supportive Housing Fund Operator Sample Agreement** attached as [Appendix A](#).

The Selected Operator will adjust the Resident Rent Contribution to reflect changes in household composition whenever such change occurs.

2.5 Support Services

The Selected Operator may offer a variety of programs and support services, tailored to the operator's mandate and the unique needs of Residents and in alignment with the SHF program framework. The Selected Operator will offer the following core support services to help Residents achieve and maintain stability in housing, enhance access to other community-based supports and services, and foster resilience against Homelessness.

- a) Minimum of two 24/7 staffing costs directly related to operating the Development.
- b) Meals, provided as per supportive housing with one cold meal such as a continental breakfast or cold lunch and one hot dinner meal as specified in the Operator Agreement, and that meet the standards of Eating Well with Canada's Food Guide.
- c) No-cost laundry facilities accessible to Residents, either on-site or off-site.
- d) Support for Residents to maintain their residencies, including but not limited to directly assisting with rent payment and repayment plans.
- e) Individual or group support services such as life skills, community information, social and recreational programs.

- f) Connecting Residents to community supports and services such as education and employment opportunities, health and wellness services, and life skills.
- g) Other supports designed to assist Residents in meeting their personal and housing goals, including culturally appropriate programs.
- h) Case Planning and Resident needs assessment.
- i) Assistance in accessing Income Assistance, Pension Benefits, Disability Benefits, obtaining a BC Identification Card, or establishing a bank account as appropriate.
- j) Supporting Residents to maintain their residencies, including but not limited to:
 - Directly assisting with room de-cluttering.
 - Repayment plans for outstanding Resident Rent Contributions.

2.6 Site Maintenance and Property Management Services

The Selected Operator shall be responsible for all aspects of:

- a) Building Maintenance that include but are not limited to developing a Maintenance Plan, routine maintenance, and repair work.
- b) Property Management Services that include but are not limited to routine inspections, regular fire inspections, drills, testing maintenance, training and maintaining records, and routine waste management services.
- c) Liaising with contractors and residents related to site improvements, including transitioning of residents to other units within the site to accommodate renovations.
- d) Ensuring appropriate site safety and site security measurements are employed on site as specified in the Operator Agreement.

2.7 Community and Partnerships

The Selected Operator will be expected to establish and maintain productive relationships with community-based organizations and agencies to include but not limited to:

- a) multiple levels of government.
- b) regional health authorities.
- c) employment agencies.
- d) community agencies.
- e) indigenous governments and organizations.

2.8 Staff Management

The Selected Operator will ensure that all staff at the Development, whether part-time or full-time, paid, or voluntary, have the appropriate skills, training and qualifications for the tasks that they perform. The Operator will:

- a) have written policies on eligibility, selection, remuneration, training, safety and security. The safety and security policies and procedures must be in accordance with current Occupational Health and Safety Regulations contained within the *Workers Compensation Act*.
- b) ensure staff have orientation on the Support Services and standards specified in the Operator Agreement.
- c) ensure staff have orientation on the Operator's standards, written policies and procedures related to the Support Services, including health and safety procedures. This will include written policies and procedures to deal with prevention of infections, infectious diseases, exposure to blood and body fluids, and the safe handling of needles.
- d) ensure that the staff undergoes a criminal record check in accordance with the Criminal Records Review Act and keep evidence on file that the criminal record check was completed. The Operator is required to have a written policy on the frequency of subsequent criminal record checks.
- e) have written policies regarding the use of hazardous cleaning materials that are in accordance with Workplace Hazardous Materials Information System (WHMIS) guidelines.

The Operator will ensure all food handling, preparation, storage, serving, premises etc., is completed in accordance with the Food Premises Regulation of the Public Health Act, the Food Safety Act, and other relevant regulations. At least one (1) person with FOODSAFE Level I certification shall always be present wherever food is handled or served. It is strongly encouraged that one staff member hold a valid FOODSAFE Level II certificate.

The Operator will also ensure staff have the following training to a level approved by BC Housing:

- a) Crisis prevention training and/or de-escalation training, non-violent intervention.
- b) Standard First Aid and CPR. At least one (1) staff member certified in Standard First Aid and the appropriate CPR level training must be on duty at all times.
- c) Indigenous awareness training.
- d) Mental health first aid training.
- e) Domestic violence safety planning.
- f) Substance use awareness and safety training, including naloxone training.
- g) 2SLGBTQAI+ awareness training.
- h) Trauma-informed practice training.
- i) Staff self-care training.
- j) Vulnerability Assessment Tool (VAT) training.
- k) BC Housing Database training.

2.9 Budget

2.9.1 Operating Budget

The Selected Operator will be responsible for collecting all Resident Rent Contributions and other Residential Revenue for the Development and the Selected Operator will be responsible for paying out of such revenues all costs associated with the operation of the Development, except property taxes, grants in lieu, or equivalent. Such costs may include, but are not limited to:

- i. liability insurance;
- ii. sewer, water, and garbage pickup;
- iii. utilities;
- iv. two 24/7 staffing costs directly related to operating the Development;
- v. costs for general building maintenance, materials and supplies as required;
- vi. day-to-day repair and/or replacement of furniture, equipment, and appliances such as, stoves, refrigerators, drapes, blinds, floor coverings, washers, dryers, etc.; and
- vii. administration costs, including accounting and legal fees, if applicable.

2.9.2 Support Services Budget

1. **Support Services Subsidy.** BC Housing will allocate funds to enable the Selected Operator to deliver Support Services to the Residents.
2. **Expenses.** The Selected Operator will be responsible for applying the Support Services Subsidy to pay for all costs associated with the provision of Support Services. Such costs will include, but are not limited to:
 - a. liability and other insurance required to be provided by the Selected Operator hereunder, except to the extent such insurance may already be carried by the Selected Operator and attributable to its operations other than the provision of the Support Services;
 - b. staffing costs in relation to the Support Services; and
 - c. applicable administration costs, including accounting and legal fees.

2.10 Reconciliation, Equity and Diversity

BC Housing is committed to the principles and processes of Reconciliation, Equity and Diversity.

It is expected that Respondents have programs that actively support these processes and are involved in activities aimed at boosting opportunities for Indigenous and Equity Seeking Groups. These activities among others should provide employment opportunities to support Indigenous and Equity Seeking Groups in their endeavours to find reliable employment and prosper. Note that Equity Seeking Groups include, but are not limited to those groups mentioned the [Employment Equity Act](#), Paragraph 2 as “Aboriginal peoples(sic), persons with disabilities and members of visible minorities,” refer to [Appendix E – Employment for Equity Seeking Groups](#) to find out specific groups defined as individuals for employment.

Equity Seeking Groups, means groups who have historically been and continue to be denied equal access to employment, education or other opportunities, this includes, women, people living with disabilities, those who have been historically marginalized due to race, Indigenous peoples, members of the 2SLGBTQAI+ (Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex, Androgynous and Asexual) communities, recent immigrants and refugees, those who have experienced barriers due to economic opportunities including those with a criminal record, youth and veterans.

[End of Part 2]

3 Evaluation of Responses

3.1 Timetable and Submission Instructions

Respondents should submit their proposals according to the following timetable and instructions.

3.1.1 Timetable

| | |
|--|---|
| Issue Date of RFPQ: | June 27, 2024 |
| Pre-recorded Information Session: | July 23, 2024 |
| Deadline for Questions: | August 23, 2024 @ 2:00 p.m. PT (Please note that questions asked after this time may not be responded to) |
| Deadline for Issuing Addenda: | September 13, 2024 |
| Submission Deadline: | November 8, 2024 @ 2:00 p.m. PT |

The RFPQ timetable is tentative only and may be changed by BC Housing at any time.

3.1.2 Proposals Must be Submitted in the Prescribed Manner

The submission procedures listed in this document shall be followed by all Respondents. Respondents are cautioned to read the entire RFPQ and follow the procedures required by this RFPQ carefully, as any deviation from these requirements may be cause for rejection.

Proposals must be submitted electronically and received either:

- 1) By **BC Bid** pursuant to BC Bid’s online bid submission system (the “**Submission Location**”), or
- 2) Email: BuildingBC@bchousing.org (the “**Submission Location**”).

Proposals delivered electronically via email should have the Respondent’s name clearly identifiable and should include the RFPQ’s number and title (as set out on the cover page) in the subject line.

NOTE: Respondents must submit proposals only to one of the above-mentioned Submission Locations. No oral (by telephone or otherwise) or written response(s) (by telegraph, facsimile, courier or otherwise) shall be accepted. All responses must be properly signed and dated where requested. Where a Respondent is a corporation, have the responses signed with the legal name of the corporation followed by the legal signature and capacity of an Authorized Representative to bind the corporation into a Contract.

3.1.3 Submissions Must be Submitted on Time

Proposals must be submitted electronically and received by one of the above-mentioned Submission Locations on or before the Submission Deadline. Proposals submitted after the Submission Deadline will not be accepted or evaluated.

Onus and responsibility rests solely with the Respondent to submit its proposal on time as indicated in the RFPQ. Respondents are advised to make submissions well before the deadline. Respondents making submissions near the deadline do so at their own risk.

3.1.4 Amendment of Proposals

Respondents may amend their proposals prior to the Submission Deadline by the same method as prescribed for submission of proposals.

3.1.5 Withdrawal of Proposals

Respondents may withdraw their proposals prior to the Submission Deadline by the same method as prescribed for submission of proposals.

3.2 Stages / Overview of Proposal Evaluation

BC Housing will evaluate proposals in two (2) stages:

3.2.1 Stage I

Stage I will consist of a review to determine which proposals comply with all of the minimum requirements. BC Housing reserves the right to waive informalities and minor irregularities in proposals received subject to the following:

Respondents shall not be allowed to significantly alter or resubmit new proposals after the Submission Date (see section 3.1.1 Timetable).

If a Respondent has not complied with one or more of the requirements of this RFPQ, including failing to provide information requested in the Submission Requirements, BC Housing may, in its discretion, issue a rectification notice to the Respondent identifying the deficiency or deficiencies, in which case the following will apply:

- a. if a Respondent receives a rectification notice, the Respondent 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 Respondent 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 Respondent in response to the rectification notice will be deemed to form part of the Respondent's original Proposal submission.
- c. if the Respondent fails to rectify the deficiency or deficiencies to BC Housing's satisfaction within the applicable time period, BC Housing may reject the Respondent 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 Respondent, including if BC Housing elects to provide a notice to a different Respondent for a similar deficiency.

3.2.2 Stage II

Stage II will consist of a scoring by BC Housing of each qualified proposal on the basis of the rated criteria as provided below. Those Respondents who meet or exceed the minimum threshold score will be deemed to be prequalified and added to the Source Lists of qualified operators for the respective region(s)/community(ies) identified in [Appendix C](#).

3.3 Stage I - Minimum Requirements, Submission and Rectification

3.3.1 Minimum Requirements

The Proposal should include sufficient information to demonstrate that the Respondent has a good understanding of the Deliverables and to demonstrate that the Respondent can perform the responsibilities and obligations under the Contract.

Responses that are illegible, conditional, obscure, contain arithmetical errors, erasures, alterations, or irregularities of any kind may be declared informal and rejected.

Other than inserting the information requested on the submission forms set out in the RFPQ, Respondents may not make any changes to any of the forms. Respondents submitting proposals that do not meet the minimum requirements may be provided an opportunity to rectify any deficiencies.

3.3.2 Cover Page

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

3.3.3 Table of Contents

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

3.3.4 Submission Form ([Appendix B](#))

Each proposal should include a Submission Form ([Appendix B](#)) completed and signed by an authorized representative of the Respondent.

3.3.5 Identified Region(s)/Community(ies) ([Appendix C](#))

Identify in which specific Region(s) and/ or specific community(ies) your organization is willing to provide Supportive Housing operator services within.

3.3.6 Response Template ([Appendix D](#))

Complete [Appendix D – Response Template](#) fully with all responses to the criteria and submit it in whether Word or PDF format, but **NOT** both. Ensure your responses are clear, concise, and fully address this RFPQ requirements.

Submissions addressing all RFPQ requirements and providing related information in the Response Template will receive higher scores.

3.4 Stage I – Suggested Proposal Form

To receive uniformly formatted submissions, this section is intended to provide a summary for the Respondents as to the preferred structure and contents of the responses to this RFPQ.

Respondents should arrange the content of their Proposal in accordance with the sequencing of and using the section numbers and corresponding titles shown in Section 3.3. Any unsolicited information should be included in the section titled “Additional Information”.

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).

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.

3.5 Stage II - Evaluation of Rated Criteria

Stage II will consist of a scoring by the evaluators of each qualified proposal on the basis of the rated criteria as provided below.

IMPORTANT! Respondents are required to complete each section in [Appendix D - Response Template](#). Newly established non-profit societies must address RFPQ requirements and respond to rated criteria by including a comprehensive action plan covering areas where they may lack experience. Submissions addressing all RFPQ requirements and providing related information in the Response Template will receive higher scores.

[Appendix D – Response Template](#) shall be submitted in either Word or PDF format, **NOT** both.

Note: Respondents shall include relevant examples illustrating their experience and qualifications specific to the region they apply for. If Respondents apply for multiple regions, examples for each region shall be included in the submission. Failure to provide relevant and regions specific examples may result in lower scoring of the submission.

3.5.1 Rated Criteria

The following is an overview of the categories and weighting for the rated criteria of the RFPQ.

| Rated Criteria Category | Weighting (Percent) |
|---|----------------------------|
| Respondent’s experience with operator and support services | 10 |
| Respondent’s experience with property and resident management | 5 |
| Service Delivery Plan | 20 |
| Community Partnership & Relationships | 20 |
| Operational Capacity | 25 |
| Equity, Diversity, Inclusion and Belonging (EDIB) | 10 |
| Reconciliation | 10 |
| Threshold | 55% |
| Total Percentage | 100% |

3.5.2 Respondent’s experience with operator and support services (10%)

Respondents should demonstrate their experience providing support services and property management services as per the following:

1. Overall operation of your non-profit entity: length of operation (in years), demographics served, and housing programs under which the Operator Services have been provided by your organization.
2. Clearly explain your organization’s philosophy and how this philosophy is embedded within resident support and programs offered.
3. Provide details on your experience working with supportive housing and delivering support programs.
4. Provide details on specific Indigenous culturally appropriate services in working with Indigenous residents and how these services have benefited them.

5. Provide details on your experience of accommodating individuals who are experiencing substance use and/or mental health challenges, require harm reduction supplies on site, require access to primary healthcare.

3.5.3 Respondent’s experience with property and resident management (5%)

1. Describe your experience in property management which include basic upkeep and repairs, policy on health and safety of tenants and staff, security, and building systems maintenance.
2. Using the following format, include in your proposal **a complete listing of properties** currently being operated by your organization that are exact, or similar to, the requirements identified within this RFPQ (use a table format as suggested below).

Complete list of properties

| | |
|-----------------------------|--|
| Name of property | |
| Location | |
| Number of buildings | |
| Years owned or leased | |
| Numbers of units | |
| Program participants served | |
| Support services offered | |
| Annual operating budget | |

3.5.4 Service Delivery Plan (20%)

Respondents should clearly outline and provide a detailed description of how their organization intends to manage, operate and provide support services as identified in the RFPQ and further explained in the Supportive Housing Fund Operator Sample Agreement ([Appendix A](#)).

1. Provide resident intake policies and procedures outlining your organization’s approach, methods, and actions to ensure client eligibility and equal opportunity to access services.
2. Provide numerical data indicating the current vacancy rate and unit turnover timelines at existing supportive housing buildings you currently operate.
3. Identify and clearly explain each support program your organization currently offers that will benefit the Program Participants and explain how these programs will assist the Program Participant’s to re-connect with the various community supports, be a good neighbour, get engaged in educational and recreational activities and to seek and obtain employment. Provide statistical evidence demonstrating current and/or past successes.
4. Provide details about how your organization embodies and imbeds trauma-informed practice and Reconciliation in providing supports.

3.5.5 Community Partnerships & Relationships (20%)

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

- Using the following format, **provide a list of current relationships working with multiple levels of government, including Indigenous governments.**

| | |
|----------------------------|--|
| Name of Government Agency | |
| Type of relationship | |
| Contact(s) in place? (Y/N) | |
| Length of relationship | |

- Using the following format, **identify and provide a list of any current partnerships** your organization has with other complementary organizations in the Region(s)/Community(ies) your organization has identified in [Appendix C](#) of this RFPQ.

| | |
|---------------------------------|--|
| Name of the organization | |
| Length of partnership | |
| Role/actions of the Partnership | |
| Benefit of partnership | |

- Brief explain your process of addressing community and neighbour concerns and complaints and developing and maintaining trust within the local community.

3.5.6 Operational Capacity (25%)

- Using the following format **provide a list of existing and future projects** your organization are operating or has scheduled or planned to undertake within the next 3 years in the region(s)/community(ies) your organization has identified in [Appendix C](#) of this RFPQ.

List of existing and future projects

| | |
|---|--|
| Name of project | |
| Type of housing | |
| Number of buildings & units | |
| Date started or plan to start | |
| Provided services | |
| Number of FTEs required. (Full Time Employees) | |

2. Using the following format, **identify your resource allocation plan and/or employment strategies** e.g., pool of part-time staff, that would enable your society to staff up and operate a supportive housing site. Please emphasize an ability to rapidly mobilize these services. Identify any potential risks your organization may face and how these would be successfully mitigated.

Resource allocation plan and/or employment strategies

| | |
|-------------------|--|
| Identify strategy | |
| Short description | |
| Risk to strategy | |
| Mitigation | |

3.5.7 Equity, Diversity, Inclusion and Belonging (EDIB) (10%)

Describe your organization’s demonstrated commitment to equity, diversity, and inclusion and belonging (EDIB) in such areas as:

a. Governance Models

1. Inclusive governance models, board composition and/or established community-based, advisory committees made up of members with lived-experience.

b. Policies and Practices

1. Describe the processes, policies, or procedures your organization has in place to reduce barriers to engagement for Equity Seeking Groups.
2. Describe any current programs, initiatives or targets your organization has in place that promote employment or training opportunities (such as apprenticeships) for Equity Seeking Groups.
3. Targeted programs or partnerships with service providers. Provide examples of prior projects, actions or initiatives that entailed specific targets benefits to Equity Seeking Groups. Please describe the resulting benefits.

c. EDIB Principles

1. Demonstrate your organization’s ability to execute the required scope of work in a manner which embeds trauma informed service delivery and cultural competency.
2. Describe how the project concept incorporates principles of EDIB. How does the design concept support Equity Seeking Groups.

3.5.8 Reconciliation (10%)

Provide the following information with your response:

a. Indigenous Values and Culture:

1. Demonstrate your organization's ability to execute the required scope of work in a manner which embeds Indigenous cultural safety and competency, include examples of practices, protocols or policies that reduce barriers to services that support Indigenous women, children, and 2SLGBTQAI+ (Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex, Androgynous and Asexual) who are at risk of experiencing violence or are leaving violence.

Describe practices, protocols or policies that reduce barriers to services that support Indigenous women, girls, and 2SLGBTQAI+ who are fleeing violence in reference to [MMIWG Calls for Justice](#) Paragraph 4.7

We call upon all governments to support the establishment and long-term sustainable funding of Indigenous-led low-barrier shelters, safe spaces, transition homes, second-stage housing, and services for Indigenous women, girls, and 2SLGBTQAI+ people who are homeless, near homeless, dealing with food insecurity, or in poverty, and who are fleeing violence or have been subjected to sexualized violence and exploitation. All governments must ensure that shelters, transitional housing, second-stage housing, and services are appropriate to cultural needs, and available wherever Indigenous women, girls, and 2SLGBTQAI+ people reside.

2. Provide examples of prior projects or activities your organization has executed where Indigenous culture and values were factored into the executed workflow. Describe how the engagement with Indigenous rightsholders occurred and how Indigenous values and culture impacted the executed work. Provide examples of engagement or how your organization implemented any cultural needs where Indigenous peoples reside.
3. Describe the processes, policies, or procedures your organization has in place to reduce barriers to engagement for Indigenous organizations/peoples (may include but not limited to; Indigenous employment, mission statements, engagement mandates, language fluencies).

b. Indigenous Engagement:

1. Provide examples of vendors or partners previously engaged by your organization who maintain active Indigenous ownership, control, participation, connections (joint-ventures or partnerships) or leadership.
2. Describe any policies, procedures or processes your organization has in place that promote engagement and connection with Indigenous communities. Please describe how these policies, procedures or process are conducive to strengthening relationships and achieving the long-term goals of Indigenous communities.

c. Indigenous Community Impacts:

1. Describe any current programs, initiatives or targets your organization has in place that promote employment or training opportunities (such as apprenticeships) for Indigenous peoples.
2. Provide examples of prior projects, actions or initiatives that entailed specific targets to benefit Indigenous communities. Please describe the resulting benefits

3.6 Cumulative Score

At the conclusion of qualitative evaluation, all scores will be totalled for proposals. Respondents meeting or exceeded the threshold score will be deemed as prequalified Supportive Housing operators in the Region(s)/Community(ies) your organization has identified in [Appendix C](#) of this RFPQ.

[End of Part 3]

4 Terms and Conditions of the RFPQ Process

4.1 General Information and Instructions

4.1.1 Respondents to Follow Instructions

Respondents should structure their proposals in accordance with the instructions in the RFPQ. Where information is requested in the RFPQ, any response made in a proposal should reference the applicable section numbers of the RFPQ where that request was made.

4.1.2 Proposals in English

All proposals are to be in English only.

4.1.3 BC Housing's Information in RFPQ Only an Estimate

BC Housing and its advisers make no representation, warranty, or guarantee as to the accuracy of the information contained in the RFPQ or issued by way of addenda. Any quantities shown or data contained in the RFPQ or provided by way of addenda are estimates only and are for the sole purpose of indicating to Respondents the general size of the work. It is the Respondent's responsibility to avail itself of all the necessary information to prepare a proposal in response to the RFPQ.

4.1.4 Respondents Shall Bear Their Own Costs

The Respondent shall bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews or demonstrations.

4.2 Communication after Issuance of RFPQ

4.2.1 Respondents to Review RFPQ

Respondents shall promptly examine all the documents comprising the RFPQ, and

- a. shall report any errors, omissions, or ambiguities; and
- b. may direct questions or seek additional information in writing by email on or before the Deadline for Questions to the BC Housing Contact. All questions submitted by Respondents by email to the BC Housing Contact shall be deemed to be received once the email has entered the BC Housing Contact's email inbox. No such communications are to

be directed to anyone other than the BC Housing Contact. BC Housing is under no obligation to provide additional information.

It is the responsibility of the Respondent to seek clarification from the BC Housing Contact on any matter it considers to be unclear. BC Housing shall not be responsible for any misunderstanding on the part of the Respondent concerning the RFPQ or its process.

4.2.2 All New Information to Respondents by Way of Addenda

The RFPQ may be amended only by an addendum in accordance with this section. If BC Housing, for any reason, determines that it is necessary to provide additional information relating to the RFPQ, such information will be communicated to all Respondents by addenda. Each addendum forms an integral part of the RFPQ.

Such addenda may contain important information, including significant changes to the RFPQ. Respondents are responsible for obtaining all addenda issued by BC Housing. In the Submission Form ([Appendix B](#)), Respondents should confirm their receipt of all addenda by setting out the number of each addendum in the space provided.

4.2.3 Post-Deadline Addenda and Extension of Submission Date

If any addendum is issued after the Deadline for Issuing Addenda, BC Housing may at its discretion extend the Submission Date for a reasonable amount of time.

4.2.4 Verify, Clarify and Supplement

When evaluating responses, BC Housing may request further information from the Respondent or third parties in order to verify or clarify or supplement the information provided in the Respondent's proposal. BC Housing may revisit and re-evaluate the Respondent's response or ranking on the basis of any such information.

4.2.5 No Incorporation by Reference

The entire content of the Respondent's proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in the Respondent's proposal will not be considered to form part of its proposal.

4.2.6 Proposal to Be Retained by BC Housing

BC Housing will not return the proposal, or any accompanying documentation submitted by a Respondent.

4.3 Negotiations, Notification and Debriefing

4.3.1 Selection of Top-Ranked Respondent

The top-ranked Respondent, as established under Part 3 – Evaluation of Responses, may receive a written invitation to enter direct contract negotiations with BC Housing.

4.3.2 Timeframe for Negotiations

BC Housing intends to conclude negotiations within thirty (30) days commencing from the date BC Housing invites the top-ranked Respondent to enter negotiations. A Respondent invited to enter direct contract negotiations should therefore be prepared to provide requested information in a timely fashion and to conduct its negotiations expeditiously.

Process Rules for Negotiations

Any negotiations will be subject to the process rules contained in this Part 4 – Terms and Conditions of RFPQ Process and the Submission Form ([Appendix B](#)) and will not constitute a legally binding offer to enter a contract on the part of BC Housing or the Respondent. Negotiations may include requests by BC Housing for supplementary information from the Respondent to verify, clarify or supplement the information provided in its proposal or to confirm the conclusions reached in the evaluation, and may include requests by BC Housing for improved pricing from the Respondent.

4.3.3 Terms and Conditions

The terms and conditions found in the Form of Agreement ([Appendix A](#)) are to form the starting point for negotiations between BC Housing and the selected Operator.

4.3.4 Failure to Enter into Agreement

Respondents should note that if the parties cannot execute a contract within the allotted thirty (30) days, BC Housing may invite the next-best-ranked Respondent to enter negotiations. In accordance with the process rules in this Part 4 – Terms and Conditions of RFPQ Process and the Submission Form ([Appendix B](#)), there will be no legally binding relationship created with any Respondent prior to the execution of a written agreement. With a view to expediting contract formalization, at the midway point of the above-noted timeframe, BC Housing may elect to initiate concurrent negotiations with the next-best-ranked Respondent. Once the above-noted timeframe lapses, BC Housing may discontinue further negotiations with that Respondent. This process shall continue until a contract is formalized, until there are no more Respondents remaining that are eligible for negotiations or until BC Housing elects to cancel the RFPQ process.

4.3.5 Notification to Other Respondents

Other Respondents that may become eligible for contract negotiations will be so notified at the commencement of the negotiation process. Once a contract is executed between BC Housing and a Respondent, the other Respondents may be notified directly in writing and shall be notified by public posting in the same manner that the RFPQ was originally posted of the outcome of the procurement process and the award of the contract.

4.3.6 Debriefing

Respondents may request a debriefing after receipt of a notification of award. All requests must be in writing to BC Housing Contact and must be made within sixty (60) days of notification of award. The intent of the debriefing information session is to aid the Respondent in presenting a better proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

4.3.7 Bid Protest Procedure

If a Respondent wishes to challenge the outcome of the RFPQ process, it should provide written notice to the BC Housing Contact within thirty (30) days of notification of award, and BC Housing will respond in accordance with its bid protest procedures.

4.4 Prohibited Communications/Confidential Information

4.4.1 Prohibited Respondent Communications

The Respondent shall not engage in any Conflict-of-Interest communications and should take note of the Conflict-of-Interest declaration set out in the Submission Form ([Appendix B](#)). For the purposes of this Section, “Conflict of Interest” shall have the meaning ascribed to it in the Submission Form ([Appendix B](#)).

4.4.2 Respondent Not to Communicate with Media

A Respondent may not at any time directly or indirectly communicate with the media in relation to the RFPQ or any contract awarded pursuant to the RFPQ without first obtaining the written permission of the BC Housing Contact.

4.4.3 Confidential Information of BC Housing

All information provided by or obtained from BC Housing in any form in connection with the RFPQ either before or after the issuance of the RFPQ:

- a. is the sole property of BC Housing and must be treated as confidential.
- b. is not to be used for any purpose other than replying to the RFPQ and the performance of any subsequent Contract.
- c. must not be disclosed without prior written authorization from BC Housing; and
- d. Shall be returned by the Respondents to BC Housing immediately upon the request of BC Housing.

4.4.4 Confidential Information of Respondent

The confidentiality of information will be maintained by BC Housing, except as otherwise required by law or by order of a court or tribunal. Respondents are advised that their proposals will, as necessary, be disclosed on a confidential basis, to BC Housing's advisers retained for the purpose of evaluating or participating in the evaluation of their proposals. If a Respondent has any questions about the collection and use of personal information pursuant to the RFPQ, questions are to be submitted to the BC Housing Contact.

4.5 Procurement Process Non-binding

4.5.1 No Contract A and No Claims

The procurement process is not intended to create and shall not create a formal legally binding bidding process and shall instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation: (a) the RFPQ shall not give rise to any "Contract A"-based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and (b) neither the Respondent nor BC Housing shall have the right to make any breach of contract, tort or other claims against the other with respect to the award of a contract, failure to award a contract or failure to honour a response to the RFPQ.

4.5.2 No Contract until Execution of Written Agreement

The RFPQ process is intended to identify prospective vendors for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service shall be created between the Respondent and BC Housing by the RFPQ process until the selected negotiation and execution of a written agreement for the acquisition of such goods and/or services.

4.5.3 Non-binding Price Estimates

While the pricing information provided in responses will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of the responses and the ranking of the Respondents. Any inaccurate, misleading, or incomplete

information, including withdrawn or altered pricing, could adversely impact any such evaluation, ranking or contract award.

4.5.4 Disqualification for Misrepresentation

BC Housing may disqualify the Respondent or rescind a contract subsequently entered if the Respondent's response contains misrepresentations or any other inaccurate, misleading or incomplete information.

4.5.5 References and Past Performance

BC Housing's evaluation may include information provided by the Respondent's references and may also consider the Respondent's past performance on previous contracts with BC Housing or other institutions.

4.5.6 Inappropriate Conduct

BC Housing may prohibit a supplier from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, and such inappropriate conduct shall include but not be limited to the following: (a) the submission of quotations containing misrepresentations or any other inaccurate, misleading or incomplete information; (b) the refusal of the supplier to honour its pricing or other commitments made in its proposal; or (c) any other conduct, situation or circumstance, as solely determined by BC Housing, which constitutes a Conflict of Interest. For the purposes of this Section, "Conflict of Interest" shall have the meaning ascribed to it in the Submission Form ([Appendix B](#)).

4.5.7 Cancellation

BC Housing may cancel or amend the RFPQ process without liability at any time.

4.6 Governing Law and Interpretation

4.6.1 Governing Law

The terms and conditions in this Part 4 – Terms and Conditions of RFPQ Process (a) are included for greater certainty and are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision); (b) are non-exhaustive (and shall not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations); and (c) are to be governed by and construed in accordance with the

laws of the province or territory within which BC Housing is located and the federal laws of Canada applicable therein.

[End of Part 4]

Appendix A – Draft Agreement

The Contract includes all the following documents:

1. Supportive Housing Fund Operator Sample Agreement (Attached)
2. BC Housing Supplier Code of Conduct, available at:
<https://www.bchousing.org/about/doing-business/supplier-centre/contract-essentials>
(Not Attached)

Appendix B – Submission Form

(See separate attachment)

Appendix C – Identified Region(s) and Community(ies)

(See separate attachment)

Appendix D – Response Template

(See separate attachment)

Appendix E – Employment for Equity Seeking Groups

| Equity Seeking Groups | Individuals for Employment Definition |
|--|--|
| Indigenous Peoples | First Nations, Métis, and Inuit people. Sometimes used interchangeably with ‘Aboriginal Peoples’. |
| Racialized communities | Refers to an individual or group of individuals including those who are non-white, including Chinese, South Asian, Black, Filipino, Latin American, Southeast Asian, Arab, West Asian, Japanese, Korean, other visible minorities and multiple visible minorities. Racialized communities also include Indigenous People of nations outside of Canada. Often used interchangeably with “Visible minority group.” |
| Recent Immigrants and Refugees | <p>Immigrant: A person who has been granted the right to live in Canada by immigration authorities and has resided in Canada for less than 5 years.</p> <p>Refugee: A person who is forced to flee from persecution and who is located outside of their home country. A person who has been recognized as a refugee and who has been granted the right to live in Canada by immigration authorities.</p> |
| Persons with disabilities/ Disabled Persons | A person with a long-term or recurring physical, mental, psychiatric, intellectual, or sensory impairment which, in interaction with various attitudinal and environmental barriers, hinders their full and effective participation in society on an equal basis with others. This is a self-defined characteristic and does not require an external or formal recognition of disability. |
| Women | Self-identified |
| Members of the 2SLGBTQIA+ community | An acronym for lesbian, gay, bisexual, transgender, transsexual, queer, questioning, and 2-Spirit. |

| | |
|--|--|
| <p>People identifying as experiencing other barriers to economic opportunity and participation (not included in other Equity-seeking group definitions)</p> | <p>A person who identifies as experiencing barriers to their economic opportunity and participation. This could include but is not limited to, an individual with a previous criminal conviction, an individual who identifies as having a drug or alcohol addiction that has affected their ability to participate economically, a person who has experienced domestic violence that has affected their ability to participate economically, a person who is currently experiencing or has experienced homelessness within the last 5 years, single parents, social housing tenants, and youth aging out of the foster care system</p> <p>If an employee identifies themselves in this category, you may consider asking for more information on what they consider this barrier to be – this is voluntary information.</p> |
| <p>Youth</p> | <p>Individuals aged 29 and under.</p> |
| <p>Veterans</p> | <p>A person who is serving or who has honourably served in the Canadian Armed Forces, the commonwealth, or its wartime allies, or as a Regular Member of the Royal Canadian Mounted Police, or as a Peace Officer in a Special Duty Area or on a Special Duty Operation, or who has served in the Merchant Navy or Ferry Command during wartime.</p> |