



Request for Proposals

Project name: After Hour Response Service
BC Non-Profit Housing Association
Proposal due by: October 4th

BCNPHA Background

BC Non-Profit Housing Association (BCNPHA) has been the provincial umbrella organization for the non-profit housing sector for nearly 30 years. We serve more than 500 members, including non-profit housing societies, businesses, individuals, partners and stakeholders, with education and professional development opportunities, research and advocacy, and asset management services. BC's non-profit housing societies manage more than 65,000 units of long-term, affordable housing in over 2,500 buildings across the province.

BCNPHA supports its members and builds capacity for the sector through the following efforts:

- Exclusive deals on customized programs and services.
- Ensuring strong systems and investments to meet housing needs of all British Columbians.
- Develop the sector's social, financial and environmental sustainability.

We support the success of partner programs by:

- Creating marketing plans that assist partners in reaching our members and increasing their likelihood of success
- Maintaining ongoing communication with partners and members regarding the programs.

Our Vision

A safe, secure and affordable home for everyone.

Our Mission

Empowering BC's non-profit housing sector through advocacy, education and support.

Project Overview

Member Societies have been operating at capacity for some time while needing to meet increasing demands. In addition, many of our members are growing through the delivery of new housing units. High volume of work and overtime hours affect employee's mental health and organizations operations from HR and Financial perspectives. What BCNPHA is looking for as an Association that represents the sector, is to partner with an experienced vendor who understands the valuable work that the Non-Profit Housing Sector provides to the community and can deliver a service outlined below under Scope of Work.

Project Goals

- Prevent non-profit staff burnout by reducing after-hours staff response
- Reduce Operational costs related to excessive overtime
- Increase operational efficiency and increased staff capacity by leveraging a 3rd party service at a reasonable cost
- Increase member capacity for response to tenants during emergencies

Scope of Work/Deliverables

BCNPHA is accepting proposals to provide answering services that meet the needs of our members based in the above-noted goals. The scope of work should include:

- After-hours call response and request triage
- Ability to assist with on-call staff scheduling
- Ability to integrate the answering call system with property management software, like Arcori, Yardi, etc., to increase efficiency and productivity
- Proposed methodology for reporting service analytics to member clients
- Value added services that your company may offer
- Additional services that your company can make available
- Proposed methodology for reporting to BCNPHA related to member uptake
- Back-up and business continuity capability related to disasters such as earthquakes and other emergencies that could interrupt regional service delivery
- Financial proposal that clearly describes the details of the proposed rebate to BCNPHA structure as a percentage of income generation per year.

We request that the scope of work outlines the member client onboarding process and sample timeline taking a new service live.

Submission Requirements

- A proposal outlining; the proponents services and how the proponent will meet BCNPHA's members goals
- The proposal must clearly illustrate the proponent's ability to successfully deliver the services outlined in the scope of work.
- The proponent will demonstrate capability and capacity to deliver the required services and scale-up as required based on BCNPHA member interest and uptake
- Description of company qualifications that demonstrate its successful experience and expertise delivering services of similar scope and complexity to small and larger scale housing providers.

Proposal Content

- Cover Letter
- Corporate Overview and history
- Proposal body outlining "submission requirements" listed above
- Resumes of proposed team/representative that would liaise with BCNPHA and member clients.
- 3 client references

Schedule

- **Release Date:** September 8th, 2021
- **Proposal Submission Due:** October 4th, 2021.
- **Review & Selection:** The week of October 25th, 2021
- **Method of Submission:** Proposals are to be submitted to Mauricio Ruiz Arnaut, Partner Programs Specialist, via email to programs@bcnpha.ca

Evaluation Criteria

BCNPHA will evaluate proposals based on the following criteria:

- Scope of work: 40%
- Experience: 30%
- Suggested Price Point and proposed revenue sharing scheme 30%

Rules of Engagement & Confidentiality

- BCNPHA is not obligated to award business based on the results of this Request for Proposal (RFP) nor lowest price. Information contained in this RFP is confidential and proprietary to BCNPHA and will not be shared with any other Tenders. Evaluation of the Proposal shall be considered at the sole discretion of BCNPHA based on the criteria above.
- The lowest fee proposal will not necessarily be accepted and BCNPHA reserves the right to reject any or all proposals. Information contained in this RFP will not be disclosed to third parties or viewed by persons not actively working on or responding on your behalf.
- For questions or concerns related to this RFP, please contact programs@bcnpha.ca prior to 12:00pm PST on September, 27th and should include “After Hour Response Service RFP” in the subject line.