



**Expression of Interest
For
Non-Profit Housing Societies
to Operate Supportive Housing**

Expression of Interest No.: 1070-1718/90

Issued: 06 October 2017

Submission Date: 27 October 2017 @ 2 pm Pacific Time

EXPRESSION OF INTEREST

1. Introduction

This Expression of Interest (“EOI”) is issued by BC Housing Management Commission (“BC Housing”) for the purposes of identifying non profit housing providers that are interested in providing property management and support services for individuals experiencing homelessness or at risk of homelessness, at new supportive housing developments on sites located throughout the Province of British Columbia.

BC Housing is currently working to identify specific site locations across the province. Responses to this EOI will be used to select non profit housing providers to operate site-specific projects.

2. Background and Requirements

In 2017 the Province of British Columbia announced the Rapid Response to Homelessness (“RRH”) program as an immediate response to the growing issue of homelessness across the province.

Through this program, in partnership with non-profit housing providers, government authorities and community groups, BC Housing will facilitate the creation of new housing with support services for individuals who are experiencing homelessness or are at risk of homelessness.

RRH responds to the challenge of homelessness by providing residents with a safe place to live and supporting them to achieve their housing and wellness goals. RRH is part of a suite of programs that are available to respond to homelessness, including outreach, rent supplements, shelters and supported housing.

The program incorporates the use of modular construction to expedite the production of this new supported housing capacity. The modular units will be owned by the Provincial Rental Housing Corporation (PRHC) and deployed on land made available by program partners. The use of modular construction will enable some of the developments to be relocated to future sites as needed.

The purpose of this Expression of Interest is to identify those non profit housing providers that are interested in providing property management and support services to the developments created through the RRH program.

3. Building Form

The form of development delivered through the RRH program will consist primarily of three to four storey buildings incorporating 40 – 50 units of self contained 320- 350 square foot studio units with amenity spaces on the ground floor. Amenities will include a common kitchen and dining facilities as well as offices, laundry, storage and related spaces to enable the provision of supportive programs and services for the tenant population. To facilitate relocation, some of these projects may not include an elevator. These projects will include some accessible units on the ground floor.

Another component of the program will consist of a one or two storey building form with bed /sitting rooms, shared bathrooms and common amenity spaces. This form of development will be deployed rapidly in some communities and may be in place on the sites for a one to three year period before being relocated.

Refer to Appendix F for sample floor plans of these two forms of development. The actual size and form of development of the projects may vary depending on community need and site

configurations.

4. Service Level; Expectation

The service provider will provide property management and support services that are beneficial to the tenants of this development. The support services are intended to help the tenants to achieve and maintain stability in housing and enhance access to community based supports and services which help individuals build self reliance and foster resilience against homelessness.

Through a 24/7 on site staffing model the Operator will provide on-site support services including, but not limited to the following:

- a meal program;
- supporting residents to maintain their residencies, including but not limited to directly assisting with room de-cluttering, resident rent contribution and/or repayment plans;
- individual or group support services such as: life skills; community information; social and recreational programs;
- Connecting residents to community supports and services such as: education; employment; health; life skills; long-term housing.
- case planning and resident needs assessment, including the Vulnerability Assessment Tool (VAT); and
- Assistance in accessing Income Assistance, Pension Benefits, Disability Benefits, obtaining a BC Identification Card, or establishing a bank account as appropriate.

Note that the Support Services funding provided by BC Housing does not cover clinical support services. Given the needs of the target population clinical services, or access to these services, may be provided through a formal partnership with health authorities or programs such as Intensive Case Management teams which provide targeted supports for tenants in need.

Individual, site-specific operator agreements will be developed with each successful proponent. For reference, a sample operator agreement is attached (Appendix E) that outlines the typical terms and conditions for this type of project.

Some of the key expectations are summarized below:

4.1 Tenant Selection

Individuals who have an income that is at or below the Housing Income Limits (HILs)¹ and are experiencing homelessness or are at risk of homelessness, are eligible for housing and supports.

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 available and established and are consistent with the operator's mandate.

Children under the age of 19 can receive housing and supports if they are accompanied by their parent/guardian or if they are referred to the operator by a social worker acting under the *Child*,

¹ Housing Income Limits (HILs) represent the maximum income for eligibility to be a resident. This maximum is based on the cost of housing in the local community such that the resident cannot obtain rental housing in good condition meeting National Occupancy Standards.

Family and Community Service Act. Other than appropriately approved exceptions, individuals under the age of 19, presenting without a parent or guardian, should be referred to child and youth serving agencies and/or the Ministry of Children and Family Development (MCFD).

Residents will typically pay a fixed rent, set at the shelter component of income assistance. Operators may elect to calculate a rent that is geared to income based on the rent scale outlined in their operator agreement.

The tenant selection process will include use of the Vulnerability Assessment Tool (“VAT”) and support service levels to ensure a balanced tenant population that is appropriate for the staffing levels and related support services that are available in the development and surrounding community based resources.

The service provider will be responsible for final tenant selection through the Supportive Housing Registry (provided by BC Housing) and will be required to participate in the Regional Coordinated Access and Assessment approach currently being implemented by BC Housing and other key partners throughout the province.

4.2 Staffing Requirements

For all staff working with the tenants, whether part-time or full-time, paid or voluntary, the proponent will 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 of BC. The proponent shall ensure that all staff possesses the appropriate skills, training and qualifications for the tasks that they perform, including at minimum the following:

- Crisis prevention training and/or de-escalation training, non-violent intervention;
- 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;
- Indigenous awareness training;
- Mental health first aid training, including naloxone training;
- Domestic violence safety planning;
- Safety for women in co-ed shelters training;
- Substance use awareness and safety training;
- LGBT2Q+ awareness training;
- Trauma-informed practice training
- Staff self-care training;
- Vulnerability Assessment Tool (VAT) training; and
- BC Housing database training

Proponents must also 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 proponent is required to have a written policy on the frequency of subsequent criminal record checks.

5. Information Requested

In order to be considered for the next steps in the selection process, all potential service providers must meet the following minimum requirements:

5.1 Service providers must meet the following corporate governance requirements;

1. Operate as a non-profit entity;
2. Be in good standing with the appropriate registry;
3. Have a stated purpose to provide affordable housing for low (or low and moderate) income households, or another similar purpose consistent with the type of services being provided;
4. Have a provision regarding non-remuneration of directors in any capacity; bylaws must not permit directors to serve as employees;
5. Have a provision regarding the disposition of assets upon dissolution or wind up to an organization(s) with a similar charitable purpose;
6. Items 3, 4 and 5 above must be unalterable or otherwise restricted in accordance with the applicable legislation or regulation, or require the prior written consent of BC Housing to alter; and;
7. Have rules of conduct in accordance with the provider's purposes and applicable legislation.

5.2 Have previous experience providing similar services. Please submit the details requested in Appendix B – Proponent Experience.

6. Submission Instructions

Respondents are asked to submit their information 27 October 2017 @ 2:00 pm PT to the following email address:

purchasing@bchousing.org

Respondents should direct any questions by e-mail to the above BC Housing email address.

Submissions should include a completed and signed Respondent Submission Form (Appendix A) that acknowledges, among other things, that this EOI and any respondent submissions shall not create a legal relationship or obligation regarding the procurement of any good or service.

7. EOI Process

It is the intent of BC Housing to review the submissions to this EOI in order to identify qualified operators for projects developed through the RRH program. Depending on the number of and capacity of the respondents BC Housing reserves the right to enter into direct negotiations with the respondents of this EOI and/or additional potential service providers.

Please note that there are four distinct geographic regions defined by BC Housing. Proponents are invited to respond to any or all of the regions as defined in Appendix C.

A proponents' existing capacity, or ability to develop capacity in a community in a timely fashion, will be taken into consideration by BC Housing in the selection of a successful proponent for a specific development.

APPENDIX A – RESPONDENT SUBMISSION FORM

1. Respondent's Information

- (a) Respondent's registered legal business name and any other name under which it carries on business:

- (b) Respondent's address, telephone and email address.

- (c) Name, address, telephone and e-mail address of the contact person(s) for the Respondent:

- (d) Name of the person who is primarily responsible for the submission:

- (e) Whether the Respondent is an individual, a sole proprietorship, a corporation, a partnership, a joint venture, an incorporated consortium or a consortium that is a partnership or other legally recognized entity:

2. Terms of Reference

In responding to this EOI, each Respondent should submit a completed and signed Respondent Submission Form that, among other things, acknowledges its acceptance of the EOI Terms of Reference as contained hereunder:

Expression of Interest Not a Formal Competitive Bidding Process

This EOI is issued for information-gathering purposes and is not intended to be a formal legally binding "Contract A" bidding process. Without limiting the generality of the foregoing, this EOI may result in subsequent negotiations, direct contract award, invitational tendering process or open tendering process. Any pricing figures submitted by respondents shall be for general information purposes and will not be binding on respondents.

No legal relationship or obligation regarding the procurement of any good or service shall be created between the respondent and BC Housing by the EOI process until the successful negotiation and execution of an Agreement.

EOI Shall Not Limit BC Housing's Pre-existing Rights

This EOI shall not limit any of BC Housing's pre-existing rights. Without limiting the generality of the foregoing, BC Housing expressly reserves the right, at its discretion

- (a) to seek subsequent information or initiate discussions with any firm, including respondents that did not respond to this EOI;
- (b) to initiate direct negotiations for the procurement of any good or service with any respondent or respondents, regardless of whether the firm or respondents responded to this EOI;
- (c) to contact a limited number of respondents, which may be limited to those that responded to this EOI, or may include respondents that did not respond to this

- EOI, for the purpose of a competitive procurement for the procurement of any good or service;
- (d) to elect to proceed by way of open tender call where all potential respondents, including those that did not respond to this EOI, are eligible to compete for the award of a contract for the supply of any good or service; and
 - (e) to elect not to procure the good or service that is the subject of this EOI.

These expressly reserved rights are in addition to any and all other rights of BC Housing that existed prior to the issuance of this EOI.

Pricing Information for General Information Purposes Only

Any pricing information provided by respondents is for general information purposes and is not intended to be binding on respondents. Any legally binding pricing or purchasing commitments will be established only where specified by the express terms of a subsequent tender call process or where established through the execution of a written agreement.

Information in EOI Only an Estimate

BC Housing and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in the EOI or issued by way of addenda. Any quantities shown or data contained in this EOI, or provided by way of addenda, are estimates provided only as general background information.

Parties Shall Bear Their Own Costs

BC Housing shall not be liable for any expenses incurred, including the expenses associated with the cost of preparing responses to this EOI. The parties shall bear their own costs associated with or incurred through this EOI process, including any costs arising out of, or incurred in, (a) the preparation and issuance of this EOI; (b) the preparation and making of a submission; or (c) any other activities related to this EOI process.

Accuracy of Responses

The respondent acknowledges that the information provided is, to the best of its knowledge, complete and accurate.

Submissions Are the Property of BC Housing

Except where expressly set out to the contrary in this EOI or in the respondent's submission, the submission and any accompanying documentation provided by a respondent shall not be returned.

Confidential Information of BC Housing

All information provided by or obtained from BC Housing in any form in connection with this EOI either before or after the issuance of this EOI (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 this EOI; (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.

A respondent may not at any time directly or indirectly communicate with the media in relation to this EOI without first obtaining the written permission of BC Housing.

Respondent Confidential or Proprietary Information

The respondent consents to BC Housing's collection of information as contemplated under the EOI for the uses contemplated under the EOI.

A respondent should identify any information in its submission or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by BC Housing. The confidentiality of such information will be maintained by BC Housing, except where an order by a court or tribunal requires BC Housing to do otherwise. The respondent consents to the disclosure, on a confidential basis, of this submission by BC Housing to advisers retained by BC Housing for the purpose of evaluating or participating in the evaluation of this submission.

The respondent acknowledges that BC Housing may make public the name of any and all respondents.

Governing Law

This EOI process shall 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.

The respondent hereby agrees to the terms set out in the Terms of Reference and in the EOI.

Signature of Witness:

Signature of Respondent representative:

Name of Witness:

Name and Title:

Date of Signature:

I have authority to bind the Respondent.

APPENDIX B – PROPONENT EXPERIENCE

EOI: 1070-1718/90

Proponent: _____

Please provide a list of supportive housing and/or emergency shelter projects operated by your Society that receive funding from BC Housing:

Type of project: Supportive Housing or Emergency Shelter	Date Established	Street Address	Community	Number of Units

APPENDIX C – GEOGRAPHIC REGIONS

Map of BC Housing Regions:



Please advise which BC Housing Region(s) you are interested in. Please check all applicable regions:

- Northern Region
- Interior Region
- Vancouver Island Region
- Lower Mainland Region

Within the selected BC Housing Region(s) please indicate the specific communities you are interested in providing services for.

Attached as Separate Documents:

Appendix D – Program Framework

Appendix E – Sample Operating Agreement

Appendix F – Sample Building Floor Plans

END OF EOI