**APPENDIX D – RESPONSE FORM**

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| RESPONDENT NAME: | **Enter Name Here.** |

***IMPORTANT!*** *Respondents are required to complete each section in* ***Appendix D - Response Form****. 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 Form shall be submitted in either Word or PDF format,* ***NOT*** *both.*

* + 1. **Respondent’s Experience (15%)**

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| Respondents should demonstrate their experience providing shelter support services as per the following: |
| 1. **Overall operation of your non-profit entity: length of operation (in years), demographics served, and shelter programs under which shelter support services have been provided by your organization.**

*(Provide information in the white space below.)*  |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **Clearly explain your organization’s philosophy and how this philosophy is embedded within resident support and programs offered.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **Provide details on your experience operating shelter housing and delivering support services.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **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.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **Provide details on any culturally appropriate services especially in working with marginalized people and indigenous program participants and how these services have benefitted these groups.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |
| 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.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **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 table below).**
 |
| **Name of Property** | **Location** | **# of Bldgs** | **Years Owned or Leased** | **# of Units** | **Client Served** | **Support Services Offered** | **Annual Operating Budget** |
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* + 1. **Service Delivery Plan (25%)**

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| Respondents should clearly outline and provide a detailed description of how their organization intends to manage, operate and provide required services as identified in the RFPQ and further explained in the draft Shelter Support Services Sample Agreement (Appendix A). |
| 1. **Provide policies and procedures outlining your organization’s approach, methods, and actions to ensure client eligibility and equal opportunity to access services.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **Identify and clearly explain each service/program your organization currently offers that will benefit shelter residents.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **Provide procedure of referring clients to other community-based services in case where an individual is not eligible for the service, or cannot be accommodated by your organization.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **Provide policies and procedures outlining your organization’s approach to ensure the residents and staff safety as well as site security.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **Describe your organization’s approach to address client complaints and procedure for escalation.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **Briefly describe your organization’s Business Continuity and Emergency Response Plan.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

* + 1. **Community Partnership & Relationships (15%)**

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| Describe the relationships your organization has developed with community-based organizations and agencies, including multiple levels of government and regional health authorities. |
| 1. **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** | **Contract(s) in place? (Y/N)** | **Length of Relationship** |
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| **Additional comments:**  |
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| 1. **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** |
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| **Additional comments:**  |
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| 1. **Brief explain your process of addressing community and neighbour concerns and complaints and developing and maintaining trust within the local community.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

* + 1. **Operational Capacity (25%)**

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| 1. **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** | **# of Bldgs & Units** | **Date Started / Plan to Start** | **Provided Services** | **# of Full Time Employees Required** |
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| **Additional comments:**  |
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| 1. **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** |
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| **Additional comments:**  |
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* + 1. **Equity, Diversity, Inclusion and Belonging (EDIB) (10%)**

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| Describe your organization’s demonstrated commitment to equity, diversity, and inclusion and belonging (EDIB) in such areas as: |
| 1. **Governance Models**
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| 1. **Inclusive governance models, board composition and/or established community-based, advisory committees made up of members with lived-experience.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **Policies and Practices**
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| 1. **Describe the processes, policies, or procedures your organization has in place to reduce barriers to engagement for Equity Seeking Groups.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **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.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **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.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **EDIB Principles**
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| 1. **Provide examples that demonstrate your organization’s ability to execute the required scope of work in a manner which embeds trauma informed service delivery and cultural competency.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **Describe your organization’s experience in supporting Equity Seeking Groups.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

* + 1. **Reconciliation (10%)**

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| Provide the following information with your response: |
| 1. **Indigenous Values and Culture:**
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| 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*](https://www.mmiwg-ffada.ca/wp-content/uploads/2019/06/Calls_for_Justice.pdf) 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.**(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **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.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **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).**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **Indigenous Engagement:**
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| 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.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **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.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **Indigenous Community Benefits:**
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| 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.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |

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| 1. **Provide examples of prior projects, actions or initiatives that entailed specific targets to benefit Indigenous communities. Please describe the resulting benefits.**

*(Provide information in the white space below.)* |
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| If additional information is provided in the submission package, please specify document name & page# 🡪 |   |