



**Request for Pre-Qualifications**  
**To**  
**Non-Profit Societies**  
**For**  
**Operating Women's Transition Housing and Supports**  
**Program (WTHSP) units created under**  
**Building BC: Women's Transition Housing Fund (WTHF)**  
**Within the Province of British Columbia**

**RFPQ No:** 1070-2324-264

**Issued:** April 24, 2024

**Submission Deadline:** September 13, 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 **Women's Transition Housing and Supports Program (WTHSP)** units created under **Building BC: Women's Transition Housing Fund (WTHF)** within the province of British Columbia, as further described in **Part 2 - The Deliverables**, the **WTHSP Operator/ Services Sample Agreements** attached as [Appendix A](#).

The intent of this RFPQ is to create five (5) regional Source Lists of prequalified non-profit service providers primarily for the Second Stage Housing and Long-Term Rental Housing for women and women with children at risk of or experiencing violence across all regions<sup>1</sup> within the Province of British Columbia.

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

- **John Wu**
- [Jowu@bchousing.org](mailto:Jowu@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 Management Commission (BC Housing)

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 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

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<sup>1</sup> 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)

agreement in the name of the British Columbia Housing Management Commission or the Provincial Rental Housing Corporation or both.

### **1.3. Program Background**

The purpose of the Women's Transition Housing and Supports Program (WTHSP) in British Columbia is to assist women and their children who are At Risk of Violence or have experienced violence. Transition houses began with communities of women recognizing a need to respond to the issue of domestic violence and who voluntarily housed and supported women and their children in private homes. This grassroots movement evolved into a network of Violence Against Women (VAW) services which focus on the prevention and elimination of Violence Against Women through social change and on other issues relating to women's equality. Today, most providers approach service delivery through a gendered analysis of violence which recognizes that systemic power imbalances in society expose women and children to many forms of violence.

The 30-year history of the WTHSP is anchored in responses to domestic (and/or family and/or intimate partner) violence. The dynamics of domestic violence differ from other forms of Violence Against Women and require a specialized response: women in these situations are more likely to be at risk of repeated and increasingly severe violence, and their children are seriously impacted as well. The results of domestic violence often call for complex support needs for those affected.

Between 2018 and April 2023, in partnership with non-profit service providers, government agencies, community groups and BC Housing, BC Building: Women's Transition Housing Fund has committed to creating 3,000 housing units for women and women with children who are At Risk of Violence or have experienced Violence. Properties and land will be owned by the Provincial Rental Housing Corporation (PRHC).

Four program streams have been established and funded through the WTHSP initiative: Safe Homes, Transition Houses, Second Stage Housing and Long-Term Rental Housing. Women and their children who are At Risk of Violence or have experienced Violence are eligible for program services. The funding allocated in April 2023 will prioritize the delivery of second stage and long-term transition housing.

This program is building on past work and supports current work in the space of supporting needs to eliminating violence against women, including the *National Inquiry into Missing and Murdered Indigenous Women and Girls* (MMIWG), in particular Paragraph 4.7 [MMIWG Calls for Justice](#):

*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.*

## **1.4. Procurement Process**

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

### **1.4.1 First Stage of Procurement**

#### **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 Qualified 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 the Source Lists**

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 term 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 #1070-2324-264. 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 of Procurement**

Once the WTHSP site is identified, BC Housing will invite the 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 accepts the opportunity, BC Housing reserves the right to invite operator either on or not on the Source Lists to provide their interest.

BC Housing may limit the number of WTHSP 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 one of the Sample Operator/Service Agreements 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 Operator/Service Agreements**

After the end of the second stage of procurement, the Selected Operator will enter into one of the Sample Agreements attached in Appendix A of this RFPQ.

The Selected Operator with multiple program streams within the WTHSP portfolio will enter into a single Service Agreement with BC Housing – **Women's Transition Housing and Supports Program Agreement** which will outline the details of each different program type. The Selected Operator operating Long-Term Rental Housing will enter into a **Women's Transition Housing and Supports Program – Expansion Operator Agreement** with BC Housing. This Agreement is regulated by Residential Tenancy Act (RTA) accessible at [Residential Tenancy Act \(gov.bc.ca\)](http://www.gov.bc.ca/rtact)

The Aboriginal Housing Management Association (AHMA) is responsible for administering Agreements with Indigenous providers in accordance with the Indigenous Social Housing Management Agreement (ISHMA).

### **1.5.2 Term of Agreement**

For the Second Stage housing the initial term of the Agreement will be **three (3) years**. BC Housing, at its discretion, may extend the initial term to two additional 12-months terms providing a 30-days written notice.

For the Long-Term Housing 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 Agreements attached in Appendix A for further terms and conditions.

## **1.6. 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 Roster of qualified Respondents, BC Housing makes no guarantee of the value or volume of work to be assigned to the Selected Operators. The Agreements to be negotiated with the Selected Operators 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 Roster members or Operator(s) have not met the service level and/or product quality level requirements described in **Part 2 - The Deliverables**.

## **1.7. 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/>.

## **1.8. 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:

### **1.8.1 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 land-fills;
- Increase the use and availability of environmentally preferable products.

### **1.8.2 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 suppliers 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.

## **1.9. Items Required Upon Notification of Award (after Second Stage of Procurement)**

### **1.9.1 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 Operators 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.

### **1.9.2 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 **\$5,000,000**, if selected for Second Stage Housing site, or **\$10,000,000.00**, if selected for Long Term Housing site, inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement.

### **1.9.3 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 CRRRA check prior to working on projects that place them around children and/or vulnerable people.

In order 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 CRRRA 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 (CRRRA) 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.

#### **1.9.4 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.

#### **1.9.5 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. Respondents 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

### 2.1. Description of Deliverables

This RFPQ invites proposals for pre-qualification to provide Operator Services for the **Women's Transition Housing and Supports Program (WTHSP)** units created under **Building BC: Women's Transition Housing Fund (WTHF)** within the province of British Columbia as established in this RFPQ and sample Operator / Services Agreement (Appendix A).

### 2.2. Women's Transition Housing and Supports Program (WTHSP)

The Women's Transition Housing and Supports Program (WTHSP) supports women and their children who are At Risk of Violence or have experienced Violence, by providing access to safe, secure and confidential services, including information and supports for decision-making, short-term shelter or housing, referrals to other services and links to affordable housing. As of 2018, the WTHSP includes subsidized rental housing with appropriate supports serving women and children At Risk of Violence or who have experienced Violence.

Four program streams have emerged that are now funded through the WTHSP: Safe Homes, Transition Houses, Second Stage Housing and Long-Term Rental Housing. Women and their children who are At Risk of Violence or have experienced Violence are eligible for Program Services. The types of services funded under the WTHSP are as follows:

- a. **Safe Home (SH)** – Support services and access to safe, short-term shelter. Facilities may include suites in apartment buildings, a townhouse unit or house. Length of stay is typically 10 days.
- b. **Transition House (TH)** – Support services and safe shelter in confidential locations. Generally composed of dwellings with a number of bedrooms, with common areas for food preparation, eating and living and service provision; alternative models may be considered. Length of stay is typically 30 days.
- c. **Second Stage Housing (SSH)** – Safe, private, affordable short-term housing with support services. Independent housing typically in apartments or townhouses and length of stay is typically no longer than 18 months.
- d. **Long-Term Rental Housing (LTRH)** – Safe, affordable long-term independent rental housing that may include access to support services, typically in apartments or townhouses.

The Women's Transition Housing and Supports Program (WTHSP) is guided by the following principles:

- a. A women-centered approach to service delivery.
- b. The safety and security of women and children is paramount.
- c. The role of power imbalances is acknowledged and responded to.
- d. An open and collaborative sector environment.
- e. Transparent and accountable service delivery.

The Selected Operator will provide property management services as well as on-site support services. The Support Services are intended to help residents achieve and maintain stability in housing,

enhance access to other community-based supports and services, and strengthen and foster their ability to live more independently.

## 2.3. Core Services

The Selected Operator is expected to deliver operator services for the Second Stage and Long-Term Rental Housing streams of the WTHSP. This will include a range of support services and property management services, which are beneficial to the residents of the Site. It is required that the Selected Operator adheres to all requirements set out in the **Women's Transition Housing and Supports Program Sample Agreement or the Women's Transition Housing and Supports Program – Expansion Operator Sample Agreement** attached as [Appendix A](#).

Occasionally, WTHSP sites may include Safe Home (SH) or Transition House (TH) components. In such instances, the Selected Operator will be required to deliver the operator services for the SH and TH units as well.

There are five types of core services available under the **Women's Transition Housing and Supports Program (WTHSP)**.

1. Initial Contact Services
2. Safe Shelter/Housing and Immediate Basic Needs
3. Personal Supports for Women and Children
4. Referrals, Advocacy and Supported Access to Services
5. Inter-Agency Service Linking

The Selected Operator will be expected to provide the core services listed in the **Table – Core Services** below for each type of WTHSP Housing. There may be some variation in the delivery of each service, based on community and service provider resources.

**Note:** Services marked with an asterisk (\*) are only offered to client who access shelter/housing.

All services contemplated in the Operator / Service Agreement (Appendix A) must be carried out by the Selected Operator. Absolutely no sub-contracting allowed.

Services delivered for the Second Stage Housing stream are regulated by the Operator / Service Agreement while services delivered for the Long-Term Rental Housing stream are regulated by the Operator / Service Agreement and RTA.

<b>Table - Core Services</b>		
<b>Initial Contact Services</b>	<b>SSH</b>	<b>LTRH</b>
24/7 access to initial contact services		
Initial information gathering & relationship building, including: <ul style="list-style-type: none"> <li>initial safety assessment and short-term plan</li> <li>discussion of the woman's immediate needs</li> <li>discussion of current service availability</li> </ul>	√	
Referrals to appropriate alternate shelter/housing if the woman desires/requires shelter but cannot be accommodated at the time of initial contact	√	
Referrals to other resources where required/desired	√	

Facilitating access to transportation out of the community where required for safety, as resources permit	√	
<b>Safe Shelter/Housing &amp; Immediate Basic Needs*</b>	<b>SSH</b>	<b>LTRH</b>
Temporary shelter in a communal setting, with stays typically no more than 30 days		
24/7 on-site staffing		
Temporary shelter in a Safe Home unit with stays typically no more than 10 days		
Short-term housing in independent units, with stays typically ranging from 6 to 18 months	√	
Long-term affordable rental housing in independent units		√
Access to nutritious food for at least 3 meals per day, including access to snacks and beverages throughout the day. Food choices are guided by Canada's Food Guide, and will accommodate the individual needs of women and children, including infant formula and food and utensils to meet specific dietary or cultural requirements		
Personal hygiene supplies (including feminine hygiene supplies & diapers for children)		
Use of on-site laundry facilities where facilities exist	√	√
Support in accessing child care	√	
<b>Personal Supports for Women &amp; Children</b>	<b>SSH</b>	<b>LTRH</b>
Crisis and emotional support for women and children	√	
Access to information and education regarding the dynamics and impact of Violence Against Women and children	√	
Assistance obtaining key identification and documentation	√	
Transportation, where resources permit.	√	
Safety Planning*	√	√
Accompaniment to appointments where needed/desired*	√	
Skills support (e.g. parenting support, tenancy skills, budgeting, etc.)*	√	
<b>Referrals, Advocacy &amp; Supported Access to Services</b>	<b>SSH</b>	<b>LTRH</b>
Referrals to external services and resources	√	√
Support and advocacy where appropriate, to assist women in accessing external services and resources	√	√
<b>Inter-Agency Service Linking</b>	<b>SSH</b>	<b>LTRH</b>
Continuous development and maintenance of relationships with provincial and community agencies involved in the delivery of services, and advocacy regarding the diverse needs of women and children At Risk of Violence	√	√
Promoting community awareness of this program for individual women to self-refer and for potential referral sources in the community	√	√

## **2.4. Program Participant Eligibility**

The intention is to ensure that all women and their dependent children, who are At Risk of Violence or have experienced Violence and who require services related to their risk or experience of Violence, have access to services funded under the WTHSP.

### **2.4.1 Eligibility Criteria**

All women and their dependent children, who are At Risk of Violence or have experienced Violence, and who require services related to their risk or experience of Violence are eligible for program services. For this program, services are provided to women (19 and older) and their dependent children under the age of 19. Program services are also provided to women and their dependent children with disabilities, regardless of age. Where feasible, services are provided to other family members who are dependent on the woman. Selected Operator is encouraged to accommodate young women under the age of 19, who live independently and are At Risk of Violence.

Services are provided to eligible women and their dependent children, regardless of ethno-cultural background, religious beliefs, physical ability, health, mental wellness, social context, sexual orientation and/or gender identity. While all eligible women and their children have equal opportunity to access services, decisions to restrict access to shelter or housing are made on a case-by-case basis in order to balance the needs of those requesting service with the safety and well-being of others and the available resources.

The Selected Operator will strive to accommodate women who may otherwise encounter barriers to services because of certain circumstances such as legal status in Canada. Also, the Selected Operator will reasonably accommodate individuals with pets and will make reasonable efforts to engage in community partnerships with agencies who can assist in accommodating pets.

Where a woman requires shelter or housing but cannot be accommodated, the Selected Operator will offer the following:

- Initial Contact Services, including an immediate safety assessment and short-term plan;
- Emotional support; and
- Referral to an alternative appropriate resource, with facilitated contact between the woman and the agency to which she is being referred, to the extent possible.

### **2.4.2 Resident Rents**

Residents in Second Stage Housing and Long-Term Rental Housing must pay a set percentage of their income for rent calculated as Rent Geared to Income (RGI) which is currently set at 30% of gross income, or at shelter rate<sup>2</sup>. Resident income and rent will be calculated in accordance with a rent scale provided by BC Housing and included in the Agreement.

Residents on Income Assistance pay the maximum shelter component provided for in the *Employment and Assistance Act* or the *Employment and Assistance for Persons with Disabilities Act*.

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<sup>2</sup> Income Assistance Rate Table can be accessed at [Income Assistance Rate Table - Province of British Columbia \(gov.bc.ca\)](https://www2.gov.bc.ca/gov/content/finance/taxes/income-assistance-rate-table)

### 2.4.3 Referral

Eligibility for a Second Stage Housing unit will not be based on a woman's previous housing situation or the absence of a referral. The Selected Operator will have discretion in determining whether an applicant's needs can be met by the Second Stage Housing program, or whether referral to an alternate housing option or program is more appropriate.

### 2.4.4 Direct Access

Second Stage Housing and Long-Term Rental Housing are designed to support women following a stay in a Transition House or Safe Home; however, these are not eligibility requirements. Some women may need or desire direct access to a Second Stage Housing or Long-Term Housing unit, and may self-refer.

### 2.4.5 Income

The provider will use its best effort to select individuals who have Low and Moderate Incomes for Second Stage Housing and Incomes at or below the Housing Income Limits (HILs) for Long-Term Rental Housing.

## 2.5. Support Services

The Selected Operator will deliver Support Services that are beneficial to Residents at the Site. The Support Services are intended to help Residents achieve and maintain stability in housing, enhance access to other community-based supports and services, and strengthen and foster their ability to live more independently. Support Services include:

Support Services	SSH	LTRH
a. Use of on-site laundry facilities	√	√
b. Access to information and education regarding the dynamics and impact of Violence against women and their children	√	
c. Accompaniment to appointments where necessary	√	
d. Referrals to external services and resources	√	
e. Support and advocacy where appropriate, to assist women in accessing external services and resources	√	
f. Development and maintenance of relationships with provincial and community agencies involved in the delivery of services, and advocacy regarding the diverse needs of women and children At Risk of Violence	√	
g. Assistance with Income Assistance, Pension Benefits, Disability Benefits, obtaining a BC Identification Card, or establishing a bank account as appropriate	√	

## 2.6. Property and Resident Management Services

The Selected Operator will maintain the Site and all Site related equipment in a state of safe and good repair for the benefit of the Residents and the community in which the Site is located by carrying out, or arranging for the carrying out of tasks that include but are not limited to the following:

- a) Rent collection;
- b) developing a Maintenance Plan for the Site;
- c) all routine maintenance and repair work;
- d) routine inspections to ensure safety hazards are identified and corrected;
- e) regular fire inspections, drills, testing, maintenance, training and maintaining records in respect of the same; and
- f) routine waste management services.

The Selected Operator will also be responsible for resident management at Second-Stage Housing units. For Long-Term Rental Housing units the Selected Operator and Residents will establish landlord/tenant relationship.

## **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, specifically equity seeking groups;
- e) Indigenous governments and organizations.

## **2.8. Staff Management**

The Selected Operator will ensure that all staff at the Site, whether part-time or full-time, paid or voluntary, have the appropriate skills, training and qualifications for the tasks that they perform. The Provider 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. appropriate orientation and/or training in crisis intervention, de-escalation training, domestic violence safety planning training and non-violent conflict resolution;
- c. have written policies regarding the use of hazardous cleaning materials that are in accordance with Workplace Hazardous Materials Information System (WHMIS) guidelines; and
- d. require all Staff undergo a vulnerable sector criminal record check in accordance with the provincial and federal requirements. The Provider will keep evidence on file that the criminal record checks were completed. The Provider will have a written policy for the employment of people with a criminal record, which will include the frequency of subsequent criminal record checks, in accordance with provincial and federal requirements.

## **2.9. 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, 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+ 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:	<b>April 24, 2024</b>
Pre-recorded Information Session:	<b>May 29, 2024 (no registration required)</b>
Deadline for Questions:	<b>July 18, 2024 @ 2:00 p.m. PT</b> (Please note that questions asked after this time may not be responded to)
Deadline for Issuing Addenda:	<b>August 1, 2024</b>
Submission Deadline:	<b>September 13, 2024 @ 2:00 p.m. PT</b>

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](mailto: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 is capable of performing the responsibilities and obligations under the Agreement.

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 within which specific Region(s) and/ or specific community(ies) your organization is willing to participate in **Women's Transition Housing and Supports Program (WTHSP)**.

#### **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 PFD 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**

In order 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 3.5**. 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).

***In order to ensure your responses are complete and encompass your organizations' philosophies, policies and experience, it is important to provide relevant information in the concise form.***

***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.

<u><b>Rated Criteria Category</b></u>	<u><b>Weighting (Percent)</b></u>
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
<b>Minimum Threshold</b>	<b>55%</b>
<b>Total Percentage</b>	<b>100%</b>

#### 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 WTHSP housing and delivering support programs.
- .4 Provide several specific examples that, through the programs your organization offered, women who are At Risk of Violence or have experienced violence regained the confidence in living independently, re-connected to the communities, and/or obtained employment.
- .5 Provide annual statistics on resident success rates last 3 years. Examples could include: % of residents who moved on to next level housing, % voluntary dropped out of program, % of repeat residents within a 12-18-month periods, average length of stay within the program.

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

- .1 Describe your experience in property management which includes basic upkeep and repairs, policy on health and safety of residents 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 similar to the requirements identified within this RFPQ (use table below).

Name of Property	Location	# of Bldgs	Years Owned or Leased	# of Units	Program Participant Served	Support Services Offered	Annual Operating Budget
<b>TOTAL</b>							

### 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 **Women's Transition Housing and Supports Program 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 WTHSP housing buildings you currently operate.
- .3 Describe in details how your organization to maintain the safety and security of the residents while ensure the safety of staff and security of the facility.
- .4 Identify and clearly explain each support program your organization currently offers that will benefit the residents and explain how these programs will assist the residents to re-connect with the various community supports, get engaged in educational and recreational activities and to seek and obtain employment. Provide statistical evidence demonstrating current and/or past successes.

### 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.

- .1 Using the following format, identify current relationships working with multiple levels of government, including Indigenous governments.

Name of Government Agency	Type of Relationships	Contact in place? (Y/N)	Length of Relationship

- .2 Using the following format, identify 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 to Partnership

### 3.5.6 Operational Capacity (25%)

- .1 Using the following format, list 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.

Name of Project	# of Blds & Units	Type of Housing	Date Started / Plan to Start	Provided Services	# of FTEs Required

- .2 Using the following format, identify Resource allocation plan and/or employment strategies (e.g. pool of part-time staff) that would enable your organization to staff up and operate a WTHSP 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.

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 women, including women of colour, immigrants, refugee claimants, Muslim women and women who are members of religious minorities, trans women, non-binary, and two-spirit serving organizations/people.
- .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, in particular women, including women of colour, immigrants, refugee claimants, Muslim women and women who are members of religious minorities, trans women, non-binary, and two-spirit people.

**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+ 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 women, children, and 2SLGBTQAI+ people 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 minimum threshold score will be deemed prequalified and will be added to the Source Lists of Prequalified Operators for the respective region(s)/community(ies) identified in [Appendix C](#).

[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 of 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 into 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 Proposals, may receive a written invitation to enter into 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 into direct contract negotiations should therefore be prepared to provide requested information in a timely fashion and to conduct its negotiations expeditiously.

#### **4.3.3. 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 into 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.

#### **4.3.4. 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.

#### **4.3.5. 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 into 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 particular 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.

#### **4.3.6. 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.

#### **4.3.7. 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.

#### **4.3.8. 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 and 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. **Women's Transition Housing and Support Program Sample Agreement** (Attached)
2. **Women's Transition Housing and support Program – Expansion Operator Sample Agreement** (Attached)
3. **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	<i>First Nations, Métis, and Inuit people. Sometimes used interchangeably with 'Aboriginal Peoples'.</i>
Racialized communities	<i>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".</i>
Recent Immigrants and Refugees	<i>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.</i> <i>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.</i>
Persons with disabilities/ Disabled Persons	<i>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.</i>
Women	<i>Self-identified</i>
Members of the LGBTQ2S+ community	<i>An acronym for lesbian, gay, bisexual, transgender, transsexual, queer, questioning, and 2-Spirit</i>
People identifying as experiencing other barriers to economic opportunity and participation (not included in other Equity-	<i>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</i>

seeking group definitions)	<i>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.</i>
Youth	<i>Individuals aged 29 and under</i>
Veterans	<i>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.</i>