

TO:	CHAIR AND MEMBERS COMMUNITY and PROTECTIVE SERVICES COMMITTEE MEETING ON APRIL 25, 2017
FROM:	LYNNE LIVINGSTONE MANAGING DIRECTOR NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES AND SANDRA DATARS BERE MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME
SUBJECT:	LEAD AGENCY TO OVERSEE THE IMPLEMENTATION OF LONDON FOR ALL: A ROADMAP TO END POVERTY REQUEST FOR PROPOSAL 17-10

RECOMMENDATION

That, on the recommendation of the Managing Directors of Neighbourhood, Children and Fire Services and Housing Social Services and Dearness Home, the following actions **BE TAKEN** with respect to the award of the contract for Request for Proposal (RFP) 17-10 Lead Agency to Oversee the Implementation of London for All: A Roadmap to End Poverty:

- (a) that Request for Proposal 17-10 **BE AWARDED** to United Way London-Middlesex, in the amount of \$125,000 annually over the next 3 years, to become the lead agency to coordinate the implementation body for *London for All: A Roadmap to End Poverty* and to advance the recommendations laid out in the plan; it being noted that the request for proposal resulted in an irregular bid. The proposal submitted by United Way London & Middlesex was the only bid received and meets the City's requirements in all areas; and is in compliance with the Procurement of Goods and Services Policy; and,
- (b) that Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in relation to this project.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- *London For All* Update: First 12 Month Recommendations and Development of the Implementation Body (November 15th, 2016)
- *London for All: A Roadmap to End Poverty* (April 18th, 2016)

BACKGROUND

London for All: A Roadmap to End Poverty was endorsed by Council on April 19th, 2016. *London for All* is a community report that outlines 112 recommendations, both short and long term, with the goal of ending poverty in London in one generation. Over 1,000 Londoners across our community participated in conversations to develop this report and provided solutions to end poverty in our community. This report is truly reflective of a community effort, and like its development, the successful implementation of *London for All* will require the ongoing support, resources and shared learnings of the London community. Poverty is a complex, whole-of-community problem and to effectively work toward ending poverty in our community, we need a whole-of-community response.

At the Municipal Council meeting on November 22, 2016, Council received the first update report on *London for All*, highlighting the progress made towards the year one recommendations. In addition, this report outlined the steps be taken to establish an implementation body for *London for All* by the end of March or early April, 2017.

The purpose of this report is to report the results of the expression of interest and request for proposal processes and recommend that the City of London enter into a Purchase of Service Agreement with United Way London & Middlesex to become the lead agency to oversee the implementation of *London for All: A Roadmap to End Poverty*.

The lead agency will perform two primary functions for implementation; project management, and facilitating participation for individuals with lived experience. The lead agency will be responsible for advancing the recommendations outlined in *London for All* and that all members in our community –

residents, non-profit organizations, and all levels of government – take ownership in their part of the solution to this community challenge.

Procurement Process

An Expression of Interest for a lead agency was released on January 4, 2017 through Purchasing and Supply and was posted on Bidding.com with a closing date of January 26, 2017. There was one submission that met the criteria. Based on the result of the Expression of Interest, Purchasing and Supply recommended that the City proceed with a Request for Proposal process.

Request for Proposal 17-10 was released on March 6, 2017 through Purchasing and Supply and was posted on Bidding.com with a closing date of March 17, 2017. Submissions were invited from qualified, not-for-profit organizations with charitable status to become the lead agency for the implementation of *London for All*. Promotion of the proposal included, but was not limited to: release based on the general advertising practices of Purchasing and Supply and distribution to such groups as the Child & Youth Network, Ontario Works/Ontario Disability Support Program Community Advocates, and Pillar Nonprofit Network.

One (1) bid was received by the deadline of March 17, 2017; it being noted this is an irregular result according to the Procurement of Goods and Services Policy. With the concurrence of the Managing Director, Neighbourhood, Children and Fire Services and the Manager, Purchasing and Supply, the single bid was opened. An evaluation committee comprised of individuals with lived experience and City staff from Community Development & Funding and Social Services, with the assistance of Purchasing and Supply, reviewed and evaluated the submission against the specifications, terms and conditions outlined in RFP17-10. The submission from United Way London & Middlesex meets the requirements outlined in the request for proposal and demonstrated organizational competency, project management maturity, and the capacity to undertake this initiative.

The United Way London & Middlesex strives to create opportunities for individuals and families to not just survive in our community, but to thrive and contribute. The United Way achieves its mission by investing in a range of programs and services that address urgent needs and provide long-term solutions to our community's social challenges including poverty, mental health and beginnings & transitions.

The United Way London & Middlesex mobilizes community resources, namely its people and their relationships, its technology and expertise, and its talents and funds, to identify and address the root causes of social issues in our community. As the largest non-government funder of social services in London and Middlesex County, United Way convenes community agencies, volunteers, researchers and experts; initiates and invests in social services programs; and builds leadership and capacity within the non-profit sector. The United Way London & Middlesex has also been a leader in our community in the conversation around impact measurement and evaluation, supporting organizations to move to an outcomes-based reporting model.

In addition, the United Way London & Middlesex has offered in-kind staff leadership and supervision of project staff, as well as in-kind supports related to finance, operations, communications and fund development.

United Way London & Middlesex will undertake the following general activities as the lead agency for the implementation of *London for All: A Roadmap to End Poverty*:

- **Project Management**: hire a project manager to oversee the development of the implementation body; develop a detailed work plan including timelines and scope of work; oversee the community-wide implementation of the recommendations put forward in *London for All*; and report to the community on progress made regularly.
- **Participation for individuals with lived experience**: support Londoners with lived experience to be involved in decision making for the implementation body, including a minimum of one third representation of Londoners with lived experience in poverty on every working group that will comprise the implementation body.

Conclusion

London for All: A Roadmap to End Poverty is our community's plan to end poverty in our community in a generation. This is a comprehensive plan, built through the feedback of individuals with lived experience and organizations working to support Londoners in need. This report is truly reflective of a community effort, and like its development, the successful implementation of *London for All* will require the ongoing support, resources and shared learnings of the London community.

To coordinate the necessary ongoing support, resources and shared learnings of our community, it is critical to establish the lead agency to oversee the implementation of this plan. The United Way London & Middlesex has extensive experience bringing people together and supporting Londoners

experiencing poverty. The organization is in good standing and well situated to act as the lead agency, advancing the plan forward and moving toward the implementation of recommendations to support vulnerable residents of our City.

Civic Administration will continue to support the implementation of *London for All* to achieve the City of London's shared vision of strengthening our community through caring and compassionate services to eliminate barriers for individuals facing poverty, mental health and addictions, and help them find pathways to be successful.

FINANCIAL IMPACT

The required funding (\$125,000 per year) for the lead agency contract is included within the approved 2017-2019 operating budgets (subject to annual re-confirmation by Council) for Neighbourhood, Children and Fire Services and Housing, Social Services and Dearness Home.

The United Way London & Middlesex is committed to raising additional resources to cover other key implementation functions such as research and evaluation. United Way London & Middlesex has identified that they will work with local research partners to access funding and/or in kind support for larger scale evaluation efforts.

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