

TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON MARCH 31, 2020
FROM:	SANDRA DATARS BERE MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME
SUBJECT:	CONTRACT AWARD RECOMMENDATION FOR HOUSING STABILITY SERVICES – REQUEST FOR PROPOSAL 20-07

RECOMMENDATION

That, on the recommendation of the Managing Director, Housing, Social Services and Dearness Home, with the concurrence of the Director, Financial Services, the following actions **BE TAKEN** with respect to the award of the contract for Request for Proposal (RFP) 20-07 Housing Stability Services for City of London, as per City of London Procurement Policy Section 12.2 (b), requiring Committee and City Council approval for RFP awards greater than \$100,000:

- (a) that Request for Proposal 20-07 **BE AWARDED** to each of the following five organizations, in accordance with the attached as Schedule 1 attached hereto: St. Leonard’s Society of London; Youth Opportunities Unlimited; Atlohsa Family Healing Services Inc; and, Anova for a combined total funding amount of \$930,000 in 2020 to provide London Housing Stability Services, with an option to renew for up to 5 additional one-year terms at the City’s sole discretion, based on satisfactory services, performance, and funding/budget availability. The proposals submitted by all proponents meet the City’s requirements and are in compliance with the Procurement of Goods and Services Policy;
- (b) that Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in relation to this project;
- (c) that the approval given herein **BE CONDITIONAL** upon the Corporation entering into a Purchase of Service Agreement with St. Leonard’s Society of London; Youth Opportunities Unlimited; Atlohsa Family Healing Services Inc; and, Anova; and,
- (d) that the annual funding approval noted in a) above is **SUBJECT TO** the availability of funding through the City of London, and/or other funding sources.

PREVIOUS REPORTS PERTINENT TO THIS MATTER

- Homeless Prevention Municipal Purchase of Service Template (CPSC: December 3, 2019)
- Municipal Council Approval Of The Housing Stability Plan 2019 to 2024 as Required Under The Housing Services Act, 2011 (CPSC: December 3, 2019)
- Homeless Prevention and Housing Plan 2010 – 2024 (CHLC: November 18, 2013)
- Homeless Prevention System for London Three Year Implementation Plan (CPSC: April 22, 2013)

BACKGROUND

PURPOSE

The purpose of this report is to recommend that the City of London enter into Purchase of Service Agreements with: St. Leonard’s Society of London; Youth Opportunities Unlimited; Atlohsa Family Healing Services Inc; and, Anova to provide London Housing Stability Services. The Managing Director, Housing, Social Services and Dearness Home will execute the standard form Purchase of Service Agreement as provided for by By-law No. A-7924-5 attached as Schedule 2.

BACKGROUND

London is in a homelessness and housing crisis. The total number of individuals experiencing homelessness in London is unknown as homelessness often remains hidden. As of March 2020, 1182 individuals are registered in London's homeless management information system as actively homeless, having used service within the last 90 days. Of those, 56 percent have been assessed using the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT). Acuity score results suggest 14 percent of the homeless population score low acuity (0-3), 42 percent score moderate acuity (4-7) and 44 percent score high acuity (8+). Individuals that score high acuity are more vulnerable and require more intensive housing stability supports compared to individuals that score low or moderate acuity.

Providing Housing Supports is a strategic area of focus within the *2019-2024 Housing Stability Action Plan*. Londoners need support to find housing and stay housed.

City of London funds seven Housing First programs that provide intensive case management, housing finding and housing stability supports, primarily to chronically homeless individuals with high acuity.

Limited housing stability support exists for individuals only requiring light or moderate support, representing a significant gap in the housing stability system. An opportunity exists to rapidly house lower and moderate acuity individuals thereby significantly reducing the number of individuals experiencing homelessness in London.

On January 7th 2020, the City of London, issued a request for proposals from experienced and qualified proponents to provide the following Housing Stability Services: Rent Stability Program, Rapid Rehousing Program and Housing Identification Program. Together these new Housing Stability Programs will have capacity to serve a number of people in the homeless prevention system. New system capacity breaks down as follows:

- Housing identification program: 300 individuals
- Housing stability program: 100 low acuity individuals
- Rapid re-housing program: 200 moderate acuity individuals

a) Rent Stability Program

The Rent Stability Program is designed to serve low acuity individuals and families experiencing homelessness. Lower acuity participants that do not require the level of housing stability support provided by Rapid Rehousing and Housing First programs, are eligible for enrolment into the Rent Stability Program where they are provided with light support to achieve financial sustainability and housing stability. Proposals were only accepted for full staff complement (2 FTE).

b) Rapid Rehousing Program

The Rapid Rehousing Program is designed to serve moderate acuity individuals and families experiencing homelessness. Moderate acuity participants that do not require the level of housing stability support provided by Housing First programs, are eligible for enrolment into the Rapid Rehousing Program where they are provided with moderate case management support to achieve financial sustainability and housing stability. Proposals were accepted for partial and full staff complement (i.e. up to 8 FTEs).

c) Housing Identification Program

The Housing Identification Program is designed to serve individuals and families experiencing homelessness that are enrolled into a Rent Stability Program or Rapid Rehousing Program. The Housing Identification Program staffing includes Housing Finders and Landlord Liaisons. Housing Finders establish and maintain relationships with landlords; build and maintain a housing stock; and support program participants in finding and securing housing. The Landlord Liaisons' role is to facilitate successful tenancy by monitoring rent payment and providing timely tenancy issue resolution support. Proposals were only accepted for full staff complement (6 FTE).

The submissions from six organizations met all of the requirements outlined in RFP 20-07. Submission received from St. Leonard's Society of London was awarded the highest score on both technical requirements and pricing. St. Leonard's submission included full staff complement for Rapid Rehousing Program and Housing Identification Program and a partial staff complement (2FTEs) for Rapid Rehousing Program. For Rapid Rehousing Program, the 2nd highest scoring submission was received from Youth Opportunities Unlimited, 3rd highest scoring submission was received from Atlohsa Family healing Services Inc. and 4th highest scoring submission was received from Anova.

Attached as Schedule 1, it is recommended that City of London enter into Purchase of Service Agreements with St. Leonard's Society of London to operate a Rent Stability Program, Housing Identification Program and Rapid Rehousing Program. It is further recommended that City of London enter into Purchase of Service Agreements with Youth Opportunities Unlimited, Atlohsa Family Healing Services and Anova to operate Rapid Rehousing Programs.

PROCUREMENT PROCESS

A Request for Proposal was issued on January 7, 2020 through Purchasing and Supply, Finance and Corporate Services and was posted on london.bidsandtenders.ca with a closing date of February 7, 2020.

Promotion of the proposal met general advertising practices of Purchasing and Supply including posting on london.bidsandtenders.ca, and also included the distribution to such groups as the London Homeless Coalition and London Homeless Prevention Network and other homeless serving organizations. City of London Communications further promoted the proposal on social media on January 9th, 12th and 15th, 2020. A public question and answer session was held on January 27, 2020.

Bids were received from six (6) vendors. Four (4) bids were received for the Rent Stability Program, five (5) bids were received for the Rapid Rehousing Program and two (2) bids were received for the Housing Identification Program. The submissions were reviewed and evaluated by staff from Purchasing and Supply, Homeless Prevention, and Homeless Coalition Steering Committee Members to consider compliance with the specifications, terms and conditions outlined in RFP 20-07.

FINANCIAL IMPACT

The total cost for the recommended purchase of service agreements is included in the municipal operating budget for 2020.

The Purchase of Service Agreements include a contract renewal provision whereby the City reserves its absolute right to negotiate the reasonable pricing of any contract renewals with the successful proponent(s) upon renewal request in subsequent years (at a maximum of five additional one-year terms). In accordance with the City of London Procurement Policy Section 20.3 (e), Council approval will be sought where, upon renewal, a recommendation is being made to amend the total value of a contract in excess of the original bid (plus contingency), where it is an amount greater than \$50,000.

CONCLUSION

Providing Housing Supports is a strategic area of focus within the *2019-2024 Housing Stability Action Plan*. London funds seven Housing First programs that provide intensive case management, housing finding and housing stability supports, primarily to chronically homeless individuals with high acuity. Limited housing stability support exists for individuals only requiring light or moderate support, representing a significant gap in the housing stability system. An opportunity exists to rapidly house lower and moderate acuity individuals thereby significantly reducing the number of individuals experiencing homelessness in London. Rent Stability Program, Rapid Rehousing Programs and Housing Identification Program are innovative programs that assist in achieving this vision.

PREPARED BY:	REVIEWED AND CONCURRED BY:
CRAIG COOPER MANAGER, HOUSING, SOCIAL SERVICES AND DEARNESS HOME	IAN COLLINS DIRECTOR, FINANCIAL SERVICES
RECOMMENDED BY:	
SANDRA DATARS BERE MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME	

SCHEDULE 1

Chair and Members, Community and Protective Services Committee
 March 31, 2020

Re: Housing Stability Services for City of London

The cost of this initiative can be accommodated through the Homeless Prevention approved municipal budget subject to the adoption of the recommendations of the Managing Director, Housing, Social Services and Dearness Home. The amounts listed below are up to the maximum values identified for each organization. The figures listed include staff salaries and mandatory employment related costs for full-time employees, program costs to support participants, and administration costs which do not exceed 10% of the total program cost.

Organization -Homeless Prevention Program	Description	2020
St. Leonard’s Society of London, Project Home	Operates a Housing First program servicing youth and adults age 16 and up. Program provides housing finding supports along with intensive in-home supports and integrated case management for high acuity individuals. <u>RFP 20-07 Award Recommendation:</u> Rent Stability Program (2 FTE) Rapid Rehousing Program (2 FTE) Housing Identification Program (6 FTE)	\$570,000
Youth Opportunities Unlimited	Operates a Housing First program servicing youth. Program provides housing finding supports along with intensive in-home supports and integrated case management for high acuity individuals. <u>RFP 20-07 Award Recommendation:</u> Rapid Rehousing Program (2 FTE)	\$100,000
Atlohsa Family Healing Services, Inc.	Atlohsa Family Healing Services is an Indigenous non-profit with the mandate to provide Indigenous-led programs and services for the health and well-being of all family members throughout the life span. <u>RFP 20-07 Award Recommendation:</u> Rapid Rehousing Program (2 FTE)	\$140,000
Anova	Anova serves women and children who experience interpersonal violence. <u>RFP 20-07 Award Recommendation:</u> Rapid Rehousing Program (2 FTE)	\$120,000
Total Funding Allocation		\$930,000

Bill No. 5
2020

By-law No. A.-7924-5

A by-law to authorize and approve a standard form Municipal Purchase of Service Agreement, substantially in the form attached as Schedule 1 to the by-law for Homeless Prevention, to be entered into between The Corporation of the City of London and various Service Providers.

WHEREAS section 2 of the *Municipal Act, 2001*, S.O. 2001, c.25, as amended, provides that municipalities are created by the Province of Ontario to be responsible and accountable governments with respect to matters within their jurisdiction and each municipality is given powers and duties under this Act and many other Acts for the purpose of providing good government with respect to those matters;

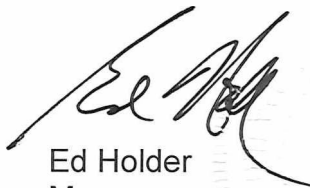
AND WHEREAS section 10 of the *Municipal Act, 2001* provides that the City may provide any service or thing that the City considers necessary or desirable for the public, and may pass by-laws respecting same, and respecting economic, social and environmental well-being of the City, and the health, safety and well-being of persons;

AND WHEREAS subsection 5(3) of the *Municipal Act, 2001* provides that a municipal power shall be exercised by by-law;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. The Municipal Purchase of Service Agreement, substantially in the form attached as Schedule 1 to this By-law, is approved as the standard form of agreement with respect to the purchase of homeless prevention services by The Corporation of the City of London.
2. The Managing Director, Housing, Social Services and Dearness Home or their written designate, is hereby delegated authority to execute Municipal Purchase of Service Agreements with Service Providers, employing the standards form Agreement authorized and approved under section 1, above, that do not require additional funding or are provided for in the City's current budget, and that do not increase the indebtedness or contingent liabilities of The Corporation of the City of London, with no further approval required from Municipal Council
3. This by-law comes into force and effect on the day it is passed.

PASSED in Open Council on December 10, 2019.



Ed Holder
Mayor



Michael Schulthess
Deputy City Clerk

Schedule 1

MUNICIPAL PURCHASE OF SERVICE AGREEMENT

[insert name of service to be provided]

BETWEEN:

THE CORPORATION OF THE CITY OF LONDON

(the "City")

- and -

[INSERT NAME OF SERVICE PROVIDER]

(the "Service Provider")

RECITALS:

The Service Provider has agreed to receive funding from the City to provide one or more services;

The City and the Service Provider have entered into this Agreement for the purpose of establishing the Service Provider's obligations with respect to the provision of services and the City's obligation to provide funding to the Service Provider for the provision of such services.

NOW THEREFORE, The City and the Service Provider agree with each other as follows:

1. INTERPRETATION

1.1 In this Agreement, unless the context requires otherwise, the following terms have the meanings set out in this Section:

- **"Agreement"** means this agreement entered into between the City and the Service Provider and includes all of the schedules listed in Section 1.2 and any amending agreement entered into;
- **"Business Day"** means each Monday, Tuesday, Wednesday, Thursday and Friday except when any such day occurs on a statutory holiday observed in Ontario;
- **"City Representative"** means the individual(s) designated in writing to represent the City;
- **"Description of Services"** means the Description of Services set out in Schedule B, attached to the Agreement, and as amended by the City from time to time;
- **"Effective Date"** means [Enter Date];
- **"Eligible Expenditures"** means the costs approved by the City Representative arising from budget items set out in Schedule A that are incurred by the Service Provider in carrying out the services during the term of this Agreement;
- **"Event of Default"** has the meaning prescribed to it in Section 9.1;
- **"Force majeure"** has the meaning prescribed to it in Article 14;
- **"Funding"** means funding provided under this agreement, as set out in Schedule A;
- **"City Notification"** means a notice in writing from the City to the Service Provider;
- **"Notice"** means any communication given or required to be given pursuant to the Agreement;
- **"Notice Period"** means the period of time within which a Service Provider is required to remedy an Event of Default, and includes any such period or periods of time by which the City considers it reasonable to extend that time;

- **“Parties”** means the City and the Service Provider and “Party” means either or both of them, as the context may require;
- **“PIPEDA”** means the *Personal Information Protection and Electronic Documents Act*, S.C. 2000, c. 5, including any amendments thereto;
- **“PIPEDA Protected Information”** means any “Personal Information” or “Personal Health Information”, as defined under PIPEDA;
- **MFIPPA** means the *Municipal Freedom of Information and Protection of Privacy Act*;
- **“Wind Down Costs”** means the Service Provider’s reasonable costs to wind down the funded program, as determined by the City.

1.2 The following Schedules are attached to and form part of this Agreement:

Schedule A – Funding / Budget Items / Eligible Expenditures;

Schedule B – Description of Services;

Schedule C – Blanket Position Insurance Policy;

1.3 In the event of a conflict or inconsistency between the provisions of this Agreement and the provisions of a Schedule, the provisions of this Agreement shall prevail.

1.4 All references in this Agreement to section numbers are references to sections of this Agreement unless stated otherwise.

2. **Prior Agreements**

2.1 This agreement supersedes and replaces all prior oral or written representations or agreements relating to the funded program.

3. **Term of This Agreement**

3.1 Term of Agreement: Subject to early termination provisions, this Agreement shall commence on the Effective Date, and shall expire, without the necessity of notice, one year later (the “Term of the Agreement”).

3.2 Renewal: Prior to expiry of the Agreement, the City and the Service Provider may mutually agree in writing to renew the Agreement on the same terms and conditions as set out in the Agreement, for successive one-year periods (each of which is to be called a “Renewal Term”), and subject to mutual agreement on administrative costs. Any decision by the City or the Service Provider not to renew the Agreement shall be without compensation, penalty or liability on the part of the City or the Service Provider.

4. **Services**

4.1 The Service Provider agrees to provide services as set out in Schedule B (Description of Services) in accordance with the Terms of this Agreement including any City of London Homeless Prevention Service Standards as they may be amended from time to time.

5. **Funding**

5.1 The City shall make an allocation of Funding to the Service Provider as set out in Schedule A.

5.2 The City shall make payment of the Funding under Section 5.1 to the Service Provider as set out in Schedule A.

5.3 The Service Provider shall spend Funding received under Section 5.2 as set out in Schedule A.

5.4 Intentionally left blank

6. **Obligations**

- 6.1 The Service Provider will operate in compliance with the *Child, Youth and Family Services Act* (if there are reasonable grounds to suspect a circumstance listed in the Act, promptly report the suspicion and the information on which it is based to a Children's Aid Society).
- 6.2 The Service Provider shall not infringe a right under section 5 of the *Human Rights Code*, R.S.O. 1990, c. H.19.
- 6.3 The Service Provider shall recognize The City of London as a funding provider in all publicity (print or broadcast media) and on all promotional items. The Service Provider shall not use a City of London logo unless it has obtained the requisite authority to do so under the City's Corporate Identity Policy.
- 6.4 The City shall not be held liable for any injury, including death, or for any loss or damage to property of the Service Provider or for any obligation of the Service Provider or anyone else, incurred or suffered by the Service Provider or its agents, employees, contractors or voluntary workers in carrying out the services as set out in Schedule B.
- 6.5 The Service Provider, in compliance with its obligations under this Agreement, shall be solely responsible for all statutory obligations related to the payment of Employment Insurance, Canada Pension Plan benefits, Workplace Safety and Insurance Act, Ontario Health Insurance Plan, HST and taxes.
- 6.6 The Service Provider shall comply with all applicable federal, provincial and municipal laws, regulations, by-laws, orders, codes or other legislative requirements, including, but not limited to, the *Workplace Safety and Insurance Act*, *Occupational Health and Safety Act*, *Accessibility for Ontarians with Disabilities Act, 2005*, *Human Rights Code*, *Child and Family Services Act*.
- 6.7 Confidentiality
- (a) The collection, use, retention and disclosure of all personal information under this Agreement are subject to the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA). The Service Provider acknowledges that any information supplied to the City is subject to MFIPPA, including access to information provisions in MFIPPA.
- (b) The Service Provider shall ensure its staff, volunteers and agents comply with privacy legislation which applies to the collection, use, retention and disclosure of personal information and personal health information, including *Personal Health Information Protection Act, 2004*.
- (c) The Service Provider shall have a confidentiality policy for the handling of personal information and personal health information by staff, students, volunteers and agents. The Service Provider shall provide the City with a copy of such policy upon request.
- 6.8 **Independent Contractor**
- (a) The Service Provider acknowledges and agrees that this Agreement shall in no way be deemed or construed to be an Agreement of Employment. Specifically, the parties agree that it is not intended by this Agreement that the Service Provider nor any person employed by or associated with the Service Provider is an employee of, or has employment benefits of any kind with the City or is in any way entitled to employment benefits of any kind whatsoever from the City whether under internal policies and programs of the City, the *Income Tax Act*, the *Canada Pension Act*, the *Employment Insurance Act*, the *Workplace Safety and Insurance Act*, the *Occupational Health and Safety Act*, the *Pay Equity Act*, the *Health Insurance Act*, or any other employment-related legislation, all as may be amended from time to time, or otherwise.

(b) The Service Provider is acting as an independent contractor in the performance of this Agreement and shall not be deemed to be the employee, agent, partner of, or in joint venture with the City, and the Service Provider's officers, directors, employees and agents shall not be deemed to be the employees, agents, partners of, or in joint venture with the City.

7. Data Collection and Reporting Requirements

- 7.1 The Service Provider agrees to collect data as described in Schedule B.
- 7.2 The Service Provider agrees to comply with the reporting requirements as set out in Schedule B.
- 7.3 The City may at its sole discretion amend Schedule B from time to time.

8. Termination on Notice

- 8.1 The City may terminate the Agreement at any time upon giving at least 45 days' Notice. The Service Provider may terminate the Agreement at any time upon giving at least 90 days' Notice.
- 8.2 If the City or Service Provider terminates the Agreement pursuant to 8.1, the City may do one or more of the following:
 - (a) cancel all further instalments of Funding;
 - (b) demand the repayment of any Funding remaining in the possession or under the control of the Service Provider;
 - (c) permit the Service Provider to offset the Wind Down costs against the amount the Service Provider owes pursuant to Section 8.2(b);
 - (d) provide Funding to the Service Provider to cover the Wind Down Costs.
- 8.3 If the Service Provider wishes to terminate the Agreement pursuant to 8.1, it shall provide written notice to the City in the form of a Board resolution or by-law.

9. Event of Default, Corrective Action and Termination for Default

- 9.1 Each of the following events shall constitute an Event of Default:
 - (a) in the opinion of the City, the Service Provider breaches any representation, warranty, covenant or other material term of the Agreement, including failing to do any of the following in accordance with the terms and conditions of the Agreement:
 - (i) Deliver services that address program outcomes;
 - (ii) Collect data as required;
 - (iii) Provide reports as required;
 - (iv) Use or spend the Funding as authorized in this Agreement and in Schedule A;
 - (b) an event of Force Majeure that continues for a period of sixty (60) days or more.
- 9.2 If an Event of Default occurs, the City may, at any time, take one or more of the following actions:
 - (a) provide the Service Provider an opportunity to remedy the Event of Default;
 - (b) suspend the payment of Funding for such period as the City determines appropriate;
 - (c) reduce the amount of Funding;
 - (d) reallocate Funding;
 - (e) cancel all further Funding;
 - (f) demand the repayment of any Funding;

(g) terminate the Agreement, upon giving Notice to the Service Provider.

9.3 If, in accordance with Section 9.2(a), the City provides the Service Provider with an opportunity to remedy the Event of Default, the City shall provide Notice to the Service Provider of:

- (a) the particulars of the Event of Default; and,
- (b) the Notice Period.

9.4 If the City has provided the Service Provider with an opportunity to remedy the Event of Default pursuant to 9.2(a), and:

- (a) in the opinion of the City, the Service Provider does not remedy the Event of Default within the Notice Period;
- (b) it becomes apparent to the City that the Service Provider cannot completely remedy the Event of Default within the Notice Period; or
- (c) the Service Provider is not proceeding to remedy the Event of Default in a way that is satisfactory to the City,

the City may extend the Notice Period, or initiate any one or more of the actions provided for in Sections 9.2 (b), (c), (d), (e), (f), or (g).

9.5 Termination under this Article shall take effect as set out in the Notice.

10. If the City is required to provide services to the public in French under the provisions of the *French Language Services Act* ("FLSA"), the Service Provider agrees that the Service Provider shall:

- (b) ensure services are provided in French; and,
- (c) make it known to the public, including by way of signs, notices, other information on services, and initiation of communications in French, that services provided to and communications with the public in connection with the program are available in French.

11. Nothing in this section or in this Agreement authorizes a Service Provider or provides it with the delegated authority to enter into any agreements on behalf of or otherwise bind the City.

12. **Notice**

12.1 Any notice or other communication required, desired or permitted to be given by this Agreement shall be in writing and shall be effectively given if:

- (a) delivered personally;
- (b) sent by prepaid courier service; or
- (c) sent by email, and confirmed by mailing the original documents so sent by prepaid mail on the same or following day, addressed as follows:
 - (i) in the case of notice to the City:

The City of London
Attention: City Clerk
300 Dufferin Avenue
City Clerk's Office
London ON N6A 4L9

Email: homelessprevention@london.ca

- ii) in the case of notice to the Service Provider:

[Service Provider Contact Information]

or at such other address as the party to whom such notice or other communication is to be given shall have advised the party giving same in the manner provided in this section. Any notice or other communication delivered personally or by prepaid courier service shall be deemed to have been given and received on the day it is so

delivered at such address, provided that if such day is not a Business Day such notice or other communication shall be deemed to have been given and received on the next following Business Day. Any notice or other communication transmitted by email shall be deemed to have been given and received on the day of its transmission, provided that such day is a Business Day and such transmission is completed before 4:30 p.m. on such day, failing which such notice or other communication shall be deemed to have been given and received on the first (1st) Business Day after its transmission. If there has been a mail stoppage and if a party sends a notice or other communication by email, such party shall be relieved from the obligation to mail the original document in accordance with this paragraph.

13. Indemnification

13.1 The Service Provider shall indemnify and hold harmless the City from and against any and all liability, injury, loss, costs, damages, expenses (including legal, expert, and consultant fees), causes of action, actions, claims, demands, lawsuits or other proceedings, by whomever made sustained, incurred, brought or prosecuted, in any way arising out of or in connection with the Agreement, unless solely caused by the negligence or wilful misconduct of the City.

13.2 The obligation to indemnify will require the Service Provider to exhaust all reasonable opportunities to seek recovery, which efforts shall include but shall not be limited to resorting to legal action to defend third party claims.

13.3 Insurance and Indemnity

Throughout the term of this Agreement, the Service Provider shall maintain commercial General Liability Insurance on an occurrence basis for an amount of not less than five million (\$5,000,000) and shall include the City as an additional insured with respect to the Service Provider's operations and omissions relating to its obligations under this Agreement, such policy to include non-owned automobile liability, personal liability, personal injury, broad form property damage, contractual liability, owners' and contractor's protective products and completed operations, contingent employers liability, cross liability and severability of interest clauses.

The Service Provider shall submit a completed standard Insurance Certificate (Form #0788), and shall provide the City with a minimum of thirty days' notice in advance of cancellation of such insurance.

The City reserves the right to request such higher limits of insurance or other types of policies appropriate to this Agreement as it may reasonably require.

Failure to satisfactorily meet these conditions relating to insurance shall be deemed a breach of this Agreement.

The Service Provider undertakes and agrees to defend and indemnify the City and hold the City harmless, at the Service Provider's sole expense, from and against all claims, demands, suits, losses, costs, damages and expenses that the City may sustain or incur by reason of:

- (i) any breach of this Agreement by any of the Service Provider, the Service Provider's employees or persons for whom the Service Provider is at law responsible;
- (ii) any loss or misuse of funds held by the Service Provider as described in this Agreement;
- (iii) the acts or omissions of the Service Provider, the Service Provider's employees or any person for whom the Service Provider is at law responsible in performing Services or otherwise carrying on the Service Provider's business, including any damage to any and all persons or property, whether deliberate, accidental or through negligence, and all tickets, fines or penalties;
- (iv) any claim or finding that any of the Service Provider, the Service Provider's employees or persons for whom the Service Provider is at law responsible are employees of, or are in any employment

relationship with, the City or are entitled to any Employment Benefits of any kind; or

(v) any liability on the part of the City, under the Income Tax Act (Canada) or any other statute (including, without limitation, any Employment Benefits statute), to make contributions, withhold or remit any monies or make any deductions from payments, or to pay any related interest or penalties, by virtue of any of the following being considered to be an employee of the City, from the Service Provider, the Service Provider's employees or others for whom the Service Provider is at law responsible in connection with the performance of Services or otherwise in connection with the Service Provider's business.

13.4 At its sole discretion, the City may, at any time, require that the Service Provider obtain and maintain a Blanket Position Insurance Policy or equivalent Fidelity Bond. See Schedule C.

14. Force Majeure

14.1 Subject to Section 14.3, Force Majeure means an event that:

- (a) is beyond the reasonable control of a Party; and
- (b) makes a Party's performance of its obligations under the Agreement impossible, or so impracticable as reasonably to be considered impossible in the circumstances.

14.2 Force Majeure includes:

- (a) infectious diseases, war, riots and civil disorder;
- (b) storm, flood, earthquake and other severely adverse weather conditions;
- (c) lawful act by a public authority; and
- (d) strikes, lockouts and other labour actions,

if such events meet the test set out in Section 12.3.

14.3 Force Majeure shall not include:

- (a) any event that is caused by the negligence or intentional action of a Party or such Party's agents or employees; or
- (b) any event that a diligent Party could reasonably have been expected to:
 - (i) take into account at the time of the execution of the Agreement; and
 - (ii) avoid or overcome in the carrying out of its obligations under the Agreement.

14.4 Subject to Section 9.1(b), the failure of either Party to fulfill any of its obligations under the Agreement shall not be considered to be a breach of, or Event of Default under, the Agreement to the extent that such failure to fulfill the obligation arose from an event of Force Majeure, if the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of the Agreement.

15. Audits and Reviews

15.1 The Service Provider shall, on forty-eight (48) hours prior written notice, give the City, City Representatives and/or City auditors free access to such staff, documents, books, records and accounts as may be determined by the City, City Representatives and/or City auditors, for the purpose of verifying compliance with this Agreement. The Service Provider shall ensure that the same obligation is imposed on any subcontractor engaged to assist the Service Provider in the performance of this Agreement. The Service Provider acknowledges that the City may conduct an audit of the Service Provider and its subcontractors in any year.

15.2 The City reserves the right to conduct operational reviews on forty-eight (48) hours prior notice to the Service Provider to evaluate the effectiveness of the Service

Provider's operations and delivery of this agreement. The Service Provider shall give the City, City Representatives and/or other persons authorized by the City free access to such premises, staff, documents, books, records and accounts as may be determined by the City, City Representatives and/or other persons authorized by the City, for the purpose of the operational review. The Service Provider shall ensure that the same obligation is imposed on any subcontractor engaged to assist the Service Provider in the performance of this Agreement. The intent of the operational review is to work in partnership with the Service Provider to identify areas of strength and opportunities, to improve business practices, and to ensure that the effective administration and monitoring of service contracts are maintained. The City may provide the Service Provider with recommendations arising out of the operational review and the Service Provider shall give reasonable consideration to those recommendations.

16. **General**

16.1 Services to Vulnerable Populations

- a) The Service Provider shall ensure that where services are provided to vulnerable populations, it obtains a Police Vulnerable Sector Check (PVSC) for all employees, Board Members, volunteers and students, providing these services. Failure to do so may result in immediate termination of this Agreement.
- b) Where the Service Provider provides services to vulnerable populations, it shall ensure it has appropriate policies and procedures in place with respect to providing services to those vulnerable populations including Criminal Offence Discretion, Serious Occurrence Reporting, Orientation and Training, Safe Sharps and Waste Handling, Fire Safety and Emergency Information.

16.2 The Service Provider shall maintain all records and documentation pertaining to this Agreement for two (2) years following the termination of this Agreement.

16.3 The Service Provider represents that it has not knowingly provided the City with any false or misleading information respecting the subject matter of this Agreement and agrees that it shall not knowingly provide any false or misleading information to the City in the performance of its obligations under this Agreement.

16.4 Any power, right or function of the City, contemplated by this Agreement, may be exercised by any employee or agent of the City.

16.5 [intentionally left blank]

16.6 [intentionally left blank]

16.7 The Service Provider represents and warrants that it shall:

- (a) preserve the PIPEDA and MFIPPA compliance of all MFIPPA or PIPEDA Protected Information transferred to it by the City;
- (b) ensure the MFIPPA and PIPEDA compliance of all MFIPPA or PIPEDA Protected Information that it collects in the course of performing its contractual obligations; and
- (c) ensure the MFIPPA and PIPEDA compliance of all MFIPPA or PIPEDA Protected Information that it transfers to the City.

16.8 Each disbursement of Funding by the City to the Service Provider under this Agreement is subject to the necessary budgetary appropriations from Municipal Council. The City shall not have any liability in the event the respective budgetary appropriations are insufficient to meet the Funding obligations of the City.

16.9 Nothing in this Agreement is to be construed as authorizing one Party to contract for or incur any obligation on behalf of the other or to act as agent for the other and nothing in this Agreement shall be construed to constitute the City and the Service Provider as partners of each other.

16.10 No member of:

- (a) the Municipal Council of the City or the County of Middlesex, or the governing body of any Municipal Agency, Board or Commission of any of such municipalities;

shall be admitted to any share or part of any contract, agreement or commission made pursuant to this Agreement or to any benefit arising therefrom.

- 16.11 All of the remedies available to the City under this Agreement, at equity and/or at law are cumulative and are not alternative and the City shall not be precluded from availing itself simultaneously of some or all of the said remedies.
- 16.12 Notwithstanding any of the terms of this Agreement, the City shall have the option of waiving any or all of his remedies under this Agreement, but no waiver of a provision shall be deemed to constitute a waiver of any other provision (whether or not similar) nor shall any waiver constitute a continuing waiver unless otherwise provided.
- 16.13 Time shall in all respects be of the essence in this Agreement, provided that the time for doing or completing any matter provided for under this Agreement may be extended or abridged by agreement in writing signed by the City and the Service Provider or their respective written designates on their behalf, who are hereby expressly appointed in this regard.
- 16.14 This Agreement is made pursuant to and shall be governed by and construed in accordance with the laws of the Province of Ontario.
- 16.15 Any reference to a statute in this Agreement includes a reference to all regulations made pursuant to such statute, all amendments made to such statute and regulations in force from time to time and to any statute or regulation which may be passed and which has the effect of supplementing or superseding such statute or regulations.
- 16.16 The headings and subheadings contained in this Agreement are inserted for convenience and for reference only and in no way define, limit or describe the scope or intent of this Agreement or form part of this Agreement.
- 16.17 The parties agree that there are no representations, warranties, covenants, agreements, collateral agreements or conditions affecting this Agreement other than as expressed in writing in this Agreement.
- 16.18 This Agreement shall be read with all changes of gender and number required by the context.
- 16.19 Each of the Parties shall, at any time and from time to time, upon not less than twenty (20) Business Days prior written notice by the other Party, execute and deliver to the other Party a statement in writing confirming that this Agreement is in good standing, unmodified and in full force and effect, or if there have been modifications that the same are in good standing and in full force and effect, as modified, and stating the modifications. Where applicable, the statement shall state the defaults, if any, known to the Party to whom such request has been made and the action taken or proposed to be taken by such requested Party with respect to same.
- 16.20 If the Service Provider owes any money to the City, whether or not their return or repayment has been demanded by the City, such monies shall be deemed to be a debt due and owing to the City by the Service Provider and the Service Provider shall pay or return the amount to the City immediately unless the City otherwise directs.

The City may charge the Service Provider interest on any monies owing by the Service Provider at the then current interest rate charged by the Province of Ontario on accounts receivable.

- 16.21 The City may set off any debt owing by the Service Provider to the City under this Agreement against any amount payable by the City to the Service Provider.

- 16.22 The Service Provider shall not assign this Agreement without the prior written consent of the City, which consent may be withheld, acting in its sole discretion.
- 16.23 This Agreement shall enure to the benefit of and be binding upon the Parties hereto and their respective successors and assigns, provided that this paragraph shall in no way derogate from the provisions of Section 16.22 restricting the Service Provider's ability to assign this Agreement.
- 16.24 The invalidity or unenforceability of any provision of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement. Any invalid or unenforceable provision shall be deemed to be severed.
- 16.25 The provisions in sections 5.3; 8.2; 9.2(c), (d), (e), (f); and Article 1 (Interpretation), 7 (Data collection and Reporting Requirements), 12 (Notice), 13 (Indemnification), 15 (Audits and Reviews), and 16 (General) except for section 16.21 shall survive termination or expiry of this Agreement for a period of seven (7) years from the date of termination of this Agreement.

IN WITNESS THEREOF this Agreement has been executed by the Parties.

SIGNED, SEALED AND DELIVERED

THE CORPORATION OF THE CITY OF LONDON

Per:

Name: Sandra Datars Bere
Title: Managing Director,
Housing, Social Services and
Dearness Home

Date:

[NAME OF SERVICE PROVIDER]

Per:

Name: _____

Title:

Date:

Per:

Name: _____

Title:

I/We have the authority to bind the Service Provider.

Schedule A (Municipal)

[Name of Service Provider]

Funding / Budget / Eligible Expenditures

Up to a Maximum Amount of Municipal Funding for Term of Agreement (inclusive of HST): [Insert Amount]

Renewals (if any):

If the parties mutually agree in writing to renew the Agreement, then an amount as determined by the City Representative and confirmed in writing to the Service Provider will be the maximum amount of municipal funding, on the condition that such amount is provided for in the City's current approved budget.

1. Payment

The Service Provider will receive payment in [Insert Number] installments by the following dates:

[Insert Date] in the amount of [Insert Amount]

[Insert Date] in the maximum amount of [Insert Amount] less any amounts that the City determines as an adjustment.

The City may adjust the allocation based on financial reporting and changes to service delivery.

2. Funding

2.1 A Completed Application for Contract Renewal is to be submitted to City of London, Homeless Prevention by November 15th. The Application for Contract Renewal will include the following sections.

- a) Adherence to City of London, Homeless Prevention Service Standards, or other requirements as identified.
- b) Operating Budget including all sources of revenue and disbursement for the programs and services operated through this Agreement for the fiscal period of January 1 to December 31.

2.2 Financial Reporting

The Service Provider will include financial reports for each of the identified program areas as outlined below. The financial reports will compare the approved budget funded by this Agreement to actual expenditures (e.g. staff, administration, and programming costs).

Financial Reporting Period	Report Due Date
[Insert Reporting Period]	[Insert Report Due Date]
[Insert Reporting Period]	[Insert Report Due Date]
[Insert Reporting Period]	[Insert Report Due Date]
[Insert Reporting Period]	[Insert Report Due Date]

2.3 Eligible / Ineligible Expenditures

- i) Eligible Expenditures

The following includes a listing of eligible and ineligible expenditures under this funding:

Staff

- salaries and benefits of program employees whose activities are directly related to the activities in this Agreement
- contract fees (e.g., trainers, consultants)

Staff Costs

- mileage and travel expenses for program activities or to share program information. Travel costs must not exceed the guidelines of the Ontario Travel, Meal and Hospitality Expenses Directive

Office

- office supplies
- specialized program supplies and material, such as games, toys, books, (in either, or both, official languages), beds, indoor play equipment

Other

- expenses for operating an emergency shelter, Housing First program or other homeless serving organization, including such things as utilities and food
- audit, legal fees, bookkeeping
- annual audited statement
- translation, interpretation, training/professional development
- HST should be included in all budget expenses, not as a separate item in this category

ii) Ineligible Expenditures

- Personal needs allowance paid to a shelter resident
- therapeutic and medical treatment (e.g. speech or language pathology) covered by provincial/territorial medical and insurance plans
- capital expenditures, which include:
 - new construction and/or conversions of buildings
 - retrofits
 - buying land
 - purchasing buildings
- The construction, repair and renovation of new and existing social and affordable housing
- Services that do not directly support people who are homeless or at-risk of homelessness
- Alcoholic beverages

3. Budget

[Insert Budget]

SIGNATURES		
_____ AGREEMENT HOLDER _____ DATE	_____ AGREEMENT HOLDER _____ DATE	_____ THE CITY _____ DATE

Schedule B

[Insert Name of Organization]

Description of Services

1. Description of Services

2. Collection of Data by the Service Provider

[Insert Data Collection Requirements]

Data collection requirements may change over time and additional data collection may be required. The City of London will notify the Service Provider if there are any changes to data collection requirements.

3. Outcomes and Targets

[Insert program anticipated outcomes and targets here]

4. Critical Incident Reporting

Critical incidents are generally considered to include:

- Any death of a participant;
- any incident where emergency services are contacted;
- any life threatening situation that occurs involving a participant, including and not limited to: severe assault; accidental injuries; attempted suicide; incidents involving a fire arm; loss of consciousness related to drug overdose;
- any situation which results in the interruption of service delivery;
- any occurrence of fire resulting in damage; or,
- any other occurrence deemed relevant by the City of London.

The Service Provider will provide the City of London with Critical Incident Reports within twenty-four hours of an occurrence.

SCHEDULE C

BLANKET INSURANCE POLICY OR EQUIVALENT FIDELITY BOND

The Service Provider shall furnish the City with evidence of Crime, Employee Dishonesty or Bond A policy or equivalent Fidelity Bond in the amount not less than the maximum amount determined in the sole discretion of the City's Manager III, Risk Management from time to time. The City shall be shown on the Policy as a named Obligee with respect to any loss or misuse of funds held by the Service Provider as described in this Agreement.



Certificate of Insurance - Standard

This is to certify that the Insured named below is insured as described:

***** This form must be completed and signed by your insurer or insurance broker.*****
 Note: Proof of liability insurance will be accepted on this form only (with no amendments).

Named Insured				E-mail address	
Insured's address (street name, city, province and postal code)				Telephone number	
				Fax number	
Type of insurance	Insurance Company (full legal name)	Policy Number	Effective Date Year Month Day	Expiry Date Year Month Day	Limits of Liability (bodily injury & property damage - inclusive)
Commercial General Liability					Occurrence \$ Aggregate \$
<input type="checkbox"/> Umbrella <input type="checkbox"/> Excess					Occurrence \$ Aggregate \$
Other (Explain.)					Occurrence \$ Aggregate \$

Commercial General Liability: **Occurrence Basis**, Including Personal Injury, Property Damage, Broad Form Property Damage, Contractual Liability, Non-Owned Automobile Liability, Owner's and Contractor's Protective Coverage, Products - Completed Operations, Contingent Employers Liability, Cross Liability Clause and Severability of Interest Clause.

Tenant's Legal Liability: NO or YES. . . (Limit) \$ _____
 Liquor Liability: NO or YES

THE CORPORATION OF THE CITY OF LONDON, the London Convention Centre, Covent Garden Market Corporation, Museum London o/b London Regional Art & Historical Museums, London Public Library Board, London Police Service, Housing Development Corporation, London and London Middlesex Housing Corporation have been added as an additional Insured but only with respect to their interest in the operations of the Named Insured.

If cancelled or changed in any manner, that would affect the City of London or other scheduled additional Insured for any reason, so as to affect this certificate, thirty (30) days prior written notice by registered mail or facsimile transmission will be given by the insurer(s) to:

The Corporation of the City of London
Attention: Risk Management Division
520 Wellington Street, Unit 1
P O Box 5035
London, ON N6A 4L9

Office location: _____ Fax: **519 661-4631**
 Mailing address: _____ E-mail: **certificates@london.ca**

Motor vehicle liability	Insurance Company	Policy Number	Effective Date (YYYYMMDD)	Expiry Date (YYYYMMDD)	Limits of Liability \$

Motor Vehicle Liability - must cover all vehicles owned, or operated by, or on behalf of the insured.

This is to certify that the Policies of Insurance as described above have been issued by the undersigned to the Insured named above and are in force at this time.

This certificate is executed and issued to the aforesaid Corporation of the City of London, the day and date herein written.

Name of insurance company or broker (completing form)		Telephone number
Address		Fax number
Name of authorized representative or official (Please print.)	E-mail address	
Signature of authorized representative or official	Date (YYYY-MM-DD)	

Form no. 0788 (rev.2016.09)

www.london.ca

SIGNATURES		
_____ AGREEMENT HOLDER _____ DATE	_____ AGREEMENT HOLDER _____ DATE	_____ THE CITY _____ DATE