

## Report to Community and Protective Services Committee

**To:** Chair and Members, Community and Protective Services Committee Meeting  
**From:** Kevin Dickins, Acting Managing Director, Housing, Social Services and Dearness Home  
**Subject:** John Freeman Manager, Purchasing and Supply  
**Subject:** Irregular Result - Request for Proposal 20-63 - Contract Award Recommendation for Homeless Prevention Resting Spaces  
**Date:** December 15, 2020

## Recommendation

That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home and Manager, Purchasing and Supply, with the concurrence of the Director, Financial Services and the City Manager, that the following actions be taken with respect to the award of the contract for Request for Proposal (RFP) 20-63 Homeless Prevention Resting Spaces, as per City of London Procurement Policy Section 8.10(a), requiring Committee and City Council approval for RFP awards greater than \$100,000:

- (a) that Request for Proposal 20-63 be awarded to London Cares Homeless Response Service and Canadian Mental Health Association Elgin-Middlesex for a combined total funding amount of \$992,000 in 2021 to provide Resting Spaces, with an option to renew for up to 2 additional one-year terms at the City's sole discretion, based on satisfactory services, performance, and funding/budget availability throughout the City of London and/or other funding sources. 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 Agreements with London Cares Homeless Response Service and Canadian Mental Health Association Elgin-Middlesex.

## Executive Summary

On October 2, 2020 the City of London issued a request for proposals from experienced and qualified proponents to provide Resting Spaces (general) serving all genders and Resting Spaces (women) serving women based on lived gender identity. Together these programs will have a 30 bed capacity for individuals experiencing homelessness.

Resting Spaces provide a low barrier space for individuals experiencing homelessness to rest and access basic needs including food, water, showers and laundry. Resting Spaces are typically accessed by individuals with high support needs who are sleeping unsheltered and cannot or do not access emergency shelter beds. This low barrier service is intended to meet the needs of individuals who have not been successful accessing emergency shelter due to their presenting issues and behaviours.

The Resting Spaces will have the capacity to serve a number of high acuity individuals experiencing homelessness through two programs:

- Resting Spaces (Women)  
The Resting Spaces (Women) provide a low barrier space that serves women experiencing, or at risk of, unsheltered homelessness. This program will serve women with a range of support needs and specifically those who have a high

acuity as measured by the VI-SPDAT and/or high support needs. This program will have 10 beds for women (lived gender identity).

- **Resting Spaces (General)**  
The Resting Spaces (general) provides a low barrier space that serves individuals experiencing, or at risk of, unsheltered homelessness. This program will serve individuals with a range of support needs and specifically those who have a high acuity as measured by the VI-SPDAT and/or high support needs. This program will have 20 beds for any gender.

The submissions from the two organizations met all of the requirements outlined in RFP 20-63. Canadian Mental Health Association Elgin-Middlesex submission was awarded the highest overall score for the Resting Spaces (women). London Cares Homeless Response Service was the only applicant for the Resting Spaces (general).

It is recommended that the City of London enter into Purchase of Services Agreements with London Cares Homeless Response Service to operate Resting Spaces (general) and Canadian Mental Health Association Elgin-Middlesex to operate Resting Spaces (women), employing the Council approved Agreement Template.

## **Linkage to the Corporate Strategic Plan**

The 2019 – 2023 Strategic Plan for the City of London

Creating a safe London for women and girls is a strategy identified in the City of London Strategic Plan. London needs to maintain or increase the number of shelter beds available to abused women and their children, and to homeless women and girls.

Housing Stability for All: The Housing Stability Action Plan for the City of London (2019)

London's Homeless Prevention and Housing Plan, Housing Stability for All: The Housing Stability Action Plan for the City of London (2019), is the approved guiding document for homeless prevention and housing in the City of London, and was developed in consultation with Londoners.

Providing the right level of support at the right time to decrease the use of emergency services and creating an outreach system and rapid response to support individuals and families experiencing unsheltered homelessness are strategic areas of focus within the 2019 – 2024 Housing Stability Action Plan. London needs to increase system capacity and availability of services across sectors to meet the housing stability needs of individuals and families in crisis, including housing individuals and families experiencing unsheltered homelessness.

Core Area Action Plan

Establishing more daytime Resting Spaces is an action identified in the Core Area Action Plan. London needs to increase the number of Resting Spaces available for daytime and nighttime rest to provide an opportunity for individuals sleeping unsheltered to meet their basic needs and link to London's Coordinated Access System.

Resting Spaces respond to two identified system needs:

- Limited available low barrier spaces available for individuals who are sleeping unsheltered; and,
- Limited spaces for women experiencing homelessness.

## **Analysis**

### **1.0 Background Information**

#### **1.1 Previous Reports Related to this Matter**

- Municipal Council Approval Of The Housing Stability Plan 2019 to 2024 as Required Under The Housing Services Act, 2011 (CPSC: December 3, 2019)
- Core Area Action Plan (SPPC: October 28, 2019)

- Homeless Prevention System for London Three Year Implementation Plan (CPSC: April 22, 2013)

## **2.0 Discussion and Considerations**

### **2.1 Procurement Process**

On October 2, 2020, a Request for Proposal (RFP 20-63) was issued on london.bidsandtenders.ca with a closing date of November 2, 2020. After the RFP was posted, there was one (1) Addendum issued to respond to questions, inquiries and requests for clarifications.

There were three (3) bids received and they were compliant with the RFP. Out of the three (3) proposals received, One (1) proposal was for Resting Space Program (General), two (2) proposals were for the Resting Space Program (Women).

The submissions were reviewed and evaluated by Housing, Social Services and Dearness Home staff with assistance from Purchasing and Supply. A two-envelope RFP process was used: one envelope contained the technical project proposal; and, the second contained the pricing proposal.

The pricing submitted by all bidders exceeded the budget allocation of \$750,000 for RFP 20-63 and it is recommended that the contract be awarded on a one year term with an option to renew for two additional years based on funding/budget availability. As the value of the lowest compliant bid is in excess of the City Council approved budget including contingency allowance, the award of this contract would be categorized as an irregular result, as per section 8.10 of the Procurement of Goods and Services Policy. The Financial Impact section below outlines the funding source for this procurement.

At the end of this process, the proponent with the highest score, demonstrating their ability to fully meet the City's requirements for Resting Spaces (Women) was the Canadian Mental Health Association Elgin-Middlesex, at a total annual cost of \$348,000 (exclusive of applicable taxes) in 2021 with an option to renew for two additional one-year terms. Therefore Canadian Mental Health Association is recommended to be awarded the contract.

London Cares Homeless Response Service was the only proponent for the General Resting Space Program. Their proposal demonstrated their ability to fully meet the City's requirements and therefore London Cares Homeless Response Service is recommended to be awarded the contract at a total annual cost of \$644,000 (exclusive of applicable taxes) in 2021 with an option to renew for 2 additional one-year terms.

## **3.0 Financial Impact/Considerations**

The total annual cost for both Resting Space programs in 2021 is \$992,000.

Council approved funding of \$1,000,000 through the Core Area Action Plan Business Case (initiative 23) in the 2020-2023 Multi-Year Budget for the operation of 40 Resting Spaces. \$750,000 from the municipal operating budget for Resting Spaces will be applied to the 30 beds in the recommended purchase of service agreements as part of this report.

In 2021, the remaining \$242,000 required for this program will be funded through Ontario Social Services Relief Fund and Canada's COVID-19 Economic Response Plan Funding.

Pending available funding/budget, these contracts may be renewed for up to an additional 2 years. 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 two additional one-year terms). In accordance with the City of London Procurement Policy Section 20.2 (b).

## 4.0 Key Issues and Considerations

A separate procurement will occur for the remaining 10 Resting Spaces (Indigenous) and brought to Council for approval in a separate report.

### **Conclusion**

This report recommends that the City of London enter into Purchase of Service Agreements with: London Cares Homeless Response Service and Canadian Mental Health Association Elgin-Middlesex to provide Resting Spaces.

**Prepared by:** Laura Cornish, Manager, Homeless Prevention

**Submitted by:** Craig Cooper, Manager, Homeless Prevention

**Recommended by:** Kevin Dickins, Acting Manager, Housing, Social Services and Dearness Home

**Recommended by:** John Freeman, Manager, Purchasing and Supply

**Concurred by:** Ian Collins, Director, Financial Services – Finance and Corporate Services

**Concurred by:** Lynne Livingstone, City Manager