



EXPRESSION OF INTEREST

**Niagara Homelessness Service System Funding
July 2017-March 2020**

Service Priority - Outreach

DOCUMENT NUMBER 2017-EOI-01

ISSUE DATE: January 25, 2017

CLOSING LOCATION:

**CORPORATE SERVICES DEPARTMENT
PURCHASING SERVICES DIVISION
THE REGIONAL MUNICIPALITY OF NIAGARA
CAMPBELL WEST BUILDING
1815 SIR ISAAC BROCK WAY
THOROLD, ONTARIO, L2V 4T7**

CLOSING DATE: Friday March 24, 2017

2:00 P.M. LOCAL TIME

Late or incomplete submissions will be deemed ineligible

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1 Submission Instructions

1.1 Date and Place for Receiving Submissions

Submissions can be accepted any time before the closing date.

Please provide:

- One (1) MASTER and two (2) duplicate copies that are not stapled; or,
- One (1) MASTER and one (1) electronic copy (eg., CD, Memory Stick)

Submissions must be delivered to:

Lesley Monette, Purchasing Agent

Purchasing Office, Corporate Services Department
Regional Municipality of Niagara - Campbell West
1815 Sir Isaac Brock Way
Thorold, Ontario L2V 4T7

Phone: 905-980-6000 ext. 3315

Email: lesley.monette@niagararegion.ca

CLOSING DATE: Friday March 24, 2017 2:00 P.M. LOCAL TIME

****Late or incomplete submissions will be deemed ineligible****

1.2 Inquiries

Questions related to this EOI must be received at least five (5) working days prior to closing and are to be directed to Lesley Monette, Purchasing Agent. Contact information is provided on page 1.

Any correspondence about this document must be provided in writing and/or email. Responses will be provided to all participants. Any communications not in writing and/or email will not be considered.

1.3 Confidential Information

Respondents to this EOI acknowledge that the Region is governed by the *Municipal Freedom of Information and Protection of Privacy Act ("MFIPPA")* and the *Personal Health Information Protection Act ("PHIPA")* and agree to adhere to or exceed the standards set in MFIPPA, PHIPA or other relevant Ontario or federal privacy legislation or common law as may be passed or amended from time to time, as if you were agents of the Region as it relates to the confidential and secure treatment of personal (health) information or confidential information of the Region.

Respondents agree that any personal information provided to the Region in their response is collected under the authority of the *Municipal Act, 2001* and shall become property and a record of the Region. Such records may be released pursuant to such Acts. Respondents name at a minimum will be made public on request. In addition, certain response information may be disclosed to Council and accordingly may become part of the public record. All correspondence, documentation and information provided to the Region may be reproduced for the purposes of evaluating EOI submissions. Respondents are advised that as necessary, responses will be disclosed on a confidential basis to advisers retained by the Region to assist the evaluation of the EOI and/or with development of any future RFP.

Respondents should identify any information in their response for which confidentiality is to be maintained by the Region. The Region shall use its best efforts not to disclose any parts of responses marked confidential, but shall not be liable in any manner where information is disclosed by order of the Privacy Commissioner, a court of competent jurisdiction or otherwise as required by law. The Region makes no representations or warranties that the identification of a document as confidential will prevent its release under the provisions of MFIPPA, PHIPA or otherwise under any law. Any information in a response that was not specifically identified as confidential may be treated by the Region as public information. Information regarding the application of MFIPPA and PHIPA is available from the Information and Privacy Analyst of the Regional Clerk's office at Regional Headquarters, Thorold, Ontario.

2 Submission Guidelines

2.1 Background

The service system manager for homelessness prevention services, Niagara Region Community Services, purchases homelessness services using an Expression of Interest (EOI) process.

In 2017, a series of EOIs will be used to allocate federal, provincial and regional funding for services that achieve federal, provincial and regional service priorities for preventing and responding to homelessness. The four (4) service priorities are:

- Outreach;
- Emergency Hostels;
- Supported Transitional Housing; and,
- Prevention.

It is the intention of The Regional Municipality of Niagara (the Region) to enter into agreements for projects that meet these service priorities based on rankings by review committee and available funding. **To be eligible for funding, all EOI applications must fall under one of these service priorities.** Service providers may apply for more than one project by completing separate application forms.

2.2 Funding Focus

The types of services and activities that will be funded are as follows:

Emergency Shelter Solutions (Emergency Hostels)

- Definition: Temporarily housing people who are homeless (e.g., emergency beds that provide temporary shelter and other basic needs to women, children, youth, families and men who have no place to live).
- Implementation of shelter standards and best practices as part of the next execution of contracts.
- Monitoring of the impact of Housing First on shelter stays with a goal of reduced reliance on emergency shelters.
- Alignment with Provincial policy expectations, emphasizing prevention over emergency response.
- Funding would support a safe bed, offered in a variety of settings, necessary basic needs, support services including transportation to the shelter, and assistance with securing housing.

Housing with Related Supports (Supported Transitional Housing)

- Definition: Helping people transition from homelessness to permanent housing (e.g., providing housing for individuals who have been homeless and supporting them with services such as employment counseling or assistance with their landlord in order to retain their housing).
- Continued support for Housing First units and transitional housing in the Niagara community.
- Supports to ensure the well-being of clients (e.g., mental health/illness, substance use, medical assistance, crisis intervention).

Other Services and Supports (Outreach)

- Definition: Helping people living on the street move into temporary or permanent housing (e.g., having street outreach workers go to outdoor places where people who are homeless may sleep and provide them with a meal and supports to move indoors).

Homelessness Prevention

- Definition: Helping people at risk of homelessness to retain their housing (e.g., providing assistance to households with finding an affordable place to live).
- Includes the Housing Stability Plan which addresses financial assistance for rent arrears and rent deposits.
- Also includes funding towards the Niagara Emergency Energy Fund to address utility arrears.
- Supports programs to address eviction prevention, assistance to secure and retain housing, and assistance with budgeting, banking and trusteeship.

2.3 Timeframe

Funding allocations for projects delivered by community agencies would align with existing timelines, so that all services would begin July 1, 2017 and end March 31, 2020.

2.4 Definitions

Homeless describes the situation of an individual or family without stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.

Chronically Homeless refers to individuals who are currently homeless and have been homeless for six months or more in the past year (i.e. have spent more than 180 nights in a shelter or place not fit for human habitation).

Episodically Homeless refers to individuals who are currently homeless and have experienced three or more episodes of homelessness in the past year.

At risk of homelessness refers to people who are not homeless, but whose current economic and/or housing situation is precarious or does not meet public health and safety standards.

Partnership/Collaboration refers to working with other agencies regularly (can be formal or informal) in order to improve client services and outcomes.

Outcome refers to the changes in the lives of individuals, families, organizations, or the community as a result of the program.

2.5 Eligibility Criteria

To be considered for the EOI, applicants must meet all of the following conditions.

- Be a non-profit organization, health organization, or private sector organization with experience delivering services to people who are homeless or at risk of homelessness
 - For profit enterprises are eligible for funding provided that the nature and intent of the proposed activity is non-commercial and conforms to the guidelines in the EOI
- Be an incorporated agency with a recent Audited Financial Statement
 - Organizations with an income of \$250,000 and over in the most recent fiscal year must submit financial statements that have been audited by a licensed public accountant.
 - If income is less than \$250,000, audited financial statements that have been audited by a licensed public accountant are preferred however; you may submit internally prepared financial statements that include both a statement of revenues and expenses and a balance sheet (statement of assets and liabilities) for the past 12 months.
 - Unincorporated agencies, or incorporated agencies without a recent Audited Financial Statement may apply with a trustee
- Provide the proposed service(s) in one or more municipalities located within the boundaries of Niagara region
- Provide the proposed service(s) to all people who are homeless regardless of race, religion, or ethnicity

The following services/activities are **not** eligible to be funded:

- Capital expenditures, which include:
 - New construction and/or conversions of buildings
 - Repairs and renovations
 - Retrofits
 - Buying land
 - Purchasing buildings
 - The construction, repair, and renovation of new and existing social and affordable housing
- Submissions that do not directly support people who are homeless or at risk of homelessness
- Monies used to repay a pre-existing debt
- Administration costs that exceed 10% of the budget
- Submissions for services/activities that do not fall under a Niagara Regional Council approved service priority

2.6 Overall Scope of Work

The proposed project/program/service must:

- Address CHPI program outcomes and funding rules, including complying with data reporting needs and requests
- Align with Niagara's Ten Year Housing and Homelessness Plan ("A Home for All"), a strategic document that informs the CHPI Investment plan
- Utilize HIFIS for data and case management

2.6.1 Outreach Scope of Work

Proposed project must:

- Provide responsive services to homeless individuals.
- Provide on-going supports to homeless individuals living on the street until they are housed or in an emergency shelter (e.g., food truck).
- Work with shelter operators to secure emergency shelter for homeless individuals living on the street.
- Work with transitional housing and Housing First providers to assist in finding stable shelter for individuals living on the street.
- Respond to calls about individuals living on the street and try to find emergency and/or stable housing for them.

3 Submission Review Process

3.1 Evaluation Review Committee

The Region will use an Evaluation Review Committee to assist in the evaluation of the responses. Staff and community members are selected on the basis of their expertise, and all participate in evaluation of the submissions.

Representatives of an organization providing a submission are not permitted to participate on the Evaluation Review Committee for that call for submissions.

Regional staff will consider Evaluation Review Committee recommendations and will be solely responsible for completing the process. This may involve refinements to submissions.

The Region reserves the right to award to the successful respondents in whole or in part. Please note: funding considerations may also include the Region's determination of community need, return on investment and the desirability of balancing the allocation funds between communities and service priorities in order to provide the greatest benefit to the region.

Information will be provided to Public Health and Social Services Committee and Council as the EOIs are completed.

3.2 Evaluation Scale and Criteria

Compliant submissions will be reviewed.

Any submission with a “No” scoring under Mandatory Requirements will be deemed ineligible and will not be evaluated or considered for funding.

Respondents may be contacted to explain or clarify their submission.

Submission total evaluation scores may be included within public reports to Council.

Submissions will be evaluated and scored based on the criteria defined in *Table 3: Criteria for Submissions – Outreach*. The agency’s responses to the 5 submission questions will be used in evaluating each submission.

Each criterion will be scored between 0 and 10 and multiplied by the weight to establish the weighted score. Total weighted scores will be tabulated.

Please note: funding considerations may also include the Region’s determination of community need, return on investment and the desirability of balancing the allocation funds between communities and service priorities in order to provide the greatest benefit to the region.

Table 3: Criteria for Submissions – Outreach

MANDATORY REQUIREMENTS		
Niagara Region’s Homelessness Service Priorities	Proposed service meets Niagara Region’s Outreach service priority.	Yes / No
HIFIS	The service provider will utilize HIFIS for data and case management.	Yes / No

Mandatory Requirements Passed:

Yes Proceed to WEIGHTED EVALUATION

No Application ineligible; Do NOT proceed to WEIGHTED EVALUATION

Item	Evaluation Components	Points (1-10)	Weight
WEIGHTED EVALUATION			
Project Affiliation with Service Provider	The submission identifies the target population to be served. The proposed service is consistent with the service provider’s mission, mandate and business model.		10%

Item	Evaluation Components	Points (1-10)	Weight
WEIGHTED EVALUATION			
Project Management	<p>The results of the yearly case file and financial monitor of the agency by the Region (where applicable) were adequate and acceptable.</p> <p>The service provider has experience in successfully providing a service similar to the proposed service.</p> <p>The service provider has the organizational, fiscal and management capacity to operate and sustain the project and to meet the terms and conditions of funding, including accurate, complete, and timely reporting, as demonstrated in this application, by its past record and audited financial statements.</p> <p>There is a high probability of the service provider achieving their expected outcomes.</p>		20%
Proposal's Ability to Address Scope of Work	<p>The proposed service addresses the Scope of Work contained in this EOI document.</p> <p>The service provider has demonstrated how the service model will support identified outreach clients to move to secure and stable housing.</p>		30%
Innovation Collaboration and Partnerships	<p>The service provider is committed to working collaboratively and effectively with other service providers (public, non-profit or private) as part of the homelessness service system.</p> <p>The submission outlines linkages to other agencies or programs that would complement the proposed service, including referrals, and defines the client path and mechanisms for seamless service.</p>		20%

Item	Evaluation Components	Points (1-10)	Weight
WEIGHTED EVALUATION			
Project Costs	<p>The proposed budget is aligned with program objectives, is reasonable and clearly articulates both EOI-funded costs and other contribution costs from other sources.</p> <p>There is no requirement for other contribution costs; however, applications which include other contributions will be evaluated more favourably.</p> <p>No more than 10% of the budget is spent on administration, including management oversight of the service and providing program space, etc.</p>		20%
Total			100%

CRITERIA FOR EVALUATION – POINTS SYSTEM

- 0 Fail/Not Acceptable: Requirement not met.
- 1-3 Poor: Minimally addresses the component, but one or more major considerations of the component are not addressed.
- 4-5 Fair: The response addresses the component adequately, but minor considerations may not be addressed.
- 6-9 Good: The response fully addresses the component and provides a good quality solution. Good degree of confidence in the applicant's response or proposed solution to be achieved.
- 10 Very Good: All considerations of the component are addressed with a high degree of confidence in the response or proposed solution.

4 FORM OF SUBMISSION

Eligible submissions **must** include this completed Form of Submission as well as all of the following:

- Submission Summary Document
- Responses to the five (5) submission questions
- Appendix A: A budget for the project/programs/service with highlights on how the requested funding will be spent
- Copy of the most recent Audited Financial Statements* (unincorporated agencies, or incorporated agencies without a recent Audited Financial Statement may apply with a trustee)

Note: Successful respondents will be required to submit proof of insurance and Workplace Safety and Insurance Board Clearance in a format acceptable and reasonable to the Region.

We the undersigned, having carefully examined all Sections of this Expression of Interest do hereby affirm the acceptance of the requirements.

COMPANY NAME:	CONTACT NAME: (please print)
(Must Show Correct Legal Company Name)	(Original signatures only; no electronic)
ADDRESS:	SIGNATURE:
	(I/We have the authority to bind the Company)
	TITLE:
	WITNESS NAME:
POSTAL CODE:	SIGNATURE:
TELEPHONE NUMBER:	TITLE:
FAX NUMBER:	DATE:
E-MAIL ADDRESS (Must supply if available):	

* Organizations with income of \$250,000 and over in the most recent fiscal year must submit financial statements that have been audited by a licensed public accountant. If income is less than \$250,000, audited financial statements that have been audited by a licensed public accountant are preferred however; you may submit internally prepared financial statements that include both a statement of revenues and expenses and a balance sheet (statement of assets and liabilities) for the past 12 months.

SUBMISSION SUMMARY DOCUMENT

Name of the Organization:														
Year of Incorporation:														
Charitable Registration #:														
Mailing Address:														
Telephone:														
Executive Director: Email: Phone:														
Contact information for this submission (if different from the Executive Director):														
Name of the project that you are requesting funding for:														
Amount Requested: What amount is being requested?														
Period of Time Covered: What is the proposed period of time? (no earlier than July 1, 2017 and no later than March 31, 2020)														
Area Served: What area(s) will benefit from the submission? (check all that apply) <table style="width: 100%; border: none;"><tr><td><input type="checkbox"/> Niagara region (all twelve (12) municipalities)</td><td></td></tr><tr><td><input type="checkbox"/> Fort Erie</td><td><input type="checkbox"/> Port Colborne</td></tr><tr><td><input type="checkbox"/> Grimsby</td><td><input type="checkbox"/> St. Catharines</td></tr><tr><td><input type="checkbox"/> Lincoln</td><td><input type="checkbox"/> Thorold</td></tr><tr><td><input type="checkbox"/> Niagara Falls</td><td><input type="checkbox"/> Wainfleet</td></tr><tr><td><input type="checkbox"/> Niagara-on-the-Lake</td><td><input type="checkbox"/> Welland</td></tr><tr><td><input type="checkbox"/> Pelham</td><td><input type="checkbox"/> West Lincoln</td></tr></table>	<input type="checkbox"/> Niagara region (all twelve (12) municipalities)		<input type="checkbox"/> Fort Erie	<input type="checkbox"/> Port Colborne	<input type="checkbox"/> Grimsby	<input type="checkbox"/> St. Catharines	<input type="checkbox"/> Lincoln	<input type="checkbox"/> Thorold	<input type="checkbox"/> Niagara Falls	<input type="checkbox"/> Wainfleet	<input type="checkbox"/> Niagara-on-the-Lake	<input type="checkbox"/> Welland	<input type="checkbox"/> Pelham	<input type="checkbox"/> West Lincoln
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<input type="checkbox"/> Niagara-on-the-Lake	<input type="checkbox"/> Welland													
<input type="checkbox"/> Pelham	<input type="checkbox"/> West Lincoln													

SUBMISSION QUESTIONS

Responses to five (5) submission questions will form the basis for the weighted evaluation of this EOI. Please address the following five (5) questions in a clear and concise manner (350 words or less per question).

1. **Project Affiliation with Service Provider:** Describe the Outreach project being proposed. When responding, please include:
 - a. target population and need for the program
 - b. program description and key activities
 - c. how the project is aligned with the provider's mission, mandate and business model
 - d. the anticipated outcomes of the project

2. **Project Management:** Describe the capacity of the organization to carry out the proposed project. When responding, please consider:
 - a. past performance record
 - b. fiscal and management capacity
 - c. staff expertise

3. **Proposal's Ability to Address Scope of Work:**
 - a. Identify and describe how the project meets Niagara Region's Service Priority for Outreach
 - b. Describe how the provider will meet the requirements of the scope of work
 - c. Identify and describe how the project aligns with specific goals/objectives/actions of the Ten Year Housing and Homelessness Action Plan (A Home for All)

4. **Innovation, Collaboration and Partnerships:** Explain how your organization will work with other service providers to enhance quality and effectiveness of the program. When responding:
 - a. Identify if other organizations, groups or community resources will contribute to seamless service and/or success of the project
 - b. List the name(s) of partnering organizations and how you work with them to improve service to the clients.

5. **Project Costs:** Provide a budget for the project by completing Appendix A, to confirm that your organization can deliver the program and spend the funding by March 31, 2020. Budget should:
 - a. Reflect salaries, staffing numbers and other expenses
 - b. Be complete, realistic and in alignment with project activities
 - c. Have reasonable expenses, demonstrate efficiency and fall within the scope of the EOI

If the organization is applying to more than one Service Priority, or for more than one project within a Service Priority, the organization must send a separate submission.

APPENDIX "A"

Budget Sheet - 2017-EOI-01 - Outreach

REVENUE	TOTAL PROGRAM REVENUE & EXPENSES	BREAKDOWN OF THE USE OF FUNDS REQUESTED
	Complete Column to identify ALL projected revenues and expenses for the project/program for which funds are requested. Please do not include in-kind resources/supports.	Complete Column to identify specifically how these funds would be used for the period of the funding request.
	July 1, 2017 - March 31, 2020	July 1, 2017 - March 31, 2020
Homelessness Services Funding Requested		
Other Regional Funding Sources (specify below)		
.		
Federal Grants (specify below)		
.		
Provincial Grants (specify below)		
Foundations		
User Fees		
Fundraising, Donations & Bequests		
Other (specify below)		
.		
TOTAL REVENUE		
EXPENDITURES		
DIRECT LABOUR & MATERIAL COSTS		
Salaries for PROJECT STAFF (staff who carry out the core activities of the project or who primarily deliver direct services to clients - specify below, e.g. coordinator, project manager etc.)		Total number of project staff:
Staff title/position: Number of positions of this kind:		Hourly rate of pay: Hours/week:
Staff title/position: Number of positions of this kind:		Hourly rate of pay: Hours/week:
Staff title/position: Number of positions of this kind:		Hourly rate of pay: Hours/week:
Staff title/position: Number of positions of this kind:		Hourly rate of pay: Hours/week:
Benefits for Project Staff		
Staff Training & Development		
Staff and Volunteer Travel		
Project Supplies (specify below)		
.		
Client Travel (specify below)		
.		
Other Direct Project Costs (specify below)		
.		
Rent (only if a Project Expense - see TERMS tab)		
Direct Labour & Material Costs Total		
OVERHEAD & ADMINISTRATION EXPENSES		
Rent		
Building Operational Costs/Utilities		
Office Materials/Supplies		
Equipment Rental		
Administrative Staff		
Other Overhead or Administration Expenses (specify below)		
.		
Overhead & Administration Expenses Total		
TOTAL EXPENDITURES		
SURPLUS / DEFICIT		
<p>Note to preparer - the maximum amount that can be charged to overhead/administration in this EOI is 10% of the total request. If requesting an Overhead & Administration Expenses amount in excess of 10% of the total request please provide a rationale below.</p>		
Rationale for Overhead & Administration Expenses in excess of 10%		

TERMS & CLARIFICATIONS

Direct Labour Costs	Where approved in the application, a direct labour cost may be claimed for work performed. The pay rate acceptable for personnel performing the work cannot exceed the prevailing rate in the same or most similar category or industry. The Recipient may only claim time spent directly on the Project, this excludes indirect time, non-Project related time, holidays, paid sickness, etc. The pay rate is the actual gross pay rate for each employee (normal pay before deductions). The payroll rate excludes overtime, shift differentials and any reimbursement or benefit conferred in lieu of salaries or wages.
Direct Material Costs	Direct materials, sourced internally or externally, that are consumed in delivering the Project are Eligible Costs. This includes consumable office supplies such as paper, pencils etc.
Salaries	Project staff salaries attributed to the Project. Project staff refers to those persons who carry out the core activities of the Project or primarily deliver direct services to clients. For each staff position indicate: staff function/title, total salary, percentage charged to Project and salary cost charged to Project and number of FTE's.
Benefits	Project staff benefits attributed to the Project.
Staff Travel	Project staff travel costs that support the direct service provided by the Project.
Rent	Rent can be charged as a Project expense only if additional/separate space is required for the Project, or if rental income is forgone to accommodate the Project. Otherwise, occupancy costs such as rent are captured as part of overhead expenditures. Provide details if charging rent as a Project expense.
Overhead Expenses	These are costs for activities or services that benefit more than the specific Project. Costs that are usually allocated indirectly include building operational costs/utilities, rent/mortgage, audit and legal, office materials/supplies, equipment rental and administrative staff. Materials and services purchased in bulk and/or for general organization operations are overhead costs.