

Request for proposals

Downtown Day Space   
Ref#: RFP26101

****RFP Closing Date: March 3, 2025** @11:59PM MST**

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1. **Introduction**

Working with homeless-serving agencies and community partners, Calgary Homeless Foundation guides the  
fight against homelessness in Calgary. Utilizing a four-pronged approach we:

* Allocate resources for the highest impact and outcomes to efficiently deliver and maximize  
  benefits to people experiencing homelessness.
* Build knowledge and understanding of homelessness through our cutting-edge database and  
  research.
* Galvanize public and political will to ensure people have the right housing at the right time.
* Mobilize the community.

This approach ensures we help Calgarians journey out of homelessness into a home with the support they  
need to thrive.

Through agile system coordination aligned with research and data, we find innovative and evidence-based  
supportive housing solutions for people at risk of or experiencing homelessness. Our approach ensures that our city's resources are allocated cost-effectively to provide a full spectrum of services, solutions, and homes for all Calgarians.

This grant is in collaboration with the City of Calgary, Calgary Police Service, United Way of Calgary and Area and Calgary Homeless Foundation. Funds are allocated through ongoing and one-time grants to programs and services that best address the community's needs in a fiscally responsible way. Funding is awarded based on the quality of proposals received, the need in the community (derived from data and community feedback), and the overall contribution to Calgary's Homeless-Serving System of Care (the "HSSC"). Grounded in evidence-based research and data analysis, CHF strives to maximize program participant and fiscal impact.

1. Opportunity Information/GOAL

**Calgary Homeless Foundation (“CHF”) is conducting a selection process to retain an organization to provide professional services for a downtown Day Space as set out below.**

This RFP is an invitation issued by CHF to interested parties (a person or entity) with the legal capacity to contract (the “Proponent”) to submit a proposal (the “Proposal”) for the provision of the Services. A Proposal does not constitute a tender or represent an offer to create binding contractual relations. A Proposal submitted through this opportunity is not irrevocable. CHF is not bound to contract with any Proponent who submits a Proposal.

This call process targets service providers with sufficient program experience in providing social supports and a safe place for those experiencing homelessness. CHF will consider both current service providers within the HSSC and those outside of the HSSC, provided they can demonstrate the organizational capacity (as outlined below) to deliver the type of programming in this RFP. Service Providers are strongly encouraged to demonstrate collaboration and partnership where applicable.

1. Background

The Calgary Homeless Foundation (CHF) is seeking a service provider to provide a low barrier daytime space within the downtown core where unhoused individuals’ basic needs are met, and they have an increased feeling of belonging. Creating a community space that embraces safety of self and safety of belongings will be important. Plus connecting individuals to longer term social supports. Collaborating with external service providers to address possible needs is encouraged. In collaboration with the City of Calgary, day spaces have been proposed as a people-centered, integrated community response that yield better outcomes for unhoused Calgarians. This particular day space is, in part, to help address safety concerns that have been listed as a recommendation in the Downtown Safety Leadership Table, 2024 and Vibrant Communities Calgary’s 2024 No Place To Go Report.

1. Scope of work

Through this RFP, CHF is looking for a service provider to operate a downtown day space all year round. Day spaces build on the seasonal spaces provided through the [Extreme Weather Response.](https://www.calgaryhomeless.com/ewr/) This space will provide a safe, dignified place for unhoused Calgarians to connect with services and community. It will allow people to escape extreme weather and rest in a welcoming, people-centered environment year-round.

A Day Space provides an alternative to public space like libraries, parks and transit. They are intended to complement existing services such as navigation/resource centres.

**Specifically, the Scope of Work entails two main categories:**

1. **Providing a physical space (LRT proximity, start-up/renovation, trauma-informed design); and,**
2. **Delivering programming within this physical space (staffing model, connection to partner services, adding amenities that complement existing services).**

What services may be offered at a Day Space?

The primary deliverable of the Day Space is to provide “space as a service” - i.e., a welcoming location where Calgarians in need can go during the day and early evening to spend time, receive support, and referrals to other needed services. Beyond simply providing a physical space, the Day Space could offer a range of other possible services, such as:

|  |  |  |
| --- | --- | --- |
| **Basic Needs** | **Amenities** | **On-site or referrals to services** |
| * Food | * Showers | * Social support |
| * Water | * Laundry | * Housing connections |
| * Clothing | * Wi-Fi/Computers | * Employment services |
| * Washrooms | * Power | * Health related supports |
|  | * Phones | * Specialized services depending on need |
| **Designated Spaces** | **Culturally Responsive Care** | |
| * Pet spaces | * Culturally sensitive food and supplies | |
| * Storage lockers | * Faith based engagement | |
| * Smoking area | * Cultural reconnection | |

The primary target population are individuals who are unhoused. We are looking for proposals to weigh the merits and tradeoffs of different service delivery models to address existing gaps in service (e.g. fewer service options available on evenings/weekends). Daytime could include one shift of hours in the range of 10am-8pm weekdays or a modified proposal that includes some weekend coverage. The proposal should address safety concerns in the downtown core.

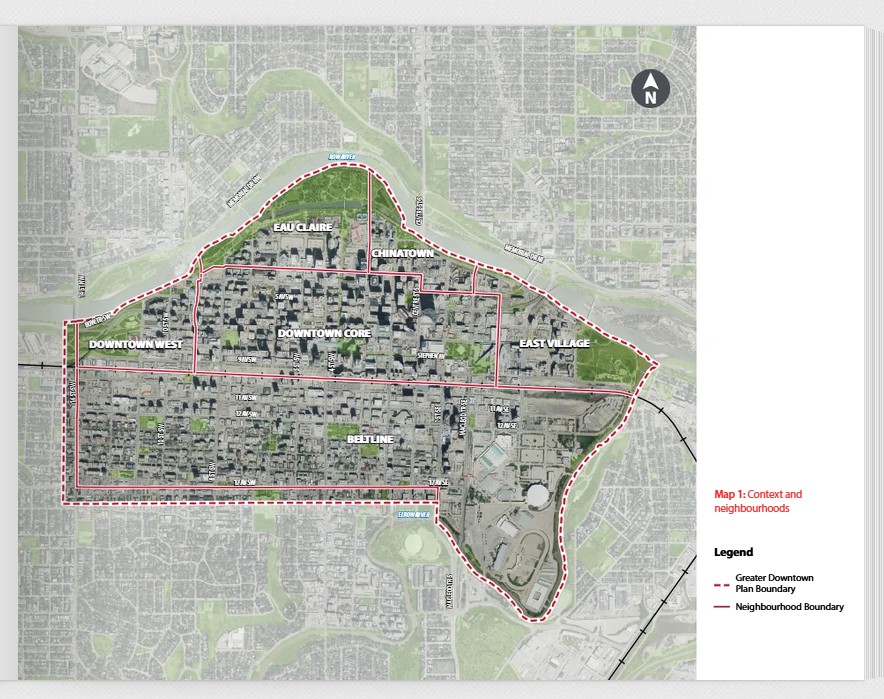
Applications should include:

* Location details – accessibility, available amenities, renovation requirements, capacity
* Hours of operation
* Staffing model
* Possible connections to partner support/service organizations
* Work with CHF/City on collecting data for evaluation
* Support with community engagement

Applications will be considered for service providers with existing operating space or that will have access to new space to begin operations no later than June 30, 2025. Safety and security measures to manage the space and experience with substance use and behaviour expectations are required. In addition to service delivery, specific needs for the population, for example storage, mail service, and access to power outlets add value to the proposal. Quality data collection, service connection and participating in evaluation will also be required for this contract.

There are five key groups involved in this initiative: Participants (unhoused Calgarians), the staff and volunteers that work within each day space, the service providers that provide the staff and services, intersecting sector organizations that may provide support at day spaces, and the local communities. The day space will work with local communities to encourage involvement, mitigate negative impacts, and provide continuous updates.

The Day Space is intended to be located within the Greater Downtown Area, which would be considered from 17th Ave SW/SE, 14th St SW, North side of the Bow River and the edge of the East Village and Stampede Grounds. Close proximity to Calgary Transit and accessibility to the space is important. See map below:



1. Opportunity Requirements

CHF actively seeks innovative program designs that embrace various design elements and support levels to create a recovery-oriented, supportive program that is accessed on a daily basis. These program designs may incorporate aspects of a range of programming, services, and collaborative efforts. Additionally, the RFP should address ensuring culturally responsive care is provided, as well as inclusivity for all Calgarians in need. **The program should be designed with the above key characteristics outlined in section 4.0 in mind.**

Mandatory Minimum Requirements

Proponents who do not meet these requirements will not be considered:

|  |  |
| --- | --- |
|  | Requirements |
| M1 | Application submitted prior to RFP deadline date |
| M2 | Declaration, including Conflict of Interest declaration, has been completed and signed by the Proponent |
| M3 | RFP Proposal completed in accordance to the instructions |
| M4 | A list of previous related work and references provided demonstrating subject matter expertise |
| M5 | No history of non-performance of contract with CHF |

1. BUDGET/Timeline

Given the Scope of Work outlined in this RFP, CHF has set aside an annual budget up to $1,135,000 with a total project budget up to $2,270,000 for the two years. Please complete the Services (the "Budget") and include any additional funds from other sources. The Budget is anticipated to detail all costs related to the location (startup/renovation, operations and supports. If you have other sources of funding you can contribute to the Day Space, please include that funding when allocating the various line items of the budget and specify the source of funding accordingly.

In evaluating the budget criteria of proposals, CHF will focus on the value for dollar in achieving the activities and deliverables in the scope of work.

The anticipated timeline for the 2-year project is April 1, 2025 – March 31, 2027.

1. WRITTEN PROPOSALS

**Interested Proponents are asked to submit a proposal utilizing the RFP Proposal Response Form** and must address the Scope of Work and Opportunity Requirements as outlined in this RFP.

Proposals must include:

1. contact Information including legal entity/name, mailing and email address;
2. detailed outline of how you will meet the key deliverables/scope of work, including timelines;

detailed cost/fees;

1. samples of previous work related to the scope of work outlined in this RFP; and
2. conflict of interest declaration signed by an authorized signatory (see RFP Appendix A).

CHF uses a standardized Proposal Response Form to streamline the application and review process. Proposal responses should be concise but thorough and ensure that each section is answered in its entirety. Attachments may be considered but only if they are relevant to the RFP and demonstrate previous related work & experience.

Proponents acknowledge that submitted Proposals will be open for acceptance by CHF for at least 90 days after the Closing Date.

1. Process

**If you are interested in submitting a proposal, the completed proposal and signed declaration shall be delivered via email to the RFP Submission email,** [**funding@calgaryhomeless.com**](mailto:funding@calgaryhomeless.com)**, in PDF format.**

To be accepted, proposals must be received by no later than the Closing Date and Time. Proposals received after the Closing Date and Time will not be accepted. CHF has the right to reject any and all proposals at its sole discretion.

Proposal responses should be concise but thorough and ensure that each section is answered in its entirety. You are reminded that your budget should be inclusive of all taxes, fees and permits, where applicable.

Proposals will be reviewed to determine which is most advantageous to the CHF, guided by the Scope of Work outlined above.

Included in this RFP toolkit are the following documents:

* RFP
* Appendix A: Declaration Forms
* RFP Proposal Response Form

1. SCHEDULE OF ACTIVITIES

The CHF reserves the right to change the RFP schedule as needed. Please note that late applications will not be accepted.

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| |  |  | | --- | --- | | RFP Issued | January 30th, 2025 | | Deadline for questions | February 10th, 2025 | | CHF Responses to Questions (posted on website) | February 14th, 2025 | | Submission deadline | March 3rd, 2025 | | RFP panel scoring due | March 17th, 2025 | | RFP panel meeting to make final decision | March 21st, 2025 | | Notification of Award | March 28th, 2025 | | Contract Complete | April 30th, 2025 | | Day Space Operational | No later than June 30, 2025 |   \*Dates subject to change |

1. confidentiality

By accepting to take part in this proposal process, the Proponent agrees to keep in confidence all information imparted to them in relation with the proposal process; not to disclose it to third parties, and not to use it for any other purpose than for the proposal.

CHF will hold all information provided during the proposal process confidential, with the exception of queries made by proposing firms. CHF reserves the right to reasonably share queries and its responses with other participating organizations, if applicable.

1. Evaluation

Proposals will be reviewed on the basis of alignment with the goals of this RFP, experience, impact to the homeless-serving system of care, ability to perform the Scope of Work, and available dollars. An evaluation panel will evaluate the Proposal based on the written application.

RFP Panel

The selection of Preferred Proponent for the allocation of project funding will be undertaken by the RFP Panel (the "Panel"), who have signed a conflict-of-interest declaration. The Panel's membership shall include CHF staff, City of Calgary, Government of Alberta, Calgary Police Service, United Way of Calgary and Area, and individuals with expertise in the RFP subject matter.

No officers, directors, board members or any employee of a Proponent will participate in the Panel.

The Panel may consult with others, including other CHF staff members, third-party consultants and references, as the Panel may in its discretion decide is required.

Selection

The Panel will consider the Proposal and will deliberate to form a written recommendation to the CHF of the Preferred Proponent.

CHF will make a final decision on awarding contracts and shall negotiate terms of the contract with the successful Proponent at its discretion.

Weighted Criteria

|  |  |
| --- | --- |
| **Category** | **Weight** |
| **Capability/Experience**   * Qualifications * Demonstrated Experience * Ability to perform Scope of Work * Demonstrated ability to collaborate | 50% |
| **Approach**   * Understanding of Scope of Work * Sound methodology & workplan * Timeline * Proposal: incorporates meaningful collaboration | 40% |
| **Value**   * Overall value * Clear link between methodology and project budget | 10% |

Disqualification of Proponent

At the sole discretion of the CHF, a Proponent may be disqualified, and the Proposal rejected if:

1. the Proposal is incomplete and/or missing information and/or contains out of date or incorrect information and/or has not followed the submission instructions in the RFP; or
2. a Proponent, in the opinion of the CHF, is not qualified for the scope of work specified (minimum score); or
3. an unsatisfactory performance record exists as shown by past or current work for CHF, or
4. current commitments exist (CHF or otherwise), which might hinder or prevent the prompt completion of the work.

Should a Proponent be disqualified, no further obligation is required of the CHF, its staff, or Board of Directors.

Notification of Results

At the conclusion of this process, all Proponents will be notified. If a Proponent is awarded a contract, CHF will publicly post the Proponent(s) name on the CHF website upon conclusion of award (unless directly related to confidential CHF internal business processes).

Proponents may request a debriefing meeting with the CHF at [contracts@calgaryhomeless.com](mailto:contracts@calgaryhomeless.com) at a mutually convenient time. CHF reserves the right to decline such a request if deemed inappropriate.

Appeal Process

Proponents to an RFP may register a grievance or protest a decision made regarding their Proposal using the RFP Appeal Process. A full copy of this process may be requested from CHF.

1. additional information

Guiding documents and additional information is included with this RFP that may assist your organization in developing a proposal. Also available on the CHF website will be a number of reference documents you may find helpful, such as:

* A document that articulates the case for Day Spaces
* A graphic about Day Space
* The Day Space evaluation framework for more information about our planned approach to evaluating this initiative.
* Other supportive materials (e.g., on trauma-informed spaces)

<https://www.calgaryhomeless.com/>

1. PERIOD OF CONTRACT

By submitting a Proposal, the Proponent agrees that should the CHF select its Proposal through this RFP to perform the Services, a mutually agreed upon contract must be signed and executed between CHF and the selected Proponent. The terms and conditions of this contract to be finalized to the satisfaction of CHF.

Written notice to a Proponent that it has been identified as the successful Proponent and the subsequent full execution of a written Contract will constitute a Contract for the Services, and no Proponent will acquire any legal or equitable rights or privileges relative to the Services until the occurrence of both such events.

The intended period of contract is for 2 years from April 1, 2025 to March 31, 2027.

A contract extension will be considered subject to the outcomes of the program and also to the availability of funds from City Council.

1. Amendments

This section is reserved for Amendment descriptions.

1. **GENERAL TERMS & CONDITIONS**

Limitations of Liability & Proponents Expenses

By submitting a proposal, the Proponent irrevocably waives, on behalf of itself and its predecessors, successors, parent companies, subsidiary companies, affiliates and assigns, and its and their past, present, and future officers, directors, shareholders, interest holders, members, partners, lawyers, agents, employees, managers, representatives, assigns, and successors in interest, any claims whatsoever and howsoever arising, including claims for compensation, costs, damages, expenses, losses, and loss of profits, relating to the RFP or with respect to the RFP competitive process or any contract arising in the RFP process, including claims for costs, expenses and loss of profits if no contract is made with the Proponent.

Proponents are solely responsible for their own expenses in participating in the RFP process, including costs in preparing a proposal and for subsequent finalizations, if any, with CHF.

Errors

While CHF has used considerable efforts to ensure information in this RFP is accurate, the information contained in the RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by CHF, nor is it necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in the RFP.

Acceptance of Terms and Conditions

Submitting a Proposal indicates acceptance of all the terms and conditions set out in the RFP, including these RFP rules and appendices to the RFP and any future amendments.

1. **THANK YOU**

Thank you for your consideration of this Request for Proposal. Calgary Homeless Foundation is committed to working with the community to help all people find their way home.

Sincerely,

Calgary Homeless Foundation

APPENDIX A: SELF DECLARATION

A Bidder shall disclose any potential, actual or perceived conflicts of interest and existing business relationships it may have with the CHF, its elected or appointed officials, representatives, employees, funded agencies or funders.

A Bidder shall disclose any relationship between any Representative of the Bidder(s) and any Representative of CHF including where:

1. the Representative of the Bidder presently or previously serve(d) as a Representative of CHF;
2. a Representative of the Bidder and a Representative of CHF are Family; or
3. it is known that a Representative of the Bidder will become a Representative of CHF in the future; or
4. It is known that a Representative of CHF will become a Representative of the Bidder in the future.

For the purposes of this Conflict-of-Interest declaration,

1. a "Representative" means an employee, director, officer, volunteer or contractor;
2. "Family" means a spouse, common-law partner, domestic partner. child, grandchild, great grandchild, parent, parent-in-law, brother, sister, brother-in-law, sister-in-law, son-in-law, daughter-in-law, aunt, uncle, great aunt, great uncle, cousin or second cousin and includes foster and step relationships for any of the above.

CHF may rely on such disclosure

 I/We declare no conflicts.

 I/We declare the following conflicts.

|  |
| --- |
|  |

Where a conflict exists, at minimum two (2) members of CHF executive or board representatives will review declaration to determine if proposal shall be accepted or rejected.

**Name & Title (printed):** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**