



**Homeless Prevention, Neighbourhood, Children and Fire Services  
City of London**

**Request for Quotation**

**City of London Annual Enumeration Event  
*Counting Our Way Home London 2018*  
Data Management and Coordination Services**

**SUBMISSION CLOSING – WEDNESDAY, OCTOBER 11, 2017**

Deadline to submit an electronic proposal is no later than midnight  
Wednesday, October 11, 2017.

All proposals are to be submitted to [homelessprevention@london.ca](mailto:homelessprevention@london.ca)

**September 20, 2017**

## **RFQ – *Counting Our Way Home London 2018* - Annual Enumeration Event Data Management and Coordination Services**

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### **Introduction and Invitation**

[Homeless Prevention, Neighbourhood, Children and Fire Services, City of London](#) is responsible for the delivery of London’s Annual Enumeration Event focused on individuals and families experiencing homelessness.

The City of London is seeking Request for Quotations from qualified organizations/consultants to undertake the data management, reporting, and coordination of London’s Annual Enumeration Event, “*Counting Our Way Home London 2018*”. Data management and coordination services are required to ensure the appropriate management of logistics, training of volunteers, secure collection of completed surveys, accurate and reliable data entry, and professional production of required reports.

### **Background and Project Summary**

London’s Enumeration Event is expected to occur over a two day period during the week of April 23 – April 28, 2018. The project is expected to commence November 1, 2017. At least 300 individuals/families experiencing homelessness are expected to participate. Over 75 trained volunteers and staff will participate and will be completing surveys at over 15 locations in London. Volunteer surveyors will be drawn from across the community including not-for-profits, businesses, faith group members, politicians, students, and interested members of the public. Trained volunteers and staff will identify individuals and families experiencing homelessness in emergency shelters, drop-in services, health services, and along outreach routes to known locations.

### **Data Collection**

Two data collection tools will be used for the Enumeration Event including:

- i) The [Vulnerability Index Service Prioritization Decision Assistance Tool](#) (VI-SPDAT) – The SPDAT is an evidence-informed approach to assessing an individual’s or family’s acuity. The tool, across multiple components, prioritizes who to serve next and why, while concurrently identifying the areas in the person’s/family’s life where support is most likely necessary in order to avoid housing instability.

The VI-SPDAT is a survey that anyone can complete to help prioritize clients and is designed to help calibrate responses based on the individual, not merely the general

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population category into which they may fall and helps identify who should be recommended for each housing and support intervention.<sup>1</sup>

- ii) The Employment and Social Development Common Survey is a basic demographic survey required to be completed for the Government of Canada's Point in Time Count.

### **Reporting**

Reporting to all orders of government and the community will be required. The data gathered will need to be entered into a separately developed database for local use only. The Province of Ontario, under its Community Homelessness Prevention Initiative, requires submission of aggregate data. Aggregate data will also be reported to the Canadian Alliance to End Homelessness 20,000 Homes Campaign, and the Government of Canada under the Homeless Individuals and Families Information System (HIFIS) which also requires aggregate data.

The [Homeless Individuals and Families Information System](#) (HIFIS) is electronic data collection software created by Employment and Social Development Canada. A common survey for all communities to use during the Enumeration Event is provided by Employment and Social Development Canada. HIFIS will be used to enter the responses, create reports, and upload the anonymous data securely into the national database.

The data gathered using the VI-SPDAT will not be provided to Employment and Social Development Canada.

### **Deliverables and Activities**

The successful proponent will report directly to the Manager, Homeless Prevention, City of London. Active and regular communication with the Manager, or designate, will take place during the entire contract period.

The following deliverables and activities will be the responsibility of the successful proponent:

- **Project Work Plan** – A comprehensive project work plan will be developed that includes key phases, tasks, timelines and individuals responsible. Project management software should be used to create the work plan so that revisions can be made easily and quickly. The project work plan must consider the full scope of logistics to plan and implement the enumeration event. This will include identifying

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<sup>1</sup> OrgCode Consulting, Inc.

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the specific locations, including known ‘hot spots’, where enumeration will take place.

- **Training and Management of Volunteers** – Recruitment, training and management of volunteers includes the development of curriculum to ensure that volunteers have the skills, knowledge, and ability to accurately complete surveys. During the enumeration event, volunteer management will be an essential component so there are enough volunteers at each location and surveys are being completed in alignment with data collection standards.
  
- **Data Collection, Upload, and Management** – A data management plan will be created that includes tasks and timelines related to picking up survey data, and ensuring data is transported safely, entered in an efficient and secure manner and original hard copies are returned. Expect two forms (VI-SPDAT and Enumeration Event Survey) to be completed for approximately 300 unique individuals. Data will need to be entered into appropriate databases and data will also need to be uploaded to HIFIS. Rigorous data quality checks will be required before and after data is entered. A special focus will be included to gain particular insight into veterans and Indigenous individuals and families experiencing homelessness.
  
- **Reports** – Several reports will need to be completed. One report will be specifically for Employment and Social Development Canada and a template will be provided. The other report will be for the City of London. This report will need to be designed in a way that best communicates the results with the community. This report will be in the form of a trend analysis and should consider and compare data from previous enumeration events.

**Schedule**

Event	Date
Questions/Inquiries – In Writing - Deadline	Wednesday, October 4, 2017
Request for Quotation Closing Date	Wednesday, October 11, 2017 no later than midnight
Review and Evaluation	Week of October 16, 2017
Award of Proposal	Week of October 16, 2017

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**Questions/Inquiries**

- a) Inquiries regarding this Request for Quotation are to be directed by email to the Homeless Prevention Team at [homelessprevention@london.ca](mailto:homelessprevention@london.ca) no later than Wednesday, October 11, 2017.
- b) All questions or inquiries are to be sent in writing to the Homeless Prevention Team at [homelessprevention@london.ca](mailto:homelessprevention@london.ca). Responses to clarification requests will be sent to the Proponent and posted to the City of London Homeless Prevention website.

**Rights Reserved by the City**

- a) The City is not liable for any costs incurred by the Proponent in the preparation of their response to the Request for Quotation or selection interviews, if required. Furthermore, the City shall not be responsible for any liabilities, costs, expenses, loss or damage incurred, sustained or suffered by any Respondent, prior or subsequent to, or by reason of the acceptance, or non-acceptance by the City of any Request for Quotation, or by reason of any delay in the award of the Request for Quotation.
- b) The City reserves the right to request specific requirements not adequately covered in their initial submission and clarify information contained in the Request for Quotation.
- c) The City reserves the right to modify any and all requirements stated in the Request for Quotation at any time.
- d) The City reserves the right to cancel this Request for Quotation at any time, without penalty or cost to the City.
- e) In the event of any disagreement between the City and Respondent regarding the interpretation of the provisions of the Request for Quotation, the Manager, Homeless Prevention, or an individual acting in that capacity, shall make the final determination as to interpretation.

**Access to Information**

- a) The information submitted in response to this Request for Quotation will be treated in accordance with the relevant provisions of the Municipal Freedom of Information.

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- b) The Proponent does, by the submission of a proposal, accept that the information contained in it will be treated in accordance with the process set out in this section of the Request for Quotation.

**Indemnification**

The Proponent shall indemnify and save harmless the City from and against all claims, actions, losses, expenses, costs or damages of every nature and kind whatsoever which the City, its employees, officers, or agents may suffer as a result of the failure of the Proponent, its employees, officers, or agents to exercise reasonable care, skill or diligence in the performance or rendering of any work or services required by this Agreement.

- a) The Proponent further covenants and agrees to save harmless and indemnify the City from and against any and all claims, assessments, charges, taxes, or other penalties or demands which may be made by the Canada Revenue Agency, the Minister of National Revenue or other official of the Government of Canada, requiring the Corporation to pay income tax, charges or penalties under the Income Tax Act (Canada) in respect of any claims, demands and amounts payable in accordance with the contract which may be made by, on behalf of, or related to Services Canada Skills Development and Human Resources Development Canada or by any other government agency under any applicable statute and regulation with respect to any amounts which may in the future be found to be payable by the City on the Proponent's behalf.

**Liability Insurance**

- a) The Proponent shall, at its own expense, obtain and maintain until the termination of this Agreement, and provide the City with satisfactory evidence of:
- i) commercial general liability insurance on an occurrence basis covering the Proponent, its officers, servants, contractors, Proponents, and agents for an amount not less than Two Million (\$2,000,000.) dollars and shall include the City as an additional insured with respect to all of the Proponent's operations, acts and omissions relating to its obligations under this Agreement, such policy to include non-owned automobile liability, personal injury, broad form property damage, contractual liability, owners' and contractors' protective, products and completed operations, contingent employers liability, cross liability and severability of interest clauses.
  - ii) automobile liability insurance for an amount not less than Two Million (\$2,000,000.) dollars on forms meeting statutory requirements covering all

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- vehicles used in any manner in connection with the performance of the terms of this Agreement and;
- iii) errors and omissions liability insurance covering the work and services described in this Agreement, such policy to provide coverage for an amount not less than Two Million (\$2,000,000.) dollars and shall continue for no less than twelve (12) months following completion of work.
- b) The Proponent shall ensure that the policies shown in (a), (b) and (c) above will not be cancelled or permitted to lapse unless the City is notified in writing at least thirty (30) days prior to the effective date of cancellation or expiry.
  - c) The Proponent shall submit to the City evidence of insurance, satisfactory to the Manager of Risk Management or designate prior to the effective date of this Agreement and the Proponent shall further provide that evidence of the continuation of said insurance is filed at each policy renewal date for the duration of the Agreement.
  - d) The City reserves the right to request such higher limits of insurance or other types of insurance as it may reasonably require from time to time.
  - e) Failure to procure and maintain any insurance under this Agreement shall constitute a default under this Agreement.

**General**

- a) The City is requesting a Request for Quotation from organizations/consultants who are both interested and capable of undertaking the duties.
- b) The detail and clarity of the written submission will be considered indicative of the Consultants expertise and competence.
- c) All information provided in response to this Request for Quotation must contain sufficient detail to support the services description herein.

**Evaluation of the Proposal**

An evaluation team will consider the proponent's qualifications and experience, in addition to the proposed methodology, and timeline.

**Submission Requirements**

- a) Interested organizations/consultants are asked to submit a concise proposal with the following information:

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- Contact information including legal name, address, email, and telephone number of the principal contact person.
  - Experience and qualifications related to:
    - Managing the collection, entry, collation, and analysis of data and the development of reports for enumeration events
    - Familiarity with using database applications and spreadsheets, specifically HIFIS
    - Coordinating enumeration events including the management of logistics and providing training to volunteers
  - List of personnel who will be directly involved in the completion of the project
  - Proposed methodology and timelines for each of the identified deliverables
  - A detailed schedule of fees
- b) All proposals are to be sent to [homelessprevention@london.ca](mailto:homelessprevention@london.ca) with 'Data Management and Coordination Services RFQ' clearly marked in the subject line.
- c) Acknowledgement of all Addenda must be included.
- d) Client References – At least three (3) references from clients that are similar in size and complexity.

**For More Information**

Please send an email to [homelessprevention@london.ca](mailto:homelessprevention@london.ca) outlining your request for more information no later than noon October 4, 2017.