



Corporation of the City of
NEW WESTMINSTER

EXPRESSION OF INTEREST

NWEOI-21-02

**Pilot: Enhanced Personal Identification Services for
At-Risk and Vulnerable Populations**

Closing Time:

Tuesday, November 2, 2021
3:00 PM, Local Time, Vancouver BC

Closing Location:

upload to <https://fileshare.newwestcity.ca/filedrop/~sS3M7G>

Further requests for information :

Purchasing: Patrick Shannon, SCMP
Purchasing Manager

Email: nwpurchasing@newwestcity.ca

PROPONENT NAME		
Street Address:		
City Province Postal Code		
Contact Name:		
Telephone number:		Fax:
Email		Date:
Signature: by authorized signatory		

By my signature above, it shall be understood that I have read, understood and accept the requirements outlined in the Request for Proposal, we hereby propose to supply the Services in accordance with the Request for Proposal and as outlined in this Form of Proposal.

CORPORATION OF THE CITY OF NEW WESTMINSTER

EOI PROCESS & GENERAL REQUIREMENTS

1.0 GENERAL INFORMATION

- 1.1** Through this Expression of Interest (EOI) the City of New Westminster (the City) is seeking to qualify an organization to pilot enhanced personal identification services for at-risk and vulnerable populations including those that are precariously housed and unsheltered.
- 1.2** The City of New Westminster is the first city in Western Canada and is located at the centre of Metro Vancouver. Just 20 km from downtown Vancouver, the City has both major transportation routes and railways running through its boundaries.
- 1.3** This is an Expression of Interest, and not a call for tenders or request for offers and no contractual obligations shall arise between the City and a Proponent upon the Proponent's submission of a Proposal to the City.
- 1.4** The city, at its discretion, reserves the right to;
- a) Use this EOI to shortlist suppliers to proceed with a future Request For Proposal;
 - b) Directly award a contract to a supplier who demonstrates that they are able to provide all the requirements under this EOI;
 - c) Modify this EOI at any time.
- 1.5** Proponents will be solely responsible for their own expenses incurred in connection with this EOI, including in preparing and submitting a Proposal and in any subsequent negotiations with the City.
- 1.6** This EOI shall be governed by and construed in accordance with the laws of the Province of British Columbia.
- 1.7** By submitting a response, the Respondent confirms that neither it nor any of its officers, directors, employees or subcontractors, has any financial or personal relationship or affiliation with any elected official or employee of the City of New Westminster or their immediate families which might in any way be seen or perceived to create a conflict of interest.
- 1.8** All documents submitted to the City in response to this EOI or as part of any subsequent negotiation will become the property of the City, and will not be returned.
- 1.9** Proponents should be aware that the City is subject to the provisions of the Freedom of Information and Protection of Privacy Act (FOIPPA) ("Act"). A Proponent may stipulate in their Proposal that a portion(s) of their Proposal that contains confidential information and is supplied to the City in confidence. However, under FOIPPA, the City may nevertheless be obligated to disclose all or part of a Proposal in response to a request made under the Act, even if the Proponent has stipulated that part of their Proposal is supplied in confidence. The Proponent should review Section 21 and other provisions of FOIPPA in order to gain a better understanding of the City's disclosure responsibilities under the Act.
- 1.10** All information provided by the City to a Proponent in connection with this EOI is provided on a confidential basis, and Proponents will not disclose any such information to any person (other than the Proponent's legal advisers or consultants) without the City's prior written consent, nor

CORPORATION OF THE CITY OF NEW WESTMINSTER

may any Proponent publicize or advertise its involvement with this EOI process without the prior written consent of the City.

- 1.11** Proponents shall not contact City elected officials, officers or employees directly or indirectly regarding this EOI, except as indicated in this EOI.
- 2.0** **BUSINESS REQUIREMENTS & SCOPE OF WORK**
- 2.1** The City of New Westminster (the City) is requesting proposals from qualified organizations to pilot enhanced personal identification services for at-risk and vulnerable populations including those that are precariously housed and unsheltered.
- 2.2** The City has allocated \$20,000, inclusive of all expenses, to pilot these services.
- 2.3** Experience working within the City's boundaries is a preference.
- 2.4** There is evidence that unsheltered homelessness is increasing, with a significant contributing factor being the COVID-19 pandemic.
- 2.5** Members of the City's COVID-19 At-Risk and Vulnerable Populations Task Force have raised the importance of personal identification services for vulnerable populations, including those that are precariously housed and unsheltered. Task Force members have cited that vulnerable populations are often made more vulnerable when they lack access to recognized forms of identification. This issue has been aggravated by the COVID-19 pandemic, as individuals living without personal identification are unable to access many of the economic, health, and social supports in response to the pandemic.
- 2.6** Personal identification services, sometimes called identification banks or clinics, are particularly important to precariously housed and unsheltered individuals, because they allow individuals to obtain, and sometimes safely store, recognized forms of identification, such as a Birth Certificate, a Driver's License, a Personal Health Card, or a Social Insurance Number, which may have been lost or stolen. Access to recognized forms of identification enables at-risk and vulnerable populations, including those that are precariously housed and unsheltered, to access financial assistance and government benefits, including in response to the pandemic
- 2.7** The qualified Proponent will be required to provide a service outline and budget breakdown indicating how the allocated City funds will be utilized towards enhanced personal identification services for at-risk and vulnerable populations, including those that are precariously housed and unsheltered.
- 2.8** The qualified Proponent delivering the services will be able to:
- a) provide broad outreach communicating the available personal identification services;
 - b) proactively connect with at-risk and vulnerable populations that may be requiring personal identification services, including in a community setting;
 - c) demonstrate familiarity with personal identification service needs;
 - d) provide assistance based on the needs, and offer referrals or advocacy where requests are outside of the scope of services provided;
 - e) respond to personal identification service requests in a timely manner;
 - f) offer other assistance as agreed to by both the City and the contracted organization;
 - g) enable the services to be offered as soon as possible after the contract is awarded, and until at least May 31, 2022, and possibly longer.

CORPORATION OF THE CITY OF NEW WESTMINSTER

3.0 PROPOSAL INSTRUCTIONS

- 3.1** Proposals should be submitted electronically in one (1) Adobe (PDF) file with Subject NWEOI-21-02 Submission” in the Subject to <https://fileshare.newwestcity.ca/filedrop/~sS3M7G>
- 3.2** The City will receive Proposals at the location and time indicated on the title page of this EOI.
- 3.3** Requests for clarification or further information should be made in writing only to the individual from the City identified on the first page of this EOI. The City may respond to enquiries that it, in its sole discretion, considers relevant to this EOI. The City intends to respond only to those relevant written enquiries received at least ninety-six (96) hours prior to the closing time indicated on the title page of this EOI. The City may record enquiries and post written responses on its website at <https://www.newwestcity.ca/business-and-economy/doing-business-with-the-city/request-for-bids-and-proposals-open>

4.0 SUBMISSION REQUIREMENTS

- 4.1** The EOI should not exceed four (4) pages in length excluding attached appendices. Proposals should be provided double-sided on 8 ½” white paper, in a font colour of black and not less than 11 point. All proposals must include and clearly identify:
- a) **Cover Page:** Front page of this EOI with the required Proponent information filled out and signed (not included in page count).
 - b) **Capacity:** Please indicate the following:
 - 1) Capacity to serve at-risk and vulnerable populations, including those that are precariously housed, homeless, or at extreme risk of homelessness, including sub-populations – e.g., women, youth, LGBTQ+, indigenous, seniors, etc.
 - 2) Capacity to provide personal identification services, and to ensure a timely intake and response to requests for assistance. What would be your typical intake and assistance response time?
 - 3) Capacity to safely store identification for individuals if requested.
 - c) **Familiarity:** The City would like to ensure that the organization is knowledgeable in assisting individuals to obtain or replace recognized forms of identification, including but not limited to, Birth Certificates, Driver’s Licenses, Personal Health Cards, Social Insurance Numbers, or other forms of government issued identification. Please indicate your level of familiarity in assisting individuals to obtain or replace recognized forms of personal identification.
 - d) **Hours of Operation:** Please indicate the hours your organization is able to provide services from Monday to Friday.
 - e) **Complementary or Like Services:** Please identify other programs and services that your organization offers that support the needs of at-risk and vulnerable populations (i.e. financial assistance and tax-filer clinics, navigation supports, third party cheque administration, rent bank services, etc.).
 - f) **Location:** Please indicate what area within the city you can provide the personal identification bank services.

CORPORATION OF THE CITY OF NEW WESTMINSTER

- g) **Reporting:** Please indicate your experience with providing statistical reporting on the services your organization has provided on a monthly basis.
- h) **Start Date and Duration:** The City would like these services to start as soon as possible after the contract is awarded. Please indicate when you would be able to begin delivering the personal identification services, and your capacity to deliver the service until at least May 31, 2022, and possibly longer.
- i) **References:** Please provide 3 reference of organizations of where you provided similar service. Include contact name, number and a brief description of the work.