

THE CORPORATION OF THE  
**CITY OF WHITE ROCK**  
CORPORATE REPORT



**DATE:** September 23, 2024

**TO:** Mayor and Council

**FROM:** Anne Berry, Director, Planning & Development Services

**SUBJECT:** Emergency Daytime Warming Centre – Response to request for Proposals  
WR24-PDS01

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**RECOMMENDATIONS**

THAT Council:

1. Award the contract for the 2024/2025 Emergency Daytime Warming Centre to Lookout Housing and Health Society & Engaged Communities Canada Society for the cost of \$409,970.41, and authorize the Chief Administrative Officer to sign the contract for services; and
  2. Increase the budget to \$409,970.41 to enable daily operations of the daytime warming centre from November 1 to March 15, 2025; and
  3. Allocate an additional \$49,970.41 from operating contingency (for 2024 costs) and prior year surplus (for 2025 costs) to the daytime warming centre budget.
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**EXECUTIVE SUMMARY**

This corporate report provides an overview of the response received to the City’s Request for Proposals (RFP) for the provision of emergency daytime warming centre services for the winter 2024/2025 season and provides Council with a recommendation to award the contract to Lookout Housing and Health Society & Engaged Communities Canada Society (in a joint submission).

**PREVIOUS COUNCIL DIRECTION**

<b>Motion # &amp; Meeting Date</b>	<b>Motion Details</b>
2024-250 July 15, 2024	THAT Council direct staff to issue the Request for Proposals for the operation of an Emergency Daytime Warming Centre for the winter 2024-25 season, as outlined in the attached draft RFP No: WR24-PDS01

## **INTRODUCTION/BACKGROUND**

Since February 2022, the City has opened an Emergency Daytime Warming Centre during the winter months, operated at Centennial Park. In 2022, the Centre operated in February and March, and opened again in November 2022, closing in March 2023. In 2023 the Centre operated from November to March 2024.

Timing has not allowed for the consideration of an RFP previously. This year there was adequate time to issue an RFP prior to coordination of the 2024/2025 winter season. On July 15, 2024, Council directed staff to issue the RFP. The RFP requested proposals for two scenarios – the Centre operating daily from October to March, and the Center operating only on days that are or feel like zero degrees Celsius.

The RFP was posted on BC Bid on July 19, 2024, and closed on August 19, 2024. One submission was received as a joint submission from Lookout Housing and Health Society & Engaged Communities Canada Society (Lookout) during that period. Subsequently a request for an extension was granted to another party to September 4, with the knowledge and agreement of the first respondent, but ultimately only the one submission was received.

The RFP is attached as Appendix A, for reference.

### **Lookout & ECCS Proposal Summary**

The City's RFP sought proposals for a warming centre operating in a trailer and tow n' go format for a budget of \$360K that would include both the following two options:

- Daily operation between October 2024 to the end of March 2025.
- Operation only during periods when the weather is or feels like zero (0) degrees Celsius, between October 2024 to the end of March 2025.

And requested the following services including, but not limited to:

1. Extreme Weather response services.
2. Project Management.
3. Background Review.
4. Data Collection, with daily stats collected, supplied to the City on a weekly basis.
5. Security services.
6. Site fencing (if required based on location).
7. Cleaning services.
8. Value added services including, but not limited to, food/hot meals & beverages, medical care (emergency first aid & physician/nurse directed medical services), personal hygiene supplies, connections to community health and social services.
9. Final Report with Presentation to Council.

The submission from Lookout & ECCS has captured all of the requested services and provides a per diem rate that can be applied to either operation options requested. Further, the combination of the joint proponents provides a high level of experience in the provision of the services, experience with the local vulnerable population and a strong understanding of the local community and City expectations and concerns. Staff is confident that Lookout & ECCS are appropriately qualified to run the operations of the daytime warming centre, noting that Lookout will be the primary operator and contact, with support from ECCS.

Staff confirmed with Lookout that the per diem rate would be applied for both scenarios (daily operations and where operations would only be during periods when the weather is or feels like zero (0) degrees Celsius). Staff also confirmed with Lookout that a reduced operating window, to keep the project closer to the allocated budget, was possible. In turn they submitted an updated budget to reflect a November 1 to March 15 operating window.

*Staff note: the proponent also included an option for overnight services, to run the centre on a 24 hour basis, including the provision of showers, mats and blankets. This increases the service level beyond the scope of the direction from Council and would also exceed the City's budget. Further, if Council chooses to issue the TUP for the warming centre to operate at 1589 Maple Street the TUP would need to be modified prior to issuance to authorize the overnight operation. As such, staff have not recommended this approach.*

### **FINANCIAL IMPLICATIONS**

The initial proposal included a per diem rate of \$2,671.66, plus startup costs & overhead items. As initially proposed, per the RFP, the rate for October to March (inclusive) would be \$533,253.75. This amount exceeds the budget allocated by Council for this season. Staff asked the proponent to submit a revised proposal for only the period of time between November 1, 2024 and March 15, 2025. The revised proposal included a per diem rate of \$2,249.10, plus startup/overhead costs for a total cost of \$409,970.41. This is the revised quote less the blankets and mats listed in the startup costs as Lookout confirmed for staff that these would not be required if the tables and chairs were being utilized.

The City has budgeted for the operation of a Centre in the 2024 Financial Plan, in the amount of \$360,000. The City has been successful in securing grant funding (when available) in the past and in seeking reimbursement from the Ministry of Emergency Management and Climate Readiness for periods of time when Environment Canada declared an extreme cold weather alert. Staff will continue to pursue these avenues where possible, to reduce overall costs.

Following discussions with the proponent, staff have determined that if the centre were to operate from November 1 to March 15, at the per diem rate, plus start up costs the budget required would be \$409,970.41, which is more in keeping with the allocated budget. There may be opportunity for further cost reductions once the site selection has occurred as it will determine the size of the trailer and whether in trailer washrooms or tow n' go facilities are feasible.

As the winter 2024/2025 season straddles two budget years, increases in funding for 2024 would be allocated from operating contingency, and increases for 2025 would come out of prior year surplus – both as a one-time item, should they be required.

### **LEGAL IMPLICATIONS**

Utilizing the RFP process for the operation of the Centre ensures that the City is following best practices for the procurement of services, in accordance with Council Finance Policy No. 301 – Procurement.

Awarding of the contract requires approval from Council as the value of the contract exceeds the maximum approval authority delegated to staff.

## **COMMUNICATION AND COMMUNITY ENGAGEMENT IMPLICATIONS**

The RFP was posted on BC Bid.

Recognizing that there may be concerns from the surrounding community the proponents have noted their experience navigating neighborhood sensitivities with respect to vulnerable populations and have highlighted opportunities to improve relationships to help with community building.

## **INTERDEPARTMENTAL INVOLVEMENT/IMPLICATIONS**

Staff support is expected to be required prior to activation of the Centre, and on an as needed basis during the operation, but not to the extent previously required for coordination of the temporary facilities.

## **CLIMATE CHANGE IMPLICATIONS**

Extreme cold weather due to climate change can significantly impact the health of individuals experiencing homelessness and those without adequate shelter.

## **ALIGNMENT WITH STRATEGIC PRIORITIES**

The issuance of an RFP to deliver temporary emergency daytime warming centre services is in line with the following Strategic Priority of Council:

Plan for adverse weather impacts to protect community safety

- Assess future location, annually seek to secure grant funding, and continue to partner with the City of Surrey to operate the Warming Centre each winter from November – March.

## **OPTIONS / RISKS / ALTERNATIVES**

The following alternative options are available for Council's consideration:

1. Award the contract to Lookout Housing and Health Society & Engaged Communities Canada Society that authorizes the warming centre operation only for days when the weather is or feels like zero, at a per diem of \$2,249.10, plus startup costs, not to exceed the allocated budget of \$360,000 for the period from November 1 to March 15, 2025; or
2. Increase the budget to \$409,970.41 and award the contract to Lookout Housing and Health Society & Engaged Communities Canada Society to enable daily operations of the daytime warming centre from November 1 to March 15, 2025; and
3. Allocate an additional \$49,970.41 from operating contingency (for 2024 costs) and prior year surplus (for 2025 costs) to the daytime warming centre budget; or
4. Direct staff to continue to negotiate with Lookout to reduce the daytime warming centre operating window so that daily operations and startup/overhead costs do not exceed the allocated \$360,000 budget and authorize awarding of the contract by the CAO once the operating window has been determined.

## **CONCLUSION**

This corporate report provides an overview of the response received to the City's Request for Proposals for the provision of emergency daytime warming centre services for the winter 2024/2025 season. The joint proposal from Lookout Housing and Health & Engaged Communities Canada Society responds to all the points in the City's RFP and is in keeping with the budget allocated by Council for 2024/2025. Staff therefore recommends that Council award the contract to Lookout Housing and Health Society & Engaged Communities Canada Society.

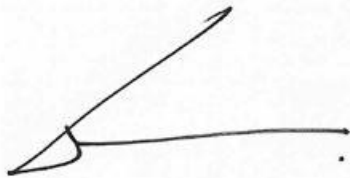
Respectfully submitted,



Anne Berry  
Director, Planning & Development Services

## **Comments from the Chief Administrative Officer**

I concur with the recommendations of this corporate report.



Guillermo Ferrero  
Chief Administrative Officer

Appendix A: WR24-PDS01 Emergency Daytime Warming Centre RFP

Appendix B: For information – Daytime Warming Centre 2023/2024 Summary Report from Engaged Communities