

NO: R094

COUNCIL DATE: May 9, 2022

REGULAR COUNCIL

TO: **Mayor & Council** DATE: **May 5, 2022**

FROM: **General Manager, Community Services** FILE: **4710-01**
General Manager, Corporate Services

SUBJECT: **Award of Contract No. 1220-030-2022-008**
SMART Cart Pandemic Response Program Pilot Project

RECOMMENDATION

The Community Services and Corporate Services Departments recommend that Council:

- a) Award Contract No. 1220-030-2022-008 to Lookout Housing + Health Society in the amount of \$692,754.17 (including GST) to provide services for the SMART Cart Initiative;
- b) Set the expenditure authorization limit for Contract No. 1220-030-2022-008 at \$713,336.00 (including GST and contingency); and
- c) Authorize the General Manager, Community Services to execute Contract No. 1220-030-2022-008.

BACKGROUND

The Surrey Mobilization and Resiliency Table (“SMART”) was established by the City in 2015 to address community issues before they become police issues or require other emergency services. It connects individuals with critical supports and intervenes when they demonstrate acutely elevated risk. It is a situation table made up of professionals from multiple disciplines. The City works within the social services network to lead SMART.

Launched in 2020, the Safe Restart Agreement (“SRA”) is a federal investment of more than \$19 billion to help provinces restart their economies and build resilience relative to the COVID-19 pandemic. The Government of Canada and the Province of British Columbia are providing funds to local governments to manage the impacts of the global COVID-19 pandemic. The Union of British Columbia Municipalities (“UBCM”) is administering the Strengthening Communities’ Services grant program which makes available \$100 million for projects to address COVID-19 impacts for vulnerable populations.

Council endorsed the City’s application for the grant in April 2021 and in July 2021 UBCM approved \$14.2 million to support this application in the first intake of the grant. The City, in

partnership with BC Housing and Fraser Health Authority (“Fraser Health”), is implementing the first six projects of the Pandemic Response Program (“PRP”) funded through the grant.

SCOPE OF WORK

Individuals in crisis need urgent support. The SMART Cart pilot project will augment the existing SMART model by providing 7:00 am – 11:00 pm mobile outreach services that could provide referrals to SMART, as well as to specific service providers and the BC Housing coordinated access referral system.

The SMART Cart will pair contracted social workers with City Bylaw Enforcement Officers (“BLEO”). These teams will patrol the City Centre (and other areas as needed) and will be advised when unsheltered individuals are located in tent encampments or other similar situations. In connecting directly with these individuals, the SMART Cart teams will provide immediate referrals to available supports as noted above and/or provide immediate assistance to vulnerable individuals.

A Request for Proposals (“RFP”) (Contract No. 1220-030-2022-008) was issued to identify service providers who could supply trained and qualified community services workers to work alongside BLEO in the SMART Cart teams for the period of one year.

PROPOSAL RESULTS

Two organizations submitted proposals in the RFP, Lookout Housing + Health Society (“Lookout”) and Surrey Urban Mission (“SUMS”). The table below summarizes the total costs (including GST) for 1 year of services proposed by each supplier.

Supplier	Total Budget
Lookout Housing and Health Society	\$692,754.17
Surrey Urban Mission	\$433,959.75

There was a disparity in the costs provided by the two proposals. This was in part due to higher costs for Lookout for more qualified staff and a more complete and detailed budget being provided. SUMS initial proposal submission identified a lower budget amount of \$429,571.80 but the City requested further detail and responses from SUMS increased the initially stated budget by \$4,179.00.

EVALUATION

An evaluation team reviewed the proposals based on the experience, management, capacity and technical qualifications of the proponents. While the total budget submitted by Lookout was higher than the budget submitted by SUMS, the evaluation team recommends Lookout’s proposal for several reasons. Lookout presented a more robust proposal and has the necessary management structures and capacity in place to establish the team in accordance with the established timelines. Lookout can provide qualified staff that has significant experience in delivering similar services across the Lower Mainland and in Surrey. Lookout provided references

that were directly relevant to the services outlined in the RFP and these references were checked and verified by the procurement team.

FUNDING

The total budget available in the PRP grant for SMART Cart community services workers is \$713,336.00. This pilot project ends on July 31, 2023. This provides sufficient resources to award the contract to Lookout and provides a buffer for any contingency that may arise. This contract will be funded solely by the approved grant which the City received in July 2021. At the conclusion of the pilot funded by the grant the City may determine to extend the term using other sources of funding based on the evaluation of the pilot and staff will obtain the necessary approvals from Council at that time.

Legal Services Review

Legal Services has reviewed this report and has no concerns.

SUSTAINABILITY CONSIDERATIONS

This work supports the Sustainability Charter 2.0 theme of Inclusion. Specifically, this work supports the following Desired Outcomes (“DO”) and Strategic Directions (“SD”):

- Inclusion SD9: Facilitate the development of shelter facilities and supportive housing as outlined in the Master Plan for Housing the Homeless in Surrey.
- Inclusion SD20: Foster a culture of collaboration and the generation of new ideas and methods for solving complex social issues.
- Inclusion DO12: Everyone in Surrey has a place to call home.
- Inclusion DO13: Appropriate and affordable housing is available to meet the needs of all households in Surrey.
- Inclusion DO24: Surrey has a strong social infrastructure that supports the needs of its diverse and growing population.
- Inclusion DO25: Surrey has a culture of collaboration and innovation to solve complex social problems.

CONCLUSION

Staff recommend that Council award Contract No. 1220-030-2022-008 to Lookout for services to support the SMART Cart pilot initiative based on the recommendation of the evaluation team that reviewed the RFP proposals and authorize the General Manager, Community Services to execute this contract. This will ensure a qualified and experienced service provider can quickly spin up the required resources to work alongside City BLEO to operate the SMART Cart initiative using the PRP funding to meet the objectives of the program.

Original signed by

Terry Waterhouse
General Manager, Community Services

Original signed by

Rob Costanzo
General Manager, Corporate Services