



Practice Guide to CLBC's RFQ

For Service Providers

Request for Qualifications of Service Providers

for Services for Adults with Developmental Disabilities

and/or Under the Personalized Supports Initiative

81-CSN-2025-590-RFQ

Contents

- Overview 2
- CLBC’s Commitment to Reconciliation 2
- How does the RFQ Work? 3
- Where to Find the Request for Qualifications 4
- Completing the RFQ Package 5
- How to Answer the RFQ Questions 6
- Process for Submitting the RFQ 7
- How are RFQ Submissions Evaluated? 7
- What happens after Qualification? 7
- What should I do if I receive a “Did not Qualify” outcome? 8
- What other options are there? 8
- Debrief 9
- Dispute Resolution Process 9
- Questions 9
- Appendix A – Services and Specializations 10
- Services 10
 - Residential Services – Also called Home Supports 10
 - Community Inclusion Services 11
 - Supports to Individuals and Families (also called Well-being supports) 12
- Specializations 12
- Appendix B – Submitting an RFQ 14
 - Becoming a Prequalified Service Provider 14
 - Step 1 – Interested Service Provider Completes Submission 14
 - Step 2 – CLBC completes Initial Review 15
 - Step 3 – CLBC completes Evaluation 15
 - Step 4 – CLBC Notifies Interested Service Provider of Results 16
 - Step 5 – CLBC Updates Prequalification List 16
 - Prequalified Service Provider – Adding New Service 16
 - Prequalified Service Provider – Adding New Quality Service Area 17
 - Prequalified Service Provider – Expanding Existing Qualifications 17
- Appendix C – Sections of the RFQ 18

Overview

This guide is for Service Providers who wish to work with Community Living British Columbia (CLBC) and are interested in responding to CLBC's Request for Qualifications (RFQ). This guide provides overall guidance on the RFQ. While it does not replace any of the information or the Terms and Conditions set out in the RFQ and while CLBC cannot provide advice on completing the RFQ, this document addresses the process of completing the RFQ, submitting the RFQ, and highlights things to consider while responding and after receiving an outcome notification from CLBC. CLBC recommends reviewing this guide before responding to the RFQ. Questions on the RFQ or the process of submitting an RFQ response can be sent to CLBC's Contract and Procurement Services team at CLBC.DDandPSI@gov.bc.ca.

CLBC is a British Columbia Crown Corporation. Under the *Community Living Authority Act*, CLBC carries out its mandate to arrange Supports and Services for eligible individuals. There are two streams of eligibility for receiving CLBC service:

- The 'Adult with Developmental Disability' (DD) funding stream, which is available to adults who meet the developmental disability criteria in having impaired intellectual functioning and adaptive functioning; and
- The "Personalized Supports Initiative' (PSI) funding stream, which is available to adults who have significant limitation in adaptive functioning and either a diagnosis of Fetal Alcohol Spectrum (FASD) or a diagnosis of an Autism Spectrum Disorder (ASD).

CLBC provides these services by working with Service Providers. CLBC contracts with Service Providers to fund them to provide specific services. More detail on the supports and services funded by CLBC is set out in Appendix A of this document.

CLBC eligible individuals may be vulnerable, so it is important that CLBC can ensure high quality services delivered by qualified Service Providers. CLBC achieves this through pre-qualifying Service Providers before contracting with them. The Pre-qualification process identifies Service Providers who have the experience, approach, and core policies and practices that meet the minimum standards and criteria needed for supporting vulnerable individuals and their families.

Service Providers can become qualified by applying to CLBC's Request for Qualifications (RFQ) and passing all minimum criteria. Service Providers can apply by completing the relevant sections of the RFQ package that is available on BC BID and submitting it to CLBC's Contracting and Procurement Service Department.

Commitment to Reconciliation

CLBC is committed to lasting and meaningful reconciliation with Indigenous peoples. This includes ensuring our actions and services are culturally safe, respectful, and value Indigenous ways of knowing, doing, and being. This commitment includes furthering the principals of the

Declaration on the Rights of Indigenous Peoples (DRIPA or the Declaration Act) and the Truth and Reconciliation Commission: Calls to Action.

CLBC further acknowledges that all its services occur on unceded traditional lands of many First Nation's, Metis, and Inuit peoples. CLBC staff, including CLBC's Contracting and Procurement Services, are grateful to live, work and play on the unceded traditional lands of many First Nation's people. This includes those working out of CLBC's Head Office, located on Musqueam, Squamish, Tsleil-Waututh unceded territory.

To honour this commitment, CLBC invites Indigenous Vendors to declare whether they are an Indigenous Vendor as part of their RFQ submission. Indigenous Vendor is defined as one where there is at least 51% ownership or control by an Indigenous person(s), or where the board composition is at least 70% Indigenous representation.

How does the RFQ Work?

The RFQ is comprised of three documents, which are all posted to BC Bid. These are the key documents forming the RFQ:

- **The RFQ document** – a PDF document that outlines how to respond to the RFQ, how CLBC will use the RFQ, the legal terms and conditions which govern the RFQ, and other information about the RFQ process.
- **The RFQ Response Forms document** – a Word document that interested Service Providers must complete by filling out information in the response form sections relevant to their application.
- **Form O-1** – an Excel document that allows interested Service Providers to identify the geographic areas in which they want to provide service.

Appendix C – Sections of the RFQ further describes these documents.

The RFQ Response Form document: Service Providers will spend most of their time completing this document. It will be where they complete their RFQ submission.

Some sections of the RFQ Response Form are mandatory. This means they must be completed correctly and clearly before the submission receives further evaluation.

All new Service Providers need to respond to the Overall Approach to Services section and the Standards sections. All questions in the Overall Approach to Services section must be answered. For the Standards section, Service Providers must either provide a copy of current Certificate of Accreditation or answer all the questions in the Standards Section.

Other sections will be completed based on the specific qualifications an interested Service Provider is pursuing. CLBC prequalifies Service Providers based on specific services, recognizing that different services require different experience, expertise and approaches. For example, a

Service Provider might qualify for the Community Inclusion service, but not for the Staffed Residential (also called Staffed Living) service. Interested Service Providers should only apply to the services that interest them and where they believe they already meet the given criteria. This means that interested Service Providers do not have to apply to every service in the RFQ, unless they want to become qualified in all services.

CLBC also prequalifies for Specializations. Specializations are specific demonstrated experience in providing services which may require additional qualifications. For example, a Service Provider might be extremely skilled in supporting individuals with mental health disorders, homelessness, substance misuse and may want to prequalify under the Complex Needs specialization. A Service Provider does not have to complete the specialization section at all if they are not interested in obtaining qualifications in any of the specializations.

Finally, CLBC prequalifies service based on the geographic region(s) where they would like to do business – areas of the province that align to CLBC’s internal organizational structure. For example, a Service Provider might only be interested in providing services in the Upper Fraser area, comprising the area of the Fraser Valley which includes Langley, Abbotsford, Mission, Chilliwack, and Hope and will only need to complete qualifications for the Upper Fraser.

Where to Find the Request for Qualifications

The RFQ is posted to a website operated by the BC government called the BC Bid Portal (or BC Bid). BC Bid is where BC Ministries, Crown Corporations and other BC public entities post opportunities for interested third party suppliers. It’s possible to view BC Bid and download documents from BC Bid without creating an account, but creating an account will give interested Service Providers access to some of BC Bid’s functionality. BC Bid is always the place to go for the most recent and fulsome version of the RFQ. If you receive a copy from a CLBC staff member (other than Contracting and Procurement Services) or a fellow Service Provider, it’s a good idea to refer to BC Bid to ensure that you have accessed the most up-to-date and complete version of the RFQ.

Here is a step-by-step guide for obtaining the RFQ off of BC Bid.

- Go to the new BC Bid: [BC Bid Portal: BC Bid \(gov.bc.ca\)](https://www.gov.bc.ca/bc-bid/).
- To review opportunities without logging in, click on “Opportunities” on the upper left-hand corner.
- You will be given different options to filter results by. Please filter by “Organization” and select “Community Living BC” from the menu. You may have to start to type Community Living BC in order to find it as there are many options.
- Under the list of Opportunities, you will see the Request for Qualifications.
- To access the documents, click on the numbers under “Opportunity ID”. This will open up a portal where you will find all relevant documents.

- You also may wish to register for the new BC Bid Platform. To complete this, please follow the steps below:
 - Go to bceid.ca
 - Create a Business BCeID
 - Complete the account registration directions as indicated by BCeID
 - BC Bid has prepared a Supplier guide to assist in this step which can be found at the following link: [BC Bid public portal guide - Province of British Columbia \(gov.bc.ca\)](http://gov.bc.ca/BCBidPublicPortalGuide)
 - Further information is available in the BC Bid Supplier Guide here.
 - Questions can also be sent to CLBC at CLBCDDandPSI@gov.bc.ca or to BC Bid at bdbid@gov.bc.ca
 - If you are unable to obtain the RFQ documents from BC bid, send an email to CLBCDDandPSI@gov.bc.ca.

Completing the RFQ Package

It is important that interested Service Providers read the RFQ Package in its entirety and complete all relevant sections. Ensuring that the RFQ, particularly the mandatory sections, are completed in full, correctly, and clearly is an important step in moving forward to evaluation. Where CLBC has determined that a submission does not meet mandatory requirements, the submissions will be returned to be corrected and will not be evaluated further.

Tips for completing mandatory sections:

- Confirm your legal name: if you are a society or incorporation this will match the name on your Certificate of Incorporation.
- Make sure you're consistent with referencing your legal name. For example, if Bob Jones is filling out a submission on behalf of "Service Provider Inc", all sections for legal name need to consistently be completed with "Service Provider Inc." CLBC will return your submission if there is inconsistency in legal name.
- Include BC Registration document in your RFQ submission package.
- Ensure you have submitted the Letters of Support from your community partner(s).
- Make sure that you sign the submission. Signatures are required in Appendix F and G.
- Review and complete the Checklist in Appendix XX. This is designed as a double-check for Interested Service Providers to aid them in confirming they've completed the mandatory sections of the RFQ.
- Make sure you have completed your RFQ submission on the correct documents. CLBC will only accept responses submitted on 590 RFQ.

How to Answer the RFQ Questions

For answering the substantive questions of the RFQ, it's important to answer the question in full and provide details about the experience, background, approach, and core policies and procedures that your organization will bring to quality delivery of services.

While CLBC cannot provide advice on how to answer the questions in the RFQ and every RFQ response will look differently depending on the background and experience of the Service Provider, there are some commonalities CLBC would expect to see in a successful response:

- The response will answer the question in full. Many of the questions in the RFQ contain multiple parts. A good answer will address all of the parts in the question. As CLBC can only consider the written response, it's important to provide a fulsome response to the questions being asked.
- The response will speak to direct experience that the Service Provider has in providing community living supports and services. The RFQ is used to qualify experienced Service Provider to become Service Providers with whom CLBC will work. A good response will demonstrate this experience that the Service Provider already has in the community living sector through such things as providing details and including examples. If you do not have enough experience to answer the questions or answer the questions in full, you may wish to wait to apply to the RFQ while you build this experience;
- The answer to the questions will be in the response section;
 - Any attached supporting documentation will be clearly referenced response section as to what documents (including page numbers/sections where relevant) are being referenced and why.
- The response will be authentic and speak substantively of the role the Service Provider has and will take in service delivery. While it may be tempting to use an Artificial Intelligence system or copy and paste material from another Service Provider in drafting the response to the RFQ, these types of responses are likely to fail as they lack substance and do not provide authentic details of the role the Service Provider plays in service delivery and may be return for no further evaluation if CLBC identifies they were completed appropriately.
- The response will demonstrate that the Service Provider understands the importance of community living services, the need for individual involvement in their own service, will honour the dignity of the individuals receiving the service, and meet the value of cultural safety. RFQ responses that don't meet these expectations or reflect problematic approaches to service will fail.
- The response will be clear. If the answer references experience of employees, directors, owners, etc of the organization, the answer will be clear in why this experience is relevant to the organization.

- The response will align with relevant CLBC standards and policies. These are available on CLBC's website: [Policies - Community Living BC](#).
- The response will include third party reference who have no conflict of interest.

Process for Submitting the RFQ

There are two ways interested Service Providers can submit their completed RFQ submissions:

- Electronically, by sending an email to CLBCDDandPSi@gov.bc.ca; or
- Hard copy, by delivering a hard copy (with a non-returnable electronic Microsoft Word or Adobe compatible PDF version on non-returnable USB) to CLBC's Head Office (700 – 1200 West 73rd Avenue, Vancouver, BC, V6P 6G5). These hard copies are not returnable and will be treated as redundant source material. Do not send important original documents with your RFQ submission as they will not be returned.

Please refer to Appendix B – Submitting the RFQ for a step-by-step infographic breakdown for submission.

How are RFQ Submissions Evaluated?

The first state of evaluation is evaluation against mandatory criteria. Responses will move forward in the evaluation process only after the response is confirmed to meet all mandatory requirements. These means that all necessary parts need to be properly completed. CLBC recommends vendors carefully review the mandatory requirements in Appendix F and Appendix G of the RFQ. Appendix F is included in the RFQ as a helpful checklist for both Interested Service Providers and CLBC regarding mandatory criteria.

Once an RFQ submission passes mandatory requirements, it is evaluated by CLBC staff to ensure the response meets standard of that of a qualified vendor. CLBC reviews the response to each question in a Interested Service Provider's submission and evaluates whether the response demonstrates that the Interested Service Provider has sufficient experience, abilities, organizational capacity to become a qualified Service Provider. This may include reviewing policies and procedures the Interested Service Provider includes and references in their response and consideration of whether these align with CLBC polices, standards, and expectations. The initial evaluation of the RFQ submission is then reviewed by another reviewer to confirm the findings of the initial evaluation.

What happens after Qualification?

CLBC uses the RFQ to build a list of pre-qualified vendors which is then used to identify a vendor to provide specific services where a service specific need arises. In order to be

considered for any contract awards for services to the individuals and families supported by CLBC, Service Providers must be prequalified.

Important note: becoming a pre-qualified vendor does not guarantee that you will receive contracts from CLBC, but it is the first step in order to be considered for any contract awards.

Once a Service Provider becomes qualified, CLBC regional staff will connect with the Service Provider.

What should I do if I receive a “Did not Qualify” outcome?

If an interested Service Provider receives a “Did not Qualify” outcome from CLBC they have a couple of options:

- Update and resubmit the RFQ. Interested Service Providers are encouraged to spend time reviewing and revising their RFQ submission based on CLBC’s comments provided alongside a “Did not Qualify” outcome.
- Take steps to become better prepared to respond, including gaining additional experience, developing further community connections and partnerships, preparing and implementing policies and procedures. For some Interested Service Providers, they may receive a “Did not Qualify” outcome on the basis of not yet having sufficient experience, connections, and/or policies and procedures to start delivery CLBC services. In these cases, the Service Provider may wish to first increase their experience, cultivate a larger circle of community connections, and/or produce and incorporate additional policies and procedures.
- Work with your network of support and community connections to gain increased understanding of community living services.

In some situations, along with a “Did not Qualify” outcome, CLBC may advise an interested Service Provider of a period of time (no more than a year) in which they will not be able to resubmit an RFQ submission. This is to provide interested Service Providers with time to increase their experience and focus on organizational growth needed to better position themselves to become qualified at a future date. CLBC will only issue this outcome after the interested Service Provider has attempted multiple times to qualify.

What other options are there?

There are other options for delivering Community Living supports outside of forming an organization and becoming a CLBC prequalified Service Provider. For instance, people who are associated with a CLBC eligible individual may wish to work with that individual through administering their Individualized Funding Model. This could involve becoming an agent to

administer their Direct Funding or forming a Person Centred Society around that individual to administer their supports and services.

Additionally, people interested in becoming more involved in community living supports have other avenues for gaining experience and building connections. This could include connecting with an experienced Service Provider for employment or volunteer opportunities or becoming a Home Share provider.

Debrief

After receiving an outcome letter, Service Providers may request a debrief. This will be a conversation where CLBC's Contract and Procurement Services Team provides oral feedback on the RFQ submission.

Dispute Resolution Process

In the event that a Service Provider wishes to dispute their results, they can do so through escalating to manager via email to CLBCDDandPSI@gov.bc.ca. The next stage of escalation is to Director via email to CLBCDDandPSI@gov.bc.ca

As with any action of a British Columbia public entity, Respondents can always reach out to the Office of the Ombudsperson to investigate any concerns about public wrongdoing or unfairness.

Questions

Questions about the RFQ or RFQ process can be sent to CLBCDDandPSI@gov.bc.ca

Appendix A – Services and Specializations

Services

CLBC provides four types of funded Services, each of which may be further sub-categorized as outlined in the sections below.

Residential Services – Also called Home Supports

CLBC funds a variety of supports to help individuals live in their homes. The type of support depends on the individual's current disability-related needs and support preference.

Supported Living (also called Independent Living): Provides Individuals living independently in the community (either owning, leasing or renting their own home) with assistance in daily living. Supported Living is made up of the following two subcategories:

- Outreach Support: Targeted hourly support is provided to Individuals through one-on-one or group arrangements; and
- Cluster Living: Ongoing support is provided to a group of Individuals who have homes in close proximity to one another, (i.e. a cluster, such as within the same apartment building). Individuals within the cluster may also receive targeted hourly support through one-on-one or group arrangements.

Shared Living: Provides for an Individual to share a home with someone who is contracted to provide ongoing support in compliance with the Home Sharing Standards, located on CLBC's website. The home is the primary residence of both the Individual being supported and the person offering the support. Shared Living is made up of the following two subcategories:

- Home Sharing: An arrangement in which the individual lives in someone's home (the Home Share Provider) with them; and
- Live-in support: An arrangement where someone will live with the individual in their home.

Shared Living includes the Home Sharing service where CLBC funds a Service Provider who is responsible for the recruitment, onboarding, monitoring and sub-contracting with a network of home share providers. The Service Provider delivering the Home Sharing service must hire a Home Sharing coordinator who plays a key role in achieving successful outcomes of the home sharing program for the individuals in the service. Service Providers who wish to become qualified to deliver Shared Living/Home Sharing will need to be prepared to take on this role and responsibility. This includes having developed policies and procedures for identifying, onboarding, training, and retaining home share providers, a fulsome approach and applicable policies for monitoring their home share providers, and a strong understanding of the applicable CLBC policies and standards (all of which are available on CLBC's website).

Staffed Residential (also called Staffed Living): an arrangement where support is provided to an individual or group of individuals by a team of staff who rotate through the home according to an established schedule that includes overnight hours. This service also includes a community inclusion element as individuals in staffed living also need to be supported to participate in the community in a meaningful way based around a schedule that meets the Individual's needs. This part of the service may have a vocational focus, a social/recreational focus, or some combination of the two. This community inclusion component is contracted separately as the Home-Based Community Inclusion service.

Community Inclusion Services

CLBC funds a variety of services to support individuals in participating in their community. These supports enable individuals to assume valued roles in their communities and have lives of belonging and connection. The amount and type of support will depend on the individual's current disability-related needs, support preference, and what is important to, and for, them.

Employment: Provides for a variety of methods to ensure Individuals achieve real work for real pay within an integrated setting and may include supported employment, customized employment, and/or self-employment options. Services are focused on specific goals and are ongoing. The objective of Services is to secure employment that the Individual can maintain independently, with the Service Provider staying connected as needed for support.

Skill Development (also called learning): Provides Individuals with support to develop skills that are required for healthy, independent living through either one-one or group arrangements. Services are focused on specific goals and time-limited (that is, Services are structured to achieve the particular objectives and are not ongoing after such point).

Community-Based: Provides for Individuals who require ongoing support to participate in their chosen community in a meaningful way. Services are typically provided outside the Individual's home. The Contractor's staff may be required to facilitate activities for an Individual or a group of Individuals. The Service may have a vocational focus, a social/recreational focus, or some combination of the two, with Services provided on a schedule to meet the Individual's needs.

L.I.F.E.-based (also called L.I.F.E. service): Provides support that focuses on combined support in four (4) key areas of an Individual's life: Life-long learning, Inclusion and community connections, Friendships and relationships, and Employment. The L.I.F.E.-based service is provided in a flexible and responsive manner. It requires a person-driven approach, which incorporates the preference, goals, and intended differences of the individual within their chosen community towards the outcome of increasing the independence and confidence of the Individual receiving the service.

Supports to Individuals and Families (also called Well-being supports)

Contracted Respite (also called Wellness Supports): Provides support to Individuals within their home, in the Contractor's home or in the community. Services may include a recreational or leisure focus.

Behavioural: Provides behavioural consultations and assessments for Individuals with behavioural support needs, and capacity development and training for Contractors to support such Individuals.

Homemaker: Provides basic housekeeping services for families or Individuals, or personal care for Individuals to support Individuals to successfully live in the community and to strengthen the family's ability to manage.

Support Co-ordination: Provides for the coordination of support Services under distinct circumstances to meet the unique needs of the Individual or family. The coordinated Services may include: counselling, resource/referral, education/training scheduling, advocacy, or connecting people with peers in the community. Service provision may be in support of an Individual, a specific family member, an entire family, or family groups with similar needs. Services are focused on specific goals and time-limited (that is, Services are not ongoing).

Specializations

CLBC recognizes that effective delivery of its Services at times may require the following specialized skills to address the needs of specific populations of Individuals:

Host Agency: Provides support for Individuals and their families who have chosen to access individualized funding (that is, through a Host Agency model). Support includes working with Individuals and their families to develop and implement creative and flexible individualized Services based on the Individual's Individual Support Plan and Individual Support Agreement with CLBC (See CLBC website for further information). Services include establishing and administering the Host Agency to deliver the supports.

Services to Individuals with complex health care needs: Provides supports and Services to Individuals with complex health care needs.

Services to Individuals with Complex Needs: Provides supports and Services to Individuals with concurrent complex needs in a manner that reflects a low barrier, harm reduction and trauma informed approach. The concurrent complex needs may include: mental health disorders, substance use, homelessness, vulnerability to exploitation and/or involvement in the criminal justice system.

Culturally Safe Services: Provides supports and services in ways that support the cultural safety and well-being of Indigenous Individuals and their families through Service Providers who:

- Demonstrate ability and experience in incorporating Indigenous knowledge, worldviews , lived experience, including the history and legacy of residential schools, values, ancestral wisdom, research and community involvement in the provision of services;
- Actively develop staff awareness, knowledge, and skills to work directly and indirectly with Indigenous Individuals.
- Promote inclusion, anti-racism, equity, reconciliation, and flexible service delivery for Indigenous knowledge;
- Have positive working relationships with Indigenous communities and organizations.

Note: Indigenous Vendors (one where there is at least 51% ownership or control by an Indigenous person(s), or where the board composition is at least 70% Indigenous representation) are qualified in this specialization.

Personalized Supports Initiative (“PSI”): The PSI has been established to serve eligible adults with Fetal Alcohol Spectrum Disorder (“FASD”) and/or Autism Spectrum Disorder (“ASD”) who do not meet CLBC’s eligibility criteria for Developmental Disabilities and who have significant limitations in adaptive functioning (as defined in the Community Living Authority Act).

The PSI provides supports through an individualized approach to meet the disability-related needs of Individuals. Services are a supplement to existing community services and designed to ensure Individuals maintain a high level of empowerment and autonomy.

Appendix B – Submitting an RFQ

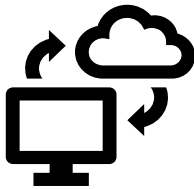
The below is intended as an overview of the process for submitting an RFQ. Full details are set out in the RFQ document itself.

Becoming a Prequalified Service Provider



Becoming a Qualified Service Provider
Where a new Service Provider wishes to become a CLBC qualified Service Provider, they would submit an RFQ response. The below details the steps.

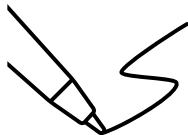
Step 1 – Interested Service Provider Completes Submission



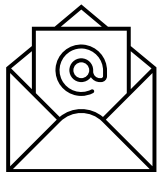
BC Bid Portal
CLBC posts the RFQ documents, including the response forms on BC Bid. Interested Service Providers can access documents on BC Bid Website: [BC Bid Portal: BC Bid \(gov.bc.ca\)](http://gov.bc.ca).



Complete the RFQ Submission
Interested Service Providers complete the RFQ response by answering the questions based on their own backgrounds, experience, and expertise.



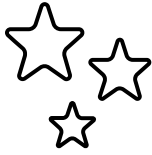
Sign the RFQ Submission
An authorized representative will sign the submission at Appendix F and G.



Send Submission to CLBC
The interested Service Provider will send the completed RFQ submission to CLBC either via email (CLBCDDandPSI@gov.bc.ca) or delivery to CLBC's Head Office



Timeframe for Completing
CLBC can't provide an exact timeframe for how long it takes to complete an RFQ submission as each service provider may be different. We do recommend taking time to respond in full to question, verify experience, contact references to obtain their permission, working with your support network to obtain Letters of Community Support.



Important Information!

For interested Service Providers who are not yet qualified on CLBC's Pre-qualification list, completing the RFQ at this stage requires completing and submitting the following sections:

- Appendix F
- Appendix G
- Appendix H
- Appendix I
- Appendix O, including Form O (excel worksheet)
- Appendix J – N as applicable for the Services for which the interested Service Provider is seeking to become qualified in.
- Letter of Community Support

Step 2 – CLBC completes Initial Review



CLBC Reviews submission for mandatory criteria

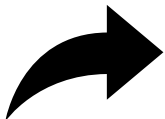
CLBC will review the submission to confirm that the response meets mandatory criteria. This includes such things as containing all necessary signatures, consistent use of legal name (which matches supporting documents), requisite parts completed in full. CLBC will return submissions that do not meet mandatory requirements to the interested Service Provider for correction before moving forward to evaluation.



Timeframe for Initial Review

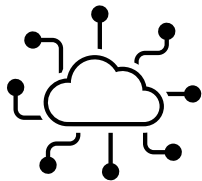
CLBC typically conducts the initial review within 4-6 weeks for receiving the RFQ submission. Subsequent back and forth for finalizing mandatory criteria can take longer depending on what needs to be addressed and how long that takes.

Step 3 – CLBC completes Evaluation



Moving to Evaluation

Once an RFQ submission has met all mandatory criteria it moves forward to the evaluation stage



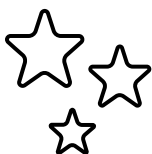
CLBC Evaluates the Submission

CLBC will review the evaluate the submission on whether it meets desirable criteria. CLBC completes this evaluation by reading the RFQ response in full and evaluating the Service Provider's experience, background, approach, policies and procedures and otherwise how they've answered the questions. This is a substantive evaluation and an important quality assurance review by CLBC.



Timeframe for Evaluation

CLBC typically evaluates the submission within 4-6 months of the submission moving forward from the initial review.



Important Note!

RFQ submissions are evaluated in the order in which they are received. Where volume of submissions increases, this can impact evaluation timelines

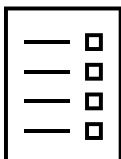
Step 4 – CLBC Notifies Interested Service Provider of Results



CLBC sends outcome letter

CLBC will send an outcome letter to the interested service provider notifying them on whether they qualified, and if so, in which services, or did not qualify

Step 5 – CLBC Updates Prequalification List



CLBC updates Prequalification list

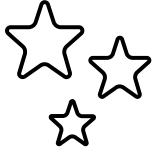
If the interested Service Provider qualifies, CLBC will update the Prequalification List to include the new Service Provider and will inform relevant regional staff so that they can consider the new Service Provider for referrals.

Prequalified Service Provider – Adding New Service



Prequalified Vendor Wishes to Add a New Service

Where a pre-qualified vendor wishes to add a new service (become qualified in a service in which they are not yet qualified), there is an expedited process

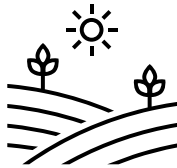


Important Information!

For Qualified Service Providers who are looking to add services, completing the RFQ at this stage requires completing and submitting the following sections:

- Appendix G
- Appendix H (only for experience specific to additional Service(s))
- Appendix O, including Form O (excel worksheet)
- Appendix J – N as applicable for the additional Service(s)

Prequalified Service Provider – Adding New Quality Service Area



Prequalified Vendor Wishes to Add a New Quality Service Area

Where a pre-qualified vendor wishes to add a new quality service area (become qualified in a part of the Province which they are not yet qualified), there is an expedited process

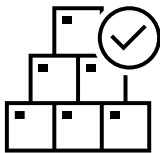


Important Information!

For Prequalified Service Providers who are looking to add a new Quality Service Area, completing the RFQ at this stage requires completing and submitting the following sections:

- Appendix G
- Appendix O, including Form O (excel worksheet)

Prequalified Service Provider – Expanding Existing Qualifications



Prequalified Service Provider Expanding Existing Qualifications

A Prequalified Service Provider may wish to expand existing qualifications by expanding a service in which they are already qualified into a Quality Service Area in which they are already qualified.



Service Provider Emails CLBC

To Expand existing qualifications in this way, the Prequalified Service Provider only needs to email CLBC at CLBCDDandPSI@gov.bc.ca to request this expansion.

Appendix C – Sections of the RFQ

The following is an overview of each Section of the RFQ. Full details of all are set out in the RFQ itself.

Becoming qualified requires successful completion of some or all of the key following key sections of the RFQ.

- Mandatory Requirements;
- Standards;
- Overall Approach to Services;
- Service Category(s)
- Quality Service Area(s)

Request for Qualification Document

This document outlines all information interested Service Providers need for responding to and submitting an RFQ. This document is a separate document from the RFQ Response Forms. This document is important to read prior to and alongside completing your response to the RFQ. It does not need to be sent back to CLBC.

Section 1 includes an instruction on CLBC and the RFQ itself and an outline of CLBC's commitment to reconciliation.

Section 2 provides a description of the Service and Specializations, including CLBC's updated language for how we speak about our services, which Service Providers can become qualified in through submitting a successful RFQ submission.

Section 3 details the qualification process. This includes the submission process for service providers depending on whether they're not currently qualified, qualified in some services and/or qualified in certain areas. It's important to review this section closely as CLBC has expedited the process for Service Providers who are already qualified and this process differs depending on whether the Service Provider is seeking to add new services or add a new quality service area to its existing list of qualifications.

Section 3 also sets out the process in which CLBC evaluates RFQ submissions, detailing each of the steps involved. This includes references requirements, debrief opportunities, and Dispute Resolution Process.

Section 4 breaks down Evaluation Criteria for the entire RFQ response, including maximum scores available and minimum score requirements for each question and section.

Appendix A provides definitions for key words used in the RFQ.

Appendix B details key information for respondents. This includes how to submit an RFQ and details regarding re-submissions. Appendix B also provides a contact email (CLBCDDandPSI@gov.bc.ca) for any enquiries regarding the RFQ.

Appendix C outlines the RFQ Terms and Conditions. This provides all legal information around the RFQ. As the RFQ itself is a legal document, this section does contain legal language and clear requirements around the RFQ.

Appendix D outlines the use of pre-qualified vendors list. As with Appendix C this section contains important legal information. The information in Appendix D include information around remaining on the pre-qualification list, expectations for the qualified vendor, use and impact of the Vendor Under Review List, and other key components of how the pre-qualification list is used. This Appendix also describes how CLBC will contract with qualified service providers.

Appendix E provides information on where to find the Service Terms and Conditions which will govern any contracts entered into off the pre-qualification list.

Request for Qualification Response Forms

The Request for Qualifications Response Forms contain the forms Interested Service Providers complete in order to submit an RFQ. How many of the forms a Service Provider complete will depend on their existing qualification status and/or the services, specializations and quality service areas in which they're interested in qualifying. New Service Providers in particular will want to spend a lot of time completing these forms as completing fully, accurately, and in sufficient detail is key to becoming a qualified service provider.

Appendix F provides an overview of mandatory requirements, which also serves as a helpful checklist for service provider to review and capture mandatory requirements before submitting their RFQ submission. Missing mandatory requirements can often result in back and forth between CLBC and the service provider to obtain clarity and correctness which delays feedback on the rest of the evaluation, so ensuring that mandatory requirements are accurate and complete is an important step.

Tip: a key tip in completing mandatory requirements is making sure you have the correct legal name of you or your organization. For instance, if you are submitting for a Society or an Incorporation to become qualified, make sure you are using the name of that Society/Incorporation in the sections that ask for "Legal entity submitting RFQ." That might not be your name!

If you are confused as to where to find the legal name of your Society or Incorporation, you can obtain this information from your BC Registry documents, such as the Certificate of Incorporation or BC Registry Summary.

Tip: Appendix F must be signed. If this document is missing a signature, it will be returned to be completed.

Appendix G is an acceptance of the Service Terms and Conditions. CLBC requires this document completed in full in order to further consider an RFQ submission.

Tip: again, where this document asks for Legal entity submitting RFQ, please ensure you've used the correct legal name as submissions without this information will be returned.

Tip: Appendix G must be signed. If this document is missing a signature, it will be returned to be completed.

Appendix H is where for Respondent information. This includes information about the organization, proof of legal personhood, and compliance with legislation like Worksafe and Freedom of Information and Privacy Protection.

Tip: complete in full. Incomplete responses will be returned for completion.

Form H-3- Community Support Letters outlines requirements for Community Support Letter(s). This enables interested Service Providers to connect with their network of support to obtain a letter of recommendation that will be submitted alongside the RFQ.

Tip: pull from your network for a partnership that you have a strong working relationship with and who will have the ability and an interest in providing you a recommendation.

Form H-4 – Technology Profile asks for information around Interested Service Providers available technology systems. Navigating CLBC's contracting and reporting systems requires having access to technology so CLBC requests this information upfront.

Form H-5 – Experience enables interested service providers to detail the background and experience for the services they are seeking qualifications. This is an important section as CLBC only qualifies service providers who have sufficient experience to deliver services.

Tips: While the response to this section will depend on the experience the particular service provider, the below is a list of important things to be mindful of as you complete this section:

- provide fulsome responses that clearly outlines your experience;
- include experience for each service category in which you are seeking qualifications;
- ensure you have included a reference for each experience/service category;
- if you are relying on experience of someone within the organisation or connected to the organisation make sure you detail why that experience is relevant to the organisation.

Form H-6 – Standards requires interested service providers to outline how they will adhere to CLBC's Service Standards. These are an important part of quality services.

Note: the Standards section only needs to be completed by new service providers. This section does not need to be completed for pre-qualified service providers who are expanding services,

specializations and/or quality service areas. All Interested Service Providers must pass this section to be a pre-qualified Service Provider.

Tip: Service Providers who are accredited under a recognized accreditation body do not need to respond to the questions in this section. Providing proof of accreditation is sufficient.

Appendix I – Overall Approach to Services enables Interested Service Providers to demonstrate how their services contribute to an individual’s quality of life. This section captures important subjects that are required for all community living services, such as person-driven approach to services, ability to build and leverage natural supports, ability to navigate safeguards, and encouraging self-determination.

Note: the Overall Approach to Services section only needs to be completed by new service providers. This section does not need to be completed for pre-qualified service providers who are expanding services, specializations and/or quality service areas. All Interested Service Providers must pass this section to be a pre-qualified Service Provider.

Tip: Answer the questions in full.

Appendix J – M – Service Categories. Interested Service Providers will complete the sections that align with the services in which they want to become qualified.

Note: Interested Service Providers do not need to complete all sections. They can pick and choose based on the services which they feel they have sufficient skills, ability, and experience to be qualified and/or which service they want to offer as an organisation.

Appendix N – Specialization. Interested Service Providers can add specializations to their service qualifications. This enables CLBC to contract with Service Providers who have additional qualifications depending on the needs of the service.

Appendix O – Quality Service Areas. Service Providers need to have a quality service area along side their service qualifications in order to be considered for a resulting contract. This section enables Interested Service Providers to detail their capacity to provide service in a particular area.

Note: Completing Appendix O requires both answering the questions below and completing the Excel Worksheet (“Response Requirement Form O-1”) which can be obtained from the BC Bid Portal.

Appendix D - Frequently Asked Questions

What is the timeframe from submitting an RFQ to receiving a response from CLBC?

CLBC will respond within 1-3 business days acknowledging receipt to email submissions. If there are concerns with mandatory criteria, CLBC will provide details on same within 4-6 weeks. Once the submissions moves forward to being evaluated, Service Providers should expect approximately 4-6 months before receiving feedback on outcome or additional requests for references.

What happens after I become a qualified Service Provider?

CLBC's Contracting and Procurement Services team will connect you with the relevant regional office depending on where you qualified. You won't automatically get a contract or be guaranteed any work, but you will be eligible to receive referrals and/or respond to relevant competitive procurement opportunities.

What should I do if I can't qualify?

The feedback you receive from CLBC's Contracting and Procurement Services team will provide you with good advice as to what next steps you might want to take. This could include things like working or volunteering with a qualified Service Provider to gain experience, building additional community connections, or considering an alternative way of working with CLBC like through the individualized funding model.

Where can I go if I have questions?

Further questions can be sent to CLBC's Contract and Procurement Services team at CLBC.DDandPSI@gov.bc.ca.