



Request for Qualifications

81-CSN-2019-355-RFQ Request for Qualifications for Service Provider for

Services for Adults with Developmental Disabilities and/or

Under the Personalized Supports Initiative

General Information and Frequently Asked Questions

This information document is intended to provide interested service providers with a brief overview of the Request for Qualifications and application process.

CLBC maintains a pre-qualification list stemming from a Request for Qualifications (81-CSN-2019-355-RFQ)(the “RFQ”) which is posted continually to [BC Bid Portal: BC Bid \(gov.bc.ca\)](http://BC Bid Portal: BC Bid (gov.bc.ca)), which is available to the general public. The Request for Qualifications sets out the application process and requirements under which interested service providers can submit applications to become pre-qualified service providers.

CLBC uses this process to establish a list of service providers who are qualified to deliver the various services on CLBC’s Catalogue of Services and throughout CLBC’s eleven provincial Quality Service Areas. This list is then further used when CLBC needs to enter into a contract with a qualified service provider in for a specific service contract.

The process: Application

In order to qualify, interested service providers (or ‘Respondents’) must complete and pass several steps. The first step is to complete the RFQ application. To access the current RFQs that are open to potential service providers, please go to [RFQs - Community Living BC](#). This page provides the steps on how to access and obtain copies of the RFQs via the BC bid portal.

Two documents comprise the RFQ package:

1. Request for Qualifications document. This is the roadmap with information on **how to complete** the RFQ.
2. APPENDICES F – O RESPONSE FORM. These are the forms which **must be completed** in order to be evaluated as a potential service provider. Please note: interested service providers may not have to complete every Appendix from Appendices F – O. Which of the appendices a Respondent completes from Appendices F – O will depend on such things as whether the service provider is already qualified and what services they are interested in providing.

When providing responses to the applicable sections in the RFQ Response forms, consider the following:

- It is important to ensure that the response forms are completed as per the directives provided in Request for Qualifications document.
- Respondents must answer each section with the view that the evaluator **has no previous knowledge** of their business. Provide fulsome responses to each section and ensure that every question is addressed.
- Responses must be within the response box on the CLBC Response forms with any providing supporting documentation clearly referenced in the response.

Please note that Respondents have two options for submitting the RFQ package, which must be labeled as **Attention: Contract & Procurement Services**

1. Electronically via email to CLBCDDandPSI@gov.bc.ca ; or
2. In person or by courier, at: Community Living BC, 7th Floor – 1200 West 73rd Avenue, Vancouver, BC V6P 6G5 (note: hard copy documents submitted will not be returned to the Service Provider; as such, we highly recommend submitting only copies of documents and not originals).

**** Please do not send to any other CLBC office or other CLBC email address****

The process: Determination

When the evaluation of a RFQ response is completed, CLBC will notify the Respondent in writing of the results and their status.

When a Respondent becomes 'Qualified', it is added to the 'Qualified Service Provider List' at CLBC. Being added to the Qualified Service Provider List does **not** mean that entering into a contractual relationship with CLBC is guaranteed or that any contracts are automatically provided to service providers on the Qualified Service Provider List. Rather, being on the Qualified Service Provider List qualifies Service Provider to be **eligible** for future contract opportunities.

FAQs:

Why does CLBC use the Request for Qualifications process in contracting with Service Providers?

CLBC utilizes public funds to contract with service providers across the province and is responsible for providing value for money in the services that are delivered. The Request for Qualification means that CLBC can contract with qualified service providers in a way that aligns with CLBC's mandate, values and expectations.

Why does CLBC use BC Bid to post the RFQs and not via the CLBC website?

BC Bid is the electronic tendering service maintained by the Province of British Columbia and as CLBC is a Crown Corporation, it is bound by the same procurement standards as all provincial government entities. The BC Bid portal is the 'one stop shop' for all procurement solicitations in BC. All responses to applicant inquiries specific to a solicitation are posted to the BC Bid Website so that the information is shared in a transparent manner.

Who do I reach out to if I have questions about the RFQ or the process for submitting an application?

Questions can be sent to Contract and Procurement Services at CLBC via email: CLBCDDandPSI@gov.bc.ca.

How long does it take to reach an outcome?

As Appendix B.2 of the RFQ states: “responses will be reviewed at CLBC’s convenience at regular timely intervals. Upon submitting, you will receive confirmation of receipt via email from our Contracts and Procurement department with an estimated timeline to an outcome. This is subject to change at any time. RFQ’S are evaluated in the order they are received.

Can CLBC assist me with my RFQ submission?

Our team may give general guidance pertaining to the RFQ administration. To ensure fairness and transparency for all vendors, CLBC cannot assist with formulating responses for the RFQ. I.e: What services should be applied for, what experience should be cited, etc.

What if I do not qualify?

We encourage respondents to review the outcome letter that will be sent that provides feedback from the evaluator. You have 180 days to re-submit on the sections you did not qualify in. Please note that the re-submission must be on the most current version of the RFQ/response forms.