

APPENDIX 14 – RESPONSE TEMPLATE PART B

Operations, EDIB and Reconciliation

PROPONENT NAME: _____

1.5 Operations Planning, Capability & Capacity (32.5%)

1. Housing Provider's /Proponent's Operator Capability:
Organization structure
a. Describe organization structure from operations perspective: Board/committee members, organization's officers, directors, and senior staff; including their roles and their relevant experience, skills and/or education, particularly in the context of incorporating the proposed project. If involving any external individuals or organizations include this information. <i>(Provide narrative, limit to 5000 characters including space)</i>
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Relations with Stakeholders and Rights Holders
b. Demonstrate ability to manage relations with stakeholders and rights holders, such as service providers, Indigenous service providers, and providers who provide specialized supports for targeted population (i.e., People with Disabilities, racialized, LGBTQAI2S+, etc.), funders, Health Authorities, local and senior governments, host First Nations, neighbours and community members. <i>(Provide narrative, limit to 3500 characters including space)</i>
Compliance with funder requirements
c. Demonstrate the organization's ability to comply with funder requirements, including timely submission of required reporting. Please provide most recently audited Financial Statements. If applicable, provide dates of submitting those statements to BC Housing and operating budgets (for existing OA) due to BC Housing, showing they were submitted on time and complete. Confirm your organization is in compliance with existing operating agreements with BC Housing (if any). BC Housing may verify the submitted information with internal records. <i>(Provide narrative, limit to 3500 characters including space)</i>

2. Operations

2.1 Property management:

Provide details on how operations at the project will be managed once construction is complete including:

- a. Property Management.
- b. Maintenance
- c. Capital Management Plans
- d. Operational Management Plan
- e. If applicable, any Strata Council management or Air Space Parcel Remainder management
- f. Involvement of any third parties (i.e., cleaning, waste management, other outsourced functions) – identify these parties and provide a rationale (i.e., cleaning, waste management, other outsourced functions).

(Provide narrative, limit to 5000 characters including space)

2.2 Resident management:

Provide details on how operations at the project will be managed once construction is complete including:

- a. Resident selection methodology, including how the provider ensures transparency and consistency
- b. Vacancy management, including demonstrated need and demand for the proposed project and target households
- c. Resident management

(Provide narrative, limit to 4500 characters including space)

2.3 Project integration within existing operations

Demonstrate the organization's capacity and ability to undertake this project on an on-going operational capacity. Include a description of existing portfolio demands. In case of insufficient capacity, Proponents shall explain how they intend to increase their capacity and further develop their organization to meet requirements of this RFP and the Operating Agreement.

(Provide narrative, limit to 4500 characters including space)

2.4 Supporting equity seeking groups

Describe operational processes that support equity seeking groups

(Provide narrative, limit to 3500 characters including space)

2.5 Project integration within community and neighbourhood, and Stakeholder philosophy

Explain:

- a. The society's philosophy towards serving the target population and description of any key priority groups targeted within the broader program parameters (Refer to Appendix 9 Section 3 for key priority groups).
- b. Explain how the project will fit into the surrounding existing neighbourhood and how the Proponent will communicate with and build neighborhood relationships

(Provide narrative, limit to 5000 characters including space)

3. Operations Budget

Fully complete the **Operating Budget Tab** in **Appendix 14 Response Template PART A**:

- a. Monthly expected rents (Refer to RGI Rent Estimation Tables in **Appendix 12**)
- b. Anticipated maintenance costs – breakdown between ongoing and periodic
- c. Staffing costs
- d. Anticipated Capital Replacement Reserves
- e. Anticipated Strata or reciprocal easement and cost sharing charges (if applicable)
- f. Any other identified costs
- g. Identify any anticipated surplus or deficit. If project will be in a deficit position, provide a financial plan by which the society will meet this shortfall, including any request for subsidy to offset operating deficits (limited subsidy is available)
- h. Where cost sharing applies, provide full operating budget for the other components, including all revenues and expenses.

Include assumptions, and/or rationale explaining how each figure in the budget was determined.

Proponents should demonstrate that the rents that they are intending to charge will be affordable and achievable within the community for the identified target population.

Additional space is provided in **Appendix 14 Response Template Part B** to supply further information on alignment between the proposed expenses and revenues and the particular location and/or identified target population.

(Provide narrative, limit to 2500 characters including space)

1.6 Equity, Diversity, Inclusion and Belonging (EDIB) (10%)

Describe your company's demonstrated commitment to equity, diversity, and inclusion in such areas as:
a. Inclusive governance models, board composition and/or community-based, lived-experience advisory committees. <i>(Provide narrative, limit to 5000 characters including space)</i>
b. Policies, processes, or practices. <i>(Provide narrative, limit to 5000 characters including space)</i>
c. Targeted programs or partnerships with subcontractors or service providers. <i>(Provide narrative, limit to 5000 characters including space)</i>
d. Describe how the project concept incorporates principles of equity, diversity, inclusion and belonging. How does the design concept support equity seeking groups? Does the design concept align to Indigenous values and culture? <i>(Provide narrative, limit to 5000 characters including space)</i>

1.7 Reconciliation (5%)

a. Indigenous Values and Culture	
.1	Demonstrate your organization's ability to execute the required scope of work in a manner which embeds cultural safety and competency. <i>(Provide narrative, limit to 5000 characters including space)</i>
.2	Provide examples of prior projects or activities your organization has executed where Indigenous culture and values were factored into the executed workflow. Describe how the engagement with Indigenous rightsholders occurred and how Indigenous values and culture impacted the executed work. <i>(Provide narrative, limit to 5000 characters including space)</i>
.3	Describe the processes, policies, or procedures your organization has in place to reduce barriers to engagement for Indigenous organizations/peoples (may include but not limited to; indigenous employment, mission statements, engagement mandates, language fluencies). <i>(Provide narrative, limit to 5000 characters including space)</i>
b. Indigenous Engagement	
.1	Provide examples of vendors or partners previously engaged by your organization who maintain active Indigenous ownership, control, participation, connections (joint-ventures or partnerships) or leadership. <i>(Provide narrative, limit to 5000 characters including space)</i>

.2 Describe any policies, procedures or processes your organization has in place that promote engagement and connection with Indigenous communities. Please describe how these policies, procedures or process are conducive to strengthening relationships and achieving the long term goals of Indigenous communities.

(Provide narrative, limit to 5000 characters including space)

c. Indigenous Community Benefits

.1 Describe any current programs, initiatives or targets your organization has in place that promote employment or training opportunities (such as apprenticeships) for Indigenous peoples.

(Provide narrative, limit to 5000 characters including space)

.2 Provide examples of prior projects, actions or initiatives that entailed specific targets to benefit Indigenous communities. Please describe the resulting benefits.

(Provide narrative, limit to 5000 characters including space)