



REQUEST FOR PROPOSALS

Safer Alternate Response for Mental Health and Substance Use Crises Prototype Response Service Delivery

The purpose of this Request for Proposals (RFP) is to select a not-for-profit social service organization to lead the Response Service Delivery pillar of the Safer Alternate Response for Mental Health and Substance Use Crises that was approved by Ottawa City Council on July 12, 2023 (Council Agenda Item No. 14.2, File No ACS2023-CSS-GEN-010).

DEADLINE:

Friday, November 24, 2023, 5:00 PM

CONTACT:

Submit questions about this process to cswb/sbec@ottawa.ca

**Community Safety and Well-Being Team
Community and Social Services Department
City of Ottawa**

Contents

- PART 1 – KEY INFORMATION 2
 - 1.1 General information..... 2
 - 1.2 Timelines for the RFP process 2
 - 1.3 Inquiries and additional information 2
- PART 2 – OVERVIEW OF PROTOTYPE 3
 - 2.1 Background 3
 - 2.2 Prototype structure..... 4
 - 2.3 Prototype location 5
 - 2.4 Guiding principles and key outcomes of the Prototype 5
 - 2.5 Prototype timeline 6
 - 2.6 Eligible and ineligible expenses..... 6
- PART 3 – SCOPE OF SERVICES 7
 - 3.1 Overview 7
 - 3.2 Service delivery requirements 7
 - 3.3 Organizational qualifications and relevant experience 14
- PART 4 – ELIGIBILITY CRITERIA 15
 - 4.1 Definitions 15
 - 4.2 Eligibility criteria..... 15
- PART 5 – APPLICATION 16
 - 5.1 Submission 16
 - 5.2 Overview of application information 17
- PART 6 – ASSESSMENT OF APPLICATION AND ALLOCATION PROCESS 18
 - 6.1 Assessment criteria 18
 - 6.2 Allocation process 18
- PART 7 – AFTER THE ALLOCATION 19
 - 7.1 Contribution agreement process and requirements 19
 - 7.2 Additional requirements 20
 - 7.3 Reporting requirements under the contribution agreement 21
 - 7.4 General expectations 22
- Appendix A – Prototype geography 23
- Appendix B – Applicants profile 24
- Appendix C – Written proposal..... 26
- Appendix D – Budget form..... 28
- Appendix E – Consent form 30

PART 1 – KEY INFORMATION

1.1 General information

Title: Safer Alternate Response for Mental Health and Substance Use Crises Prototype - Response Service Delivery

Issued by: Community and Social Services, City of Ottawa

Purpose: The purpose of this Request for Proposals (RFP) is to select a not-for-profit social service organization to lead the Response Service Delivery pillar of the Safer Alternate Response for Mental Health and Substance Use Crises

Term of contract: Three-years and six-months (December 29, 2023 to July 1, 2027- to be confirmed)

1.2 Timelines for the RFP process

The RFP process will be governed according to the following schedule:

Date	Activity
October 3, 2023	Request for Proposals (RFP) application process opens for agencies
October 10, 2023 at 2 pm	City hosts an online information session for agencies interested in applying
November 24, 2023 at 5 pm	Deadline for the RFP applications
December 4, 2023	Agencies are informed if they are selected for an interview
December 5 to December 7, 2023	Interview period
December 15, 2023	Agencies are notified of application decisions

Although every attempt will be made to meet the timelines noted above, the City of Ottawa reserves the right to modify any or all dates at any time during the RFP process.

1.3 Inquiries and additional information

All inquiries regarding this allocation process must be directed, in writing, to cswb/sbec@ottawa.ca.

Information session

An information session for all interested parties will be organized on October 10, 2023, from 2 pm to 3 pm. To register for the information session and receive a link, please email cswb/sbec@ottawa.ca. Registration will close on October 9, 2023, at 4 pm.

Applicants are encouraged to consult and utilize the following supporting materials in the preparation of their submission:

- [Council report - Update: Safer Alternates for Mental Health and Substance Use Crises Response](#)
- [Report on an Alternate Mental Health and Substance Use Crisis Response System](#)
- [Transforming Mental Health and Substance Use Crisis Response in Ottawa: The Strategy](#)
- [Ottawa Guiding Council for Mental Health and Addictions](#)

- [Community Safety and Well-Being Plan](#)
- [Community Funding Framework](#)

PART 2 – OVERVIEW OF PROTOTYPE

2.1 Background

Council approved Ottawa’s first Community Safety and Well-Being Plan in October 2021 (City Council Oct 27, 2021, Item 7 [ACS2021-EPSPPD-0003](#)). The Plan includes six priorities identified through comprehensive community engagement, one of which is Mental Well-Being. One of the strategies within the Mental Well-Being priority is to “Work with partners to explore safer alternates for mental health crises response,” with the desired outcomes including:

- Fewer mental well-being and substance use crisis situations are handled by the Ottawa Police Service (OPS)
- More follow-up and monitoring are available to offer ongoing support
- More mental well-being crisis situations are mitigated before reaching a crisis point
- There is increased access to harm reduction and overdose prevention supports and services

2021 provided an opportunity for the City of Ottawa to examine the responses to community members experiencing a mental health or substance use crisis. This is due to the convergence of a number of situations that magnified some of the weaknesses in our current Mental Health and Addictions systems. The key events included:

- Recent OPS interventions in incidents involving community members, particularly Indigenous and Black members with mental health issues, that resulted in injury or their deaths.
- Consistent chronic underfunding of mental health and addictions services and programs.
- A disproportionate and inappropriate reliance on police services to respond to the mental health and substance use crises.
- Chronic gaps in appropriate programs, services and response strategies for Indigenous, Black and racialized community members.
- The mobilization of the Black Lives Matter movement internationally that focused attention on the relationship between police and racialized communities, and locally the work of Justice for Abdi Coalition.
- A universal recognition that we can do better.

In response to the identified need for dedicated focus and support on mental health, the Ottawa Guiding Council on Mental Health and Addictions was established in April 2021. The Guiding Council is made up of eleven networks that represent 150 organizations throughout Ottawa that work with community members who are experiencing crises around mental health and substance use. The Guiding Council undertook an evidence-informed approach to provide recommendations on safer alternates for mental health crises response, including:

- Reviewing and commissioning research on the current 911 system in Ottawa and alternate responses in other cities that do not focus on a police response.
- Conducting an analysis of calls for services.

- Implementing a thorough and targeted consultation approach.

This evidence-informed approach led to the establishment of three key components for the development of a safer alternate response in Ottawa:

1. **A “No Wrong Door” approach:** Ottawa city residents can access a variety of response services for mental health and substance use crises of their choosing that feel safe and meet their individual needs.
2. **A multidisciplinary crisis response:** A coordinated, community-based, multidisciplinary and culturally appropriate crisis response system to better meet the needs of Ottawa residents. Residents can access mental health professionals (e.g., social workers, nurses, case managers, psychiatrists and psychologists) and peers who will support them with a compassionate, culturally appropriate, person-centered and trauma-informed approach. Crisis responders also facilitate individuals’ connections to care and services.
3. **An expansion of peer support in existing crisis response services:** Peer support workers hired, trained and supported through existing Ottawa peer support programs and integrated as core resources into the crisis response system. Peer workers receive not only training but also coaching and mentoring to apply and develop their skills.

The full strategy can be found on the [Guiding Council’s website](#).

These findings acted as the foundation for the development of the proposal of the Safer Alternate Response for Mental Health and Substance Use Crises Prototype.

In July 2023, Ottawa City Council approved the Safer Alternate Response for Mental Health and Substance Use Crises Prototype (the Prototype). The Prototype is one component of the overall Mental Health and Substance Use strategy, which focuses on a holistic view to individuals’ wellness through prioritizing prevention, pre-distress, post-distress and when required, crisis intervention.

The Prototype will launch in 2024, initially covering one designated location in the city with a view to expand the Prototype’s geography once capacity has been established. The Prototype will run for three years and end in 2027. Ottawa community members located in the Prototype geography will be able to request the new service by calling an alternate crisis line or 911.

2.2 Prototype structure

The Prototype has three key components:

1. **Call diversion (non-911 number):** An alternate call intake, triage and dispatch system for mental health and substance use calls. This provides an option to residents seeking mental health and substance use crisis support to call a non-911 number directly.
2. **Response team:** Community-based, civilian-led, multi-disciplinary, mobile crisis response teams that offer 24 hours a day, 7 days a week, trauma-informed and culturally appropriate crisis response services in the Prototype’s geography. The team can provide individuals with wrap-around supports providing a continuum of care with pathways to services.
3. **Wrap-around support system:** Establishment of a network of supporting community organizations that operate within the Prototype’s geographic area that can support individuals on an ongoing basis to provide stability, system navigation and follow up support.

Using this RFP, the City and the Guiding Council will select a non-for-profit social service organization to lead the delivery of the Response team (component 2 above) and wrap-around support system (component 3 above), referred to as the Response service delivery pillar of the Prototype. This organization will be allocated funds to hire, manage and train crisis workers and to acquire necessary equipment and supplies to complete the work. In addition, they will be funded to support the establishment of the network of community organizations that will offer on-going wrap-around supports.

2.3 Prototype location

The Prototype will be implemented in Centretown, with the following boundaries:

- North: Ottawa River
- East: Rideau Canal
- South: Trans-Canada Hwy/ON-417
- West: Bronson Ave

The Prototype area is set out in greater detail in Appendix A

2.4 Guiding principles and key outcomes of the Prototype

Guiding principles

- **Racial equity:** Centre racial equity in mental health and substance use crisis response
- **Specific populations:** Centre equity for specific communities in mental health and substance use crisis response
- **Collaboration, communication and coordination:** Increase collaboration, communication, and coordination across Ottawa's mental health and substance use crisis response system
- **Community-based investment:** Increase funding to support and expand the services community-based organizations are already providing
- **Address stigma:** Address structural stigma in first responder organizations and healthcare institutions

Key outcomes

1. Fewer mental well-being and substance use crisis situations are handled by the Ottawa Police Service.
2. More follow-up and monitoring to offer ongoing support.

2.5 Prototype timeline

Date	Activity
October 4, 2023 to December 29, 2023 (to be confirmed)	Allocate funding and enter into a contribution agreement with a not-for-profit social service organization
December 29, 2023 to July 1, 2024 (to be confirmed)	Prototype development/planning
July 1, 2024 to July 1, 2027 (to be confirmed)	Prototype is live – program delivery
Q1 2025	Six-month evaluation report released
Q3 2025	One-year evaluation report is released
Q3 2026	Two-year evaluation report is released
Q3 2027	Three-year evaluation report is released

2.6 Eligible and ineligible expenses

Eligible expenses

Allowable expenses include, but are not limited to:

- Staff wages and benefits
- Lease and occupancy costs
- Utilities
- Insurance
- Administration
- Transportation
- Operating and program supplies
- Volunteer expenses
- Professional fees (required for program delivery)
- Other expenses to be reviewed on a case-by-case basis

Ineligible expenses

Ineligible expenses include, but are not limited to:

- Conferences, sponsorships, special events and beautification initiatives
- Costs for renovations, minor renovations to existing buildings, construction or development of new facilities, land maintenance
- Financing of deficits and/or debts
- Lobbying costs
- For-profit ventures
- Cost unrelated to this Prototype

PART 3 – SCOPE OF SERVICES

3.1 Overview

The RFP is looking to find a not-for-profit social service organization to lead the development and implementation of the Response Service Delivery pillar of the three-year Safer Alternates for Mental Health and Substance Use Crises Response Prototype.

The applicant is strongly encouraged to work with other not-for-profit organizations to carry out different aspects of the Prototype and include this information in its application.

Collaboration with other social service organizations is a key component of this Request for Proposal. It is important that the applicant demonstrates commitment from supporting organizations to develop and implement this work.

3.2 Service delivery requirements

This section provides a breakdown of the minimum mandatory service delivery requirements. Organizations interested in applying are encouraged to build upon the requirements, incorporating innovative approaches and complementary tasks, as needed to provide effective and appropriate service to individuals who will access these services.

Response service delivery pillar structure development and oversight

Provide oversight and management of the Response service delivery pillar of the Prototype. The successful applicant will be responsible for developing, implementing, maintaining and monitoring of the response team and wrap-around support system for the Prototype. Focus is placed on offering robust quality of service for community members while also ensuring the Prototype remains on-time and on-budget and that all deliverables and project objectives are met. Ensuring that the guiding principles and outcomes, outlined in section 2.4, are integrated into the structure development and oversight.

Response service delivery structure development include, but are not limited to:

- Provide management and strategic direction for the planning, development and implementation of the Response service delivery pillar of the Prototype
- Work with the City and the Guiding Council Secretariat in developing the:
 1. Budget
 2. Work plan/deliverables schedule
 3. Resource needs
- Lead and collaborate with stakeholders on the development, documentation and implementation of the following items, as they relate to the Response service delivery pillar of the Prototype:
 - Change management process
 - Communication plan
 - Records management process - in accordance with all applicable laws

- Partnership agreements and stakeholder management
- Training curriculum for staff
- Complaint process and handling procedures
- Operational protocol required for response team – including collaboration with Ottawa Police Services and Ottawa Paramedic Services on involvement and roles
- All other required documentation, processes and procedures needed for the planning of the Response service delivery pillar

Stakeholders may include, but are not limited to:

1. City of Ottawa
2. Guiding Council Secretariat
3. Community organizations that offer mental health and substance use services
4. Community organizations that offer other social supports and services
5. People with lived and living experience and their support networks, which may include cultural and/or faith based communities
6. Ottawa Police Services
7. Ottawa Paramedic Services
8. Hospital emergency departments
9. Lead organization management/staff
10. Community organizations management/staff

Response service delivery oversight

- Provide ongoing management and leadership of the Response service delivery pillar of the Prototype
- Ensure quality control for the duration of the contract by monitoring staff and partners' (if applicable) performance
- Monitor service progress towards agreed upon work plan and keep all relevant stakeholders, including City staff and Guiding Council Secretariat, informed through regular updates provided by a combination of phone calls, webinars, in-person meetings and written reports
- Work with all required stakeholders to adjust tasks and service delivery and address unforeseen issues immediately and effectively as required, throughout the length of the Prototype
- Actively participate in all required meetings to ensure effective coordination of the Prototype
- Maintain detailed budget records, track budget, and work with City staff to ensure the Prototype remains on budget
- Ensure effective, timely and seamless communication and information management between the management team, the mobile crisis response teams, key intake and dispatch partners, the Ottawa Police Service, community organizations, service users and their support network

Hiring/human resource management

- Develop a staffing model for the management team and the crisis response teams

- Develop job descriptions and application processes to recruit and hire staff, as necessary
 - Ensure hiring practices have applied an equity lens that supports diverse backgrounds and experience among applicants, in accordance with all applicable laws
- Develop a shift schedule for the crisis response teams to provide services 24 hours per day, seven days per week, with mitigations for staffing interruptions
- For any changes to the structure of the team, provide advance notification to the City
- Ensure competitive compensation and benefits packages for the teams

Training and supervision

- Develop and support a training plan that ensures all team members have sufficient and current training on key skill areas related to their staff function including any required certifications
- Example of trainings may include, but are not limited to:
 - Applied Suicide Intervention Skills Training
 - Mental health first aid or psychological first aid
 - First aid/CPR + Naloxone administration
 - Non-Violent Crisis Intervention training
 - De-escalation training
 - Trauma-informed care
 - Knowledge on culturally appropriate care and services
 - Anti-racism training
 - Communication practices such as proper radio usage, interaction with service users, medical professionals, wrap-around supports, police, etc.
 - Documentation practices
 - Informed consent and privacy protocols
 - Data collection for the purpose of program evaluation
- Ensure all staff and management receive additional mandatory training as organized by the City or Guiding Council Secretariat
- Provide ongoing professional development opportunities for staff
- Provide collaborative opportunity for staff to discuss service users needs/service approaches
- Provide regular trauma-informed supervision, debriefing and support for all team members
- Regularly review Crisis response team’s caseload and monitor to ensure that they are manageable and staff have adequate time to meet service standards and documentation processes

Equipment and technology

- Provide vehicles for the purpose of responding to calls for service and transporting service users, as needed
- Provide technology for each mobile team member to receive communications, receive dispatch information, receive and send client information and coordinate or request follow up support
- Provide technology for service users to provide written consent, collect information and assist with digital referrals (example: tablet)
- Provide technology for all management and coordination staff to complete required duties and tasks
- Provide printed materials, flyers and contact cards for service users

Privacy and consent

- Ensure all personal information and personal health information is collected, handled and stored in accordance with all applicable laws including, without limitation, the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M.56 and the *Personal Health Information Protection Act, 2004*, S.O. 2004, c. 3, Sched. A
- Ensure staff are adequately trained on data management, informed consent and confidentiality protocols and consistently implement these policies in all aspects of the Prototype
- Ensure the Mental Health Act and the Health Care Consent Act is applied where appropriate

Communications

- Conduct regular outreach activities in the geography serviced, to build public and community awareness of the Prototype and be present at local events and gatherings
 - Ensure consideration for equity and accessibility best practice in communication efforts
- Provide robust communication with relevant social service organizations to build awareness of the Prototype and foster collaborative relationships
- Actively participate in relevant public awareness campaigns about the Prototype
- Coordinate third-party interpretation service for Mobile Crisis Response team as needed

Evaluation

- In collaboration with the City and the Guiding Council Secretariat, support the development and implementation of the Prototype evaluation framework
- Participate in all required data collection activities to support the Response Service Delivery pillar of the Prototype's ongoing evaluation
- Integrate evaluation findings into the continuous improvement of the Prototype and notify the City of potential shifts in implementation strategies that will be taken as a result of the evaluation findings
- Provide data to the City on number, nature and outcomes of complaints received
- Comply with all documentation requirements as prescribed by the City

- Provide training to all data collection staff to ensure staff is knowledgeable about what information is being collected and how it will be used, so that staff can accurately inform service users during the data collection process

Response Team

Lead the provision of trauma-informed and culturally appropriate mobile crisis response to individuals in crisis within service area boundaries and complete all wrap-around service referral and follow up service-related tasks.

Mobile Crisis Response Team structure

- Provide sufficient staffing to cover 24 hours a day, 7 days a week mobile crisis response operation, including relief staff to cover unexpected turnover, leave requirements (vacation, sick leave, etc.) and other staffing interruptions that may impact service delivery
- A minimum of two mobile crisis response workers per shift/mobile team
- Ensure staffing structure provides coverage for coordination between the Call Diversion Dispatch team/Ottawa Police Services and the mobile crisis response team. Responsibilities may include, but are not limited to:
 - Intake of service requests
 - Coordinating dispatch of mobile teams
 - Communicating estimated timelines to dispatch
 - Triageing calls for service
 - Retrieving further information from callers and service users as required
 - Offering immediate crisis support over the phone to individuals until the mobile crisis response team arrives on site
- One peer support worker per shift/mobile team
- The team should have access to a licensed mental health clinician, psychologist and/or psychiatrist for clinical case consultations, assessments and to provide clinical guidance to staff teams on an as needed basis. Access to these professional does not need to be 24/7 and can be used as a follow-up support if not available, but needed, during the initial intervention
- Example of staff that may be on the Mobile Crisis Response Team include peer support workers, counselors, clinicians, therapists, social workers, psychiatric or mental health nurse practitioners, family nurse practitioners, primary care physicians, psychiatrists/ psychologists, community health nurses, outreach workers, harm reduction workers, traditional healers/helpers, trauma-informed/movement-based healers, knowledge keepers and trauma counsellors

Staffing consideration

- The team members should be capable of responding to a broad range of crisis situations (for example, people who are experiencing homelessness, mental health challenges, substance use challenges, people who have experienced trauma, gender-based violence, etc.)

- The teams should comprise people with diverse lived/living and professional experiences. Lived experience is important to doing this work, and all staff hiring processes should take into consideration professional experience, lived/living experience and intersectional hiring practices
- The teams must be diverse in their makeup and consideration should be given to hiring staff who represent the languages, cultures and diversity within the Prototype's geography

Service delivery

- Provide service to individuals aged 18 and up and provide appropriate coordination, referrals or service connection to children and youth services for individuals under the age of 18
- Provide compassionate, rapid, crisis management and de-escalation with a focus on individual choice and providing trauma-informed, anti-racist and culturally informed care
- Leverage trauma-informed crisis intervention and harm reduction techniques to stabilize crisis situations, offering discrete and respectful service - ensuring individual focus as a key component of the intervention
- Facilitate crisis assessments and intervention that include a wholistic approach, reviewing related mental health, substance use, basic life needs (such as shelter, food and clothing), support networks and other relevant supports
- Provide warm hand-off referrals to community-based organizations as relevant
- Engage with the service user's support network when feasible and at the discretion of the service user
- Provide basic life support level of care such as CPR, suicide first aid, general first aid, Naloxone administration and wound management, as needed
- Assess situation to determine if intervention is needed by Paramedic Services or Police Services and collaborate accordingly with these services to ensure service users receive the appropriate additional supports
- Provide harm reduction counselling, supplies and supply disposal
- Provide basic needs and personal care supplies such as water, food, clothing, blankets, personal hygiene products, sunscreen and transportation fares, as needed
- Support service users in completing documentation required to access referrals and/or service intake, as needed
- Provide or coordinate transportation of an individual to community supports, safe space or appointment, as needed
- Provide information and access to further mental health counselling, substance use counselling, traditional or holistic care, cultural and/or population-specific services and service providers and/or faith based supports as needed
- Provide other supports and services as required
- Provide services in multiple languages as appropriate, either directly or through access to third-party interpretation services

Ongoing case management monitoring and follow up support

Ensure timely follow-up occurs with service users requesting additional support and service to provide continuity of care and referrals to support services. It is essential that follow-up support include warm referrals and handoffs where possible/needed.

- Follow-up with service users within 48 hours (two days), as appropriate
- Facilitate, where possible, at least one follow-up contact to ensure resolution of crisis and/or provide well-being check and/or provide additional community resources and referrals for services, as needed
- Provide short-term case management and peer support for up to three-months, as needed. Assessment should be made on a case-by-case basis to determine if additional follow up is needed after the three-month period
- Provide assessments and collaborative development of a personal safety plan with a focus on strengths and resources
- Re-establish existing connections or provide referral and access to mental health counselling, psychotherapy, peer support programs, substance use and rehabilitation supports, legal services, family counseling, traditional/holistic counseling and ceremony, youth services, victim services, housing services, income support services, settlement services, grief counselling and other services as needed
- To the extent possible, prioritize follow up supports that follow a trauma-informed and culturally appropriate approach
- Provide encouragement, emotional support and motivation to service users
- Provide support and education to caregivers and/or a service user's support network as appropriate

System coordination and wrap-around supports

Build capacity within the social service sector by ensuring effective coordination of referral pathways, community organizations and outreach efforts. Establish a network of supporting non-for-profit community organizations that operate within the Prototype's geographic area that can support service users on an ongoing basis to provide stability, system navigation and follow up support.

- Conduct an environmental scan of the current relevant supports available within the Prototype's geography
- Develop and/or demonstrate partnership and alignment with key organizations, including those that serve Black and racialized communities and people experiencing homelessness groups
- Develop and/or demonstrate partnership and alignment with key health institutions, such as hospitals located within the catchment area of the service
- Work in collaboration with other existing local crisis and de-escalation teams
- Develop and/or demonstrate collaboration and alignment with key services and referral organizations

- Coordinate service hours with other providers to respond to times of highest need for referrals or immediate supports
- Maintain a collaborative relationship with the City, Guiding Council Secretariat, Ottawa Police Services, Ottawa Paramedics and other first responders

3.3 Organizational qualifications and relevant experience

If the applicant is working with other not-for-profit organizations to carry out different aspects of the Prototype, these supporting organizations relevant qualifications and experience can be included in the application.

Experience in delivering crisis, mental health and substance-use-specific support services and programs that serve individuals who are experiencing mental health and substance use challenges, with demonstrated experience in the following areas:

- Mental health and substance use interventions
- Using trauma-informed and culturally appropriate practices in crisis management and ongoing follow up support for service users
- Capacity-building with people who have experienced mental health or substance challenges
- Stated commitment to harm reduction principles and demonstrated experience working with people who use drugs
- Capacity to work in strong partnership with other agencies to provide warm referrals and access to meaningful supports
- Development of teams with a successful track record for complex case management
- Principles and practice of community development and collaborative service delivery
- System navigation and familiarity with accessing services at various levels of care

Demonstrated experience in working with diverse groups that include people with lived and living experience of mental health and substance use challenges, Black and racialized communities and people experiencing homelessness including:

- Demonstrated commitment to anti-racist/anti-oppressive practices and mechanisms by which staff and service users can identify and address issues related to these areas
- Demonstrated commitment and practice of addressing anti-Black racism in service provision and organization's policies and procedures
- Demonstrates commitment to utilizing anti-colonial practices, engaging with Indigenous communities and working collaboratively support Indigenous community members

The ability to meet key program requirements as outlined in section 3.2 above including:

- Accepting dispatch requests from Call Diversion Access Team and other channels. The City, Ottawa Police Services, and the Call Diversion Access Team will work with the successful applicant on building service level standards

- Providing services in multiple languages as appropriate, either directly or through access to third-party interpretation services
- Implementing standardized tools to enhance service user assessments and improved support service provision
- Willingness to work in close collaboration with the City and Guiding Council Secretariat on implementation of this service
- Capacity to offer oversight to staff team including training, debrief, supervision and support team working evenings and weekends
- Stated willingness and demonstrated ability to work in collaboration with community agencies and all other stakeholders

Experience and demonstrated ability to manage the project (administrative oversight, processes and procedures)

- Data collection and reporting for evaluation and quality assurance purposes
- Adhering to City requirements, as required, including program oversight, contract compliance, financial and results reporting requirements, changes in target population groups and case load management standards
- Participating in any other reporting and/or evaluation as required by the City
- Evidence of effective financial and program management experience

PART 4 – ELIGIBILITY CRITERIA

4.1 Definitions

For the purpose of the administration of the Safer Alternate Response for Mental Health and Substance Use Crises Prototype - Response Service Delivery Pillar Funding, eligibility criteria and funding process, “Board of Directors”, “Good Standing” and “Not-for-profit” shall have the following meanings:

- **Board of Directors:** A democratically elected board of a minimum of three persons who are responsible for the management and operations of the organization, each is 18 or more years of age and is a member of the organization. The majority of the directors must be residents of the City of Ottawa and shall not be related. The board shall have a constitution that clearly outlines responsibility in relation to the delivery of activities, events, programs, projects and services; holds regular meetings with a minimum of four per year or two per operating season; holds an annual general meeting which is open to the public and has an election component; and provides annual financial statements that are available to the public and the City.
- **Good Standing:** The applicant has fulfilled all the terms and conditions of all previous and current agreements with the City and is in good financial standing with the City (i.e., no arrears).
- **Not-for-profit:** The organization is operated for a collective, public or social benefit and not as a business aiming to generate profits.

4.2 Eligibility criteria

Organization eligibility

Applicants must meet the following conditions to be considered for funding:

- A not-for-profit corporation that has been in existence for at least five years
- Have an organizational mandate that aligns to the Community Funding Framework
- Demonstrate financial viability
- Operate in a non-discriminatory manner as set out by the Ontario Human Rights Code
- Be governed by a democratically elected Board of Directors
- Be in Good Standing with the City of Ottawa
- Be located in Ottawa and serve residents of the geographic area selected for the Prototype
- Status as a “health service provider” as defined in [The People’s Health Care Act \(2019\)](#).

Refer to 3.3 ‘Organizational qualifications and relevant experience’ for additional key qualifications and experience that applicants should have.

Organization ineligibility

Applicants cannot be:

- Faith-based organizations whose proposed services/activities include the direct promotion and/or required adherence to a faith or religious practice
- For-profit organizations or ventures
- Organizations which act primarily as a funding source for other groups
- Organizations of political affiliation or which have a mandate to conduct political activities
- Provincial/national organizations unless a local chapter/branch exists to explicitly serve the residents of the City of Ottawa
- School boards, primary and secondary schools or post-secondary institutions
- Sports clubs

PART 5 – APPLICATION

5.1 Submission

Applications must be submitted via email to cswb/sbec@ottawa.ca by Friday, November 24, 2023, 5 pm to be eligible. To obtain a fillable version of the application please email the Community Safety and Well-Being Team at cswb/sbec@ottawa.ca.

Applicants are required to send the completed RFP application and all mandatory documents in PDF format attached in one email.

The completed application package submitted via email should include:

- 1) Applicant’s profile (Appendix B)
- 2) Written proposal (Appendix C)
- 3) Budget (Appendix D)

- 4) Most recent audited financial statement
- 5) Consent form (Appendix E)

Multiple emails with portions of the applications, incomplete applications, and documents submitted after the submission deadline will not be accepted.

Should you have any questions regarding the application form, please send an email to the following address: cswb/sbec@ottawa.ca

The deadline for this application is Friday, November 24, 2023, at 5 pm.

5.2 Overview of application information

Section 1: Applicant profile (Appendix B)

Section 1 is where you will provide basic information regarding your not-for-profit corporation.

If you will be working with other not-for-profit organizations to carry out different aspects of the Prototype please include a profile for each organization.

Section 2: Written proposal (Appendix C)

Section 2 is where you will provide an overview of your organization’s qualifications, experience and proposed service delivery model. Categories include:

- Executive summary
- Experience and qualifications
- Response Service Delivery Pillar structure development and oversight
- Service delivery
- System coordination and wrap-around supports

Show how your organization’s prior experience in delivering similar services can be adapted to best meet the needs of the Prototype.

Section 3: Budget (Appendix D)

Section 3 is where you will indicate your official request for funding for the Response Service Delivery pillar of the Prototype. You will be asked to complete an excel Budget Request Form in detail and fill in the proposed budget for the response service delivery pillar.

Your organization must demonstrate efficient use of requested resources and value for money.

Section 4: Most recent audited financial statement

Section 4 is where you will provide your organization’s most recent audited financial statement. Your organization must be able to demonstrate strong financial viability as well as a history of completing projects of a similar budget/scope.

Section 5: Consent form (Appendix E)

Section 5 is where your organization will provide confirmation that all information outlined in the application is correct and factual.

PART 6 – ASSESSMENT OF APPLICATION AND ALLOCATION PROCESS

6.1 Assessment criteria

All applications submitted will be reviewed using the following assessment criteria and score weighting. Applications will be scored out of 100 total points. The top-rated applications will be selected to proceed to the interview portion of the assessment.

Section	Weight
Section 1 - Application profile	0 Points
Section 2 – Written proposal	
• Executive summary	0 Points
• Experience and qualifications	25 Points
• Response Service Delivery Pillar structure development and oversight	15 Points
• Service delivery	30 Points
• System coordination and wrap-around supports	15 Points
Section 3: Budget	10 Points
Section 4: Most recent audited financial statement	5 Points
Section 5: Consent form	0 Points
Total	100 Points

6.2 Allocation process

Stage 1: Screening for completeness and eligibility

A City of Ottawa staff member will review all applications to ensure that they:

- Comply with all requirements for submission
- Have been received with all required sections completed
- Provide all information and documents, or a reason for not providing it that is acceptable to the City
- Satisfy all eligibility criteria

Stage 2: Allocation committee review

All eligible applications will be assessed through an allocation committee process. The allocation committee members, comprised of City of Ottawa staff and relevant community experts, will review all proposals, and score them in relation to the evaluation criteria.

Consideration for the City of Ottawa’s Sustainable Procurement guidelines were used in constructing the application and will be used in evaluating each application.

As part of the evaluation, applicants may be asked to provide clarification on certain aspects of the proposal. Clarifications and information given by applicants may be included and scored with the criteria above.

The allocation committee members will hold a meeting to discuss each application and score. The allocation committee members have the right to adjust their score based upon conversation in the meeting and clarification from staff.

Stage 3: Interview process

Once the Allocation Committee has completed their review and provided a final score for each application, the highest scoring agencies will be invited to an interview. The interview will provide an opportunity for the Allocation Committee and applicant to discuss the application and Prototype implementation in greater details.

The interview will be held to seek clarity and provide greater details on application package submitted; therefore, the interview will be assess using the same criteria outlined in section 6.1.

It is up to the discretion of the applicant to decide who attends the interview as a representative of the applicant, up to a maximum of four interviewees per interview.

Upon the completion of all interviews the Allocation Committee will provide City of Ottawa Management with a final recommendation.

Stage 4: Management allocation review and approval

The final recommendation will be made to the General Manager, Community and Social Services. The General Manager will review the recommendation and can adjust the final recommendation based on this review. They will provide final approval of the applicant. All decisions are final and not subject to any right of appeal.

PART 7 – AFTER THE ALLOCATION

7.1 Contribution agreement process and requirements

1. The City will send a letter by email to the applicant notifying them of the outcome of the allocation process.

The successful applicant (will also be sent a draft contribution agreement for their review. The successful applicant shall notify the City within 5 business days of the date of the letter whether they wish to accept the contribution and enter into a contribution agreement. The City may withdraw the offer of contribution if the applicant does not accept the offer of contribution within five business days of the date of the letter.

2. The development of the contribution agreement will be a collaborative process between the City and the successful organization to ensure that it accurately reflects the commitments of all parties involved.

The contribution agreement will include a condition that the successful applicant (the “Recipient”) provide the City with a certificate of insurance indicating that the Recipient has in place appropriate insurance for the Prototype described in the contribution agreement and the

activities that will be part of the Prototype, with the City of Ottawa named as an additional insured.

3. Once the contribution agreement has been signed by all parties, the City will provide the funding contribution in the form of bi-annual payments to the organization as outlined in the payment schedule of the contribution agreement.
4. Should more funding become available the City reserves the right to allocate directly to the successful applicant without the requirement for another request for proposal process.

7.2 Additional requirements

There are additional requirements for the successful candidate. This applicant must provide the City the following documents before entering into and signing a funding agreement:

- Annual General Meeting (AGM) minutes for the last two completed fiscal years:
 - Draft AGM minutes from last completed fiscal year
 - Most recent approved AGM minutes signed by two individuals with signing authority for the organization
- Current board of directors list
- Current organizational chart
- A valid certificate of insurance identifying the City of Ottawa as an additional insured under the insured's policy/policies of insurance
 - i. Commercial general liability insurance for the Prototype described in the contribution agreement and the activities that will be part of the Prototype, subject to a limit of not less than five million dollars (\$5,000,000) per occurrence, This policy shall include but not be limited to:
 - a. Add the City of Ottawa as an additional insured with respect to the operations of the Named Insured (Recipient).
 - b. Contain a provision for cross liability and severability of interests in respect of the Named Insured (Recipient).
 - c. Contain a waiver of subrogation in favour of the City
 - d. Non-Owned Automobile coverage with a limit of not less than two million dollars (\$2,000,000) and shall include contractual non-owned coverage (SEF 96)
 - e. Products and completed operations liability
 - f. Broad form property damage
 - g. Contractual liability
 - h. Incidental medical malpractice
 - i. Thirty (30) days prior written notice of cancellation
 - j. Coverage shall extend to protect volunteers
 - ii. Automobile Liability insurance that complies with all requirements of the current legislation in the Province of Ontario, having an inclusive limit of not less than five million dollars

(\$5,000,000) per occurrence for third party liability in respect of the use or operation of vehicles owned, operated, or leased by the Recipient

- iii. All Risks Property Insurance (including sewer damage, flood, and earthquake) in an amount equal to the full replacement cost of the property of every description and kind owned by the Recipient or for which the Recipient is legally responsible.
- iv. Equipment Breakdown insurance written on a comprehensive form for electrical and mechanical equipment owned or leased by the Recipient.
- v. Medical Malpractice Insurance with a limit of not less than two million dollars (\$2,000,000). This coverage can be provided as a stand-alone policy or included in the coverage afforded by the Commercial General Liability policy referenced above.
- vi. Abuse Liability with a limit of not less than two million dollars (\$2,000,000) including coverage for physical and sexual abuse. This coverage can be provided as a stand-alone policy or included in the coverage afforded by the Commercial General Liability policy referenced above.
- vii. Directors and Officers Liability insurance, including Side A, B and C coverage and employment practices liability, in an amount not less than two million dollars (\$2,000,000) per claim. This policy shall be renewed for three (3) years after the termination of the Contribution Agreement. If the policy is to be cancelled or non-renewed for any reason, 90 days notice of said cancellation or non-renewal must be provided to the City. The City has the right to request that an extended reporting period be purchased by the Recipient at the Recipient's sole expense.
- viii. Cyber Liability insurance with a limit of two million dollars (\$2,000,000) each occurrence and in the aggregate for claims resulting from network risks such as data breaches, unauthorized access, theft of confidential information, invasion of privacy, destruction, alteration or damage to electronic information, intellectual property infringement such as copyright, trademark, service marks and trade dress. The policy shall also include coverage for ransomware attacks. This policy shall be renewed for three (3) years after the termination of the Contribution Agreement. If the policy is to be cancelled or non-renewed for any reason, 90 days notice of said cancellation or non-renewal must be provided to the City. The City has the right to request that an extended reporting period be purchased by the Recipient at the Recipient's sole expense.

The Recipient's insurance shall be primary coverage and not additional to and shall not seek contribution from any other insurance policies available to the City.

- Proof of status as a "health service provider" as defined in [The People's Health Care Act \(2019\)](#).-

7.3 Reporting requirements under the contribution agreement

The successful applicant is required to participate in the development, data collection, and presentation of the Prototype evaluation. Progress reports will also be required bi-annually for the length of the Prototype. This will include providing updated financial statements for the Prototype and qualitative status updates. A reporting template will be created and utilized for consistency of reporting. Make arrangements to include this initiative as a separate line item on your Audited Financial Statements.

7.4 General expectations

The successful applicant is required to fulfill all the terms and conditions of the contribution agreement. If there are difficulties in complying with any of the terms and conditions of the contribution agreement, City staff must be informed immediately so all parties can work together to resolve the situation.

The successful applicant will be expected to be active participants in the City of Ottawa human and social service sector, which may include participation in various working groups / tables as requested by the City.

Appendix A – Prototype geography

Prototype geography criteria

The following criteria were considered when defining the Prototype location:

- Alignment with the [Ottawa Neighborhood Study](#) boundaries
- Areas with high volumes of substance use and mental health calls responded to by the Ottawa Police Service
- Areas with high mental health-related emergency visits
- Areas where the surrounding geography was suitable for potential Prototype expansion
- Areas population density and makeup

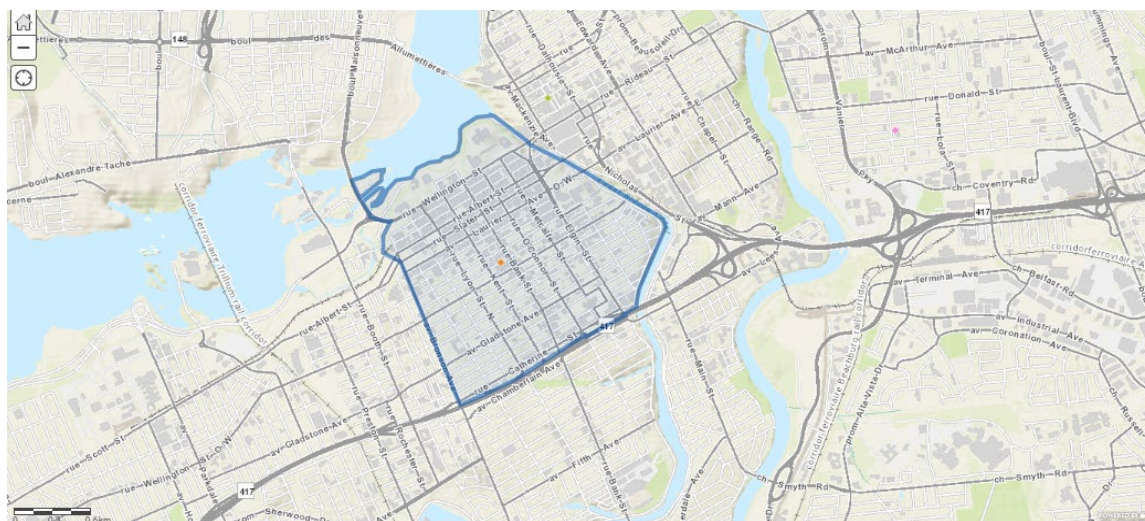
Considerations was also made for geographic equity such as the availability of mental health and supportive services.

Prototype location boundaries:

Ottawa Neighborhood Study	Centretown
Ottawa wards	Somerset (Ward 14)
Boundaries	North: Ottawa River East: Rideau Canal South: Trans-Canada Hwy/ON-417 West: Bronson Ave

Map of Boundaries

The image highlighted in blue below shows the location catchment area of Prototype.



Appendix B – Applicants profile

Complete this applicant profile form and include it in the application package submission email.

*Note If you will be working with other not-for-profit organizations to carry out different aspects of the Prototype please include a profile for each organization.

1	Legal name of organization:		
2	Are you the applicant or supporting organization:		
3	Year organization was established:		
4	Is your organization a not-for-profit corporation?	Yes	No
5	Incorporation number:		
6	Has your organization been a not-for-profit corporation for at least five years?	Yes	No
7	Is your organization a registered charity?	Yes	No
8	Registration number:		
10	Is your organization governed by a democratically elected board of directors?	Yes	No
	*The applicant must be governed by a democratically elected board of directors, if not the applicant is not eligible to receive this funding.		
11	Address	Street number and name: Unit/appartement/suite: City: Province: Postal code:	
12	Geographic area served by organization:		
13	Preferred language	English	French
14	Date the agency started:		
15	Links to organization’s social media platforms:		
16	Primary contact for the application	First name: Last name: Position title: Phone number: Email:	

17	*Provide the contact information for two signing authorities	<p><u>Signing authority #1</u></p> <p>First name:</p> <p>Last name:</p> <p>Title/position:</p> <p>Email:</p> <p><u>Signing authority #2</u></p> <p>First name:</p> <p>Last name:</p> <p>Title/position:</p> <p>Email:</p>
*Only required for the applicant, not required to be completed by the supporting organization		
18	Organization mission / and or mandate:	
19	Key services offered by organization:	
20	Describe your experience serving populations people with lived and living experience of mental health and substance use challenges, Black and racialized communities and people experiencing homelessness:	
21	Describe how your board of directors, management and direct services staff reflect the communities intended to be served by the Prototype and describe any equity measures you use to determine staff and board member selection:	
22	*List the key roles and responsibilities your organization will provide to the applicant organization for the Prototype:	
*Only required for supporting organizations		
23	*Rationale for how your organization would benefit or strengthen the planning and service delivery of the Prototype:	

Appendix C – Written proposal

Executive summary (maximum one page in length)

Provide a summary of the key components of the proposal.

1. Experience and qualifications (maximum five pages in length)

Agencies should have the staff and organizational capacity to ensure the successful delivery and support of the Response service delivery pillar of the Prototype.

If you will be working with other not-for-profit organizations to carry out different aspects of the Prototype please indicate which supporting organizations is reflected in the skill/experience/expertise outlined in the section.

- 1.1 Demonstrate your agencies' ability to meet all requirements per section "3.3. Organizational qualification and relevant experience". Note that agencies are encouraged to describe any additional relevant qualifications.
- 1.2 Provide a statement of your agencies' experience in delivering crisis, mental health and substance use specific support services and programs.
- 1.3 Demonstrate your agencies' experience in working with diverse groups that include people with lived and living experience of mental health and substance use challenges, Black and racialized communities and people experiencing homelessness.
- 1.4 Demonstrate your agencies' ability to manage the project (administrative oversight, processes and procedures).

2. Response Service Delivery Pillar structure development and oversight (maximum 10 pages in length)

It is important that the work be undertaken by a team who can demonstrate specific knowledge of, and experience in, performing similar work for projects of comparable nature, size and scope.

- 2.1 Provide a statement of your understanding of the goals and objectives of the Prototype.
- 2.2 Provide a detailed description of your proposed Response Service Delivery Pillar Structure. "Part 3-Scope of Service" highlights the minimum requirements of the Prototype, please expand on this outline based on the skills, strengths and capacity of your organization/partnership.
 - 2.2.1 Propose a staffing model for the management team and the response teams.
 - Include size of team, skill sets, experience, certification requirements
 - Provide details of duties and responsibility for each member of the team
 - Conditions for coordination with dispatch, follow up supports, wrap-around services, building sector capacity, etc.
 - 2.2.2 Include a description of supervision expected to be provided by management to staff identified in section, including supervision frequency, debrief processes, supports to ensure staff wellness, etc.
 - 2.2.3 Include onboarding and training structure for staff.
 - 2.2.4 Provide your agencies approach to handling client data and capacity/experience with collecting and managing confidential data.
 - 2.2.5 Provide a risk/mitigation registry that would address some of the concerns/issues/risk associated with this Prototype.
- 2.3 A list of key staff, including their professional qualifications as they relate to the Prototype, that

are currently working at your organization that you would propose may support this work, including what roles they would have based on your proposed staffing model.

2.3.1 Include the resumes of the proposed management staff – your organization should attach signed consent forms authorizing the disclosure of personal information to the City, or its designated agent(s) and for any resumes that are submitted. The applicant will accept all liability if signed consent forms and resumes are not disclosed to the City.

2.4 Submit a high-level work plan, which includes key deliverables, timelines, roles and responsibilities, for the Response Service Delivery Pillar of the Prototype from December 29, 2023, until the launch of the service in July 2024.

3. Service delivery (maximum seven pages in length)

3.1 Provide a description of the deliverables, service requirements, and outcomes that will be provided as part of the Prototype.

3.1.1 Include details on what services will be provided, what follow-up supports will look like, and how trauma-informed and culturally appropriate principles will be integrated into service delivery.

3.1.2 Describe the approach your agencies will use to support people experiencing mental health and substance use crisis.

3.2 Include a description of your agencies' experience and approach to building relationships and maintaining trust with Black and racialized communities and people experiencing homelessness as well as ensuring cultural safety for all stakeholders involved including but not limited to staff, service users and their support networks.

3.3 Provide a description of your agencies' experience and approach to building relationships and maintaining trust with service users and their families and/or support networks.

3.4 Include a description of your agencies' experience and ability to work effectively with City staff, community groups and other stakeholders.

4. System coordination and wrap-around supports (maximum two pages in length)

Provide detailed descriptions of the following:

4.1 Your agencies' community collaborations that will be relied on to deliver services within the proposed Prototypes catchment area (geography), what services are offered and the current relationship between the Agencies. System Coordination/Wrap-Arounds Supports do not exclusively need to be located in the Prototypes catchment area, but they do have to provide services to community members in the catchment area.

4.2 Your agencies' approach to stakeholder management – identify key stakeholder, their roles/involvement in the Prototype and plan for engagement.

4.3 Your agencies' proposal for building capacity with the social service sector for improving coordination of referral pathways and support outreach efforts.

Appendix D – Budget form

The budget form must be completed and submitted as an Excel spreadsheet in the application package submission email.

Only one budget form should be submitted per application.

The budget form presented below should be used as a template. Expenses should be reflective of the staffing structure and service delivery model that you have outlined in your written proposal. Please change expense line items to best reflect your proposal.

All pricing provided must be inclusive of all applicable duties and taxes including HST and of all fees, expenses and costs for the complete performance of the service delivery.

Rates quoted by must be all-inclusive and must include all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges and all other overhead, including any fees or other charges required by law.

		Dev. Dec 29/23 - Jun 30/24	Pilot year 1 Jul 1/24 - Jun 30/25	Pilot year 2 Jul 1/24 - Jun 30/25	Pilot year 3 Jul 1/24 - Jun 30/25	Total amount requested for development year + pilot years 1 to 3
Total amount of funding requested:						
#	Description	Dev. Dec 1/23 - Jun 30/24	Pilot year 1 Jul 1/24 - Jun 30/25	Pilot year 2 Jul 1/24 - Jun 30/25	Pilot year 3 Jul 1/24 - Jun 30/25	Total amount requested for development year + pilot years 1 to 3
TABLE 1 - PROJECT MANAGEMENT, ADMINISTRATION AND OVERSIGHT for initial development in year one and then a three-year pilot term						
1	Regular salaries management staff (including benefits)					
2	Regular salaries program coordination staff (including benefits)					
3	Regular salaries administrative support staff (including benefits)					
4	Office supplies (example: stationary, files, etc.)					
5	Office technology hardware (example: computers, smartphones, printers, etc.)					
6	Office technology software (example: Microsoft Office licenses)					
7	Office internet and wireless services (example: data plans)					
8	Insurance					
9	Clinical supervision/ pharmacological consultation (example: ad-hoc psychiatric consultation)					
10	Staff training, professional development and support					
TABLE 2 - MOBILE RESPONSE AND SUPPORT for initial development in year one and then a three-year pilot term						
11	Regular salaries crisis support specialists (including benefits)					
12	Vehicles					
13	Vehicle maintenance					
14	Gasoline					
15	Seasonal vehicle accessories (example: snow tires, mats, shovel, brushes, salt)					
16	Miscellaneous vehicle accessories (example: spotlight, back-up light, car phone chargers, etc.)					
17	Vehicle branding (example: decals, stickers, etc.)					
18	Staff clothing / identification (example: lanyards, hats, sweaters)					
19	Personal protective equipment (example: masks, face shields, disposable gloves, shoe covers, etc.)					

20	First aid and basic medical supplies					
21	Miscellaneous outreach materials and supplies (e.g. food, drinks, sleeping bags, blankets, winter kits, sunscreen, Ziploc bags, personal hygiene products, etc.)					
22	Traditional items (example: traditional medicines, water resistant matches, etc.)					
23	Mental health supplies (example: fidget toys, stress balls, etc.)					
24	Harm reduction supplies (example: safer sex kits, safer injection/inhalation kits)					
25	Waste disposal (example: medical/hazardous disposal)					
TABLE 3 - POST-CRISIS CASE MANAGEMENT & FOLLOW-UP SUPPORT for initial development in year one and then a three-year pilot term						
26	Regular salaries community resource specialists (including benefits)					
27	Consultants for wrap-around supports (ad-hoc)					
28	Additional case management resources and materials					
TABLE 4 - COMMUNICATIONS & INFORMATION MANAGEMENT for initial development in year one and then a three-year pilot term						
29	Wireless devices for all staff (example: smartphones, tablets, etc.)					
30	Wireless data services for all staff (example: data plans)					
31	Software for all staff (example: record management system)					
32	Translation and/or interpretation services (example: multi-lingual services, ASL interpretation, etc.)					
33	Printed reference materials (example: flyers, business cards, etc.)					
TABLE 5 - SYSTEMS COORDINATION & COMMUNITY OUTREACH for initial development in year one and then a three-year pilot term						
34	Ad-hoc health promotion / outreach support staff					
35	Promotional materials & advertising (example: printed materials, flyers, posters, hats, tote bags, stickers, magnets, etc.)					
36	Ad-hoc community outreach event / open house supplies (example: light refreshments, BBQ supplies, etc.)					
37	Miscellaneous community outreach materials and supplies					
TABLE 6 - ADDITIONAL COSTS (specify below)						
38						
39						
40						
Total						
TABLE 7 - IN-KIND CONTRIBUTIONS (specify below)						
Total						

Appendix E – Consent form

Consent

On behalf of and with the authority of the applicant organization, we certify that the information given on this funding application and attachments are true, correct and complete in every respect.

We understand that if my organization is successful, prior to any funding being released, the corporation will be required to enter a contribution agreement with the City of Ottawa.

We understand that the organization is responsible for ensuring that the appropriate insurance, permissions and/or permits are in place to deliver the Prototype.

We accept the terms and conditions of the Safer Alternate Response for Mental Health and Substance Use Crises Prototype - Response Service Delivery Pillar, as outlined in the Request for Proposals Process Guidelines and application form and agree to abide by the Allocations Committee decisions.

We have the authority to bind the organization and we are authorized to sign this application. We agree that our electronic signature is the legal equivalent of our manual signature on this Request for Proposal.

Name of Contact: _____

Title/position:

Signature: _____

Date of submission (yyyy/mm/dd): _____

Name of Contact: _____

Title/position:

Signature: _____

Date of submission (yyyy/mm/dd): _____

Personal information on this application is collected under the authority of section 107 of the *Municipal Act, 2001, S. O. 2001, c. 25*. Personal information will be used by the City of Ottawa for the purposes of administering the Safer Alternate Response for Mental Health and Substance Use Crises Prototype - Response Service Delivery Pillar in accordance with the Community Funding Framework Policy Statements that the Council of the City of Ottawa approved on February 26, 2020.

Questions about the collection and use of your personal information may be directed to communityfunding@ottawa.ca.