



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

EXPRESSION OF INTEREST NO. 2025-001

Crisis Support Services

For

The District of Thunder Bay Social Services Administration Board

Crisis Support Service

The District of Thunder Bay Social Services Administration Board (TBDSSAB) is seeking Expressions of Interest (EOI) from organizations wishing to provide crisis support services after serious incidents involving TBDSSAB tenants, clients and staff within direct owned properties. Within 24 hours of a serious incident, TBDSSAB looks to offer a group or individual supportive response, on site to staff and tenants affected by the incident. This response will look different based on the incidents and recommendations of the successful crisis support service agency.

TBDSSAB owns approximately 2,400 housing units within the District of Thunder Bay. This housing is a mix of large multi-unit apartment buildings, smaller multi-unit buildings, townhouse neighbourhoods, semi-and-single detached homes.

Submission Requirements

Submissions should include information related to the following:

Eligible respondents must demonstrate the following:

1. Experience in assessing and addressing crisis response initiatives.
2. Ability to respond in-person when requiring presence, offering group or individual support, written support materials, culturally appropriate recommendations or support access, and knowledge of continued accessible community supports after a crisis.
3. Successful respondent will be asked to learn about community housing and to build a relationship with TBDSSAB staff prior to services starting.

Submission Details

In the response to the EOI, respondents should include:

1. The name of the respondent (if organization, legal name of organization) and the key contact information (phone number, mailing and e-mail addresses).
2. The respondents experience in providing crisis support services.
3. A brief summary of the team members or team that has experience in providing crisis support services.
4. Methodology and crisis response practices including follow-up
5. Weekday hourly, after-hours/weekend and/or flat call out rates.
6. Expected timeframe to respond to crisis support request, including any after-hours availability
7. Any details on requirements for consent to share information.

Review Criteria

TBDSSAB will review all EOI's and determine the general viability of proposals as well as the ability to meet the defined needs outlined in this EOI.

TBDSSAB will review submissions based on the following:

- Administrative processes to administer crisis support services.
- Experience providing crisis support services.
- Ability to provide full scope of services within timeframes required.

TBDSSAB may, as a result of the EOI, decide to proceed directly to negotiate a contract with a respondent or may seek to engage a number of respondents in further discussions.

TBDSSAB reserves the right to reject all EOI's and take no further action.

Submission Deadline

Expressions of Interest are to be addressed to:

The District of Thunder Bay Social Services Administration Board
231 May Street South
Thunder Bay, ON P7E 1B5

and should be received by 4:00 p.m. local time on April 30th, 2025.

Expressions of Interest may be submitted by email to the contact person named below, or it may be sent to the address specified above by mail or delivered by courier, in each case prior to the closing time.

Dave Stewart
Supervisor, Purchasing & Inventory Control
david.stewart@tbdssab.ca

Questions

All questions/inquiries related to this EOI shall be directed in writing via electronic mail to Dave Stewart, Supervisor Purchasing and Inventory Control as per contact information listed above. Any information provided by anyone other than the above mentioned will not be considered binding, nor will it change the requirements of this EOI.

Late Expression of Interest

TBDSSAB, may in its discretion, accept, or reject and return, any EOI received after the closing time

Lack of Information

Following receipt of an EOI, TBDSSAB may, in its sole discretion and without having any duty or obligation to do so, request that the respondent provide TBDSSAB with additional information to clarify or substantiate the information provided by the respondent.

If a respondent fails to provide information required for TBDSSAB evaluation of the respondent's qualifications or fails to provide timely clarification or substantiation of the information supplied, that failure may result in no further consideration being given to the EOI.

Confidentiality

Any and all information collected and discussed regarding the above EOI's, are to be kept private and confidential between the respondent and TBDSSAB. No public disclosures to any third party, are to take place unless agreed upon by both parties.