

January 20, 2023

## **Toronto Tenant Grants Administration – Call for Applications**

### **General Information**

**Q1. Why is the Toronto Tenant Grants Administration (TTGA) Call for Applications being issued at this time?**

A1. The City of Toronto issues grant funding to organizations to administer services through competitive open calls. Typically, open calls align to federal, provincial and/or municipal funding cycles and provides organizations a fair and transparent process to apply to receive grant funding, in alignment with the City's Grants Policy.

**Q2. Can an organization apply for more than one (1) category?**

A2. Yes. The TTGA Call for Applications includes two (2) funding categories:  
(1) Rent Bank and the Emergency Energy Fund Program Administration  
(2) Bridging Grant and the EPIC Fund Payment Administration

Organizations are invited to apply to one (1) or both categories. When requesting an application package via [HSS@toronto.ca](mailto:HSS@toronto.ca), please specify which category or categories to which your organization is interested in applying.

**Q3. What is the purpose of the Help Desk Sessions?**

A3. The Help Desk Sessions are scheduled to provide additional support for organizations completing an application. Organizations are invited to join to ask program related questions, application related questions or technical questions and City staff will be available to answer.

**Q4. How many organizations will be awarded through the TTGA Call?**

A4. Funding will be awarded to only one organization for each funding category and the City reserves the right to award funding for both categories to one organization.

### **Scope of Work and Application Review Process**

**Q1. What is the main difference between the Rent Bank and the Emergency Energy Fund Program Administration category and the Bridging Grant and the EPIC Fund Payment Administration category?**

A1. Rent Bank and the Emergency Energy Fund Program Administration

The organization successful through the TTGA Call will be responsible for conducting intakes **directly with applicants**, reviewing for program eligibility and administering payments, in partnership with the City-funded Local Access Centres. In addition, the organization will be responsible for overseeing the central administration of the Rent Bank Grant Program and the Emergency Energy Fund.

Bridging Grant and the EPIC Fund Payment Administration

The organization successful through the TTGA Call will be responsible for administering payments to approved payees. The eligibility and intake process will be completed directly by City staff and the organization will be responsible to provide timely and efficient payment processing.

The "Scope of Work" section of the application guides includes specific requirements for each funding category. The application guides are included in the application package upon request. Refer to Question #2 on how to receive an application package.

**Q2. If an organization is unable to provide the Errors and Omissions requirements for the Insurance Certificate by the submission deadline on February 1, 2023, will the organization be ineligible to apply?**

A2. No. If you are unable to submit the insurance requirements by the submission deadline on February 1, 2023, funding will be conditional upon receipt of the insurance requirements. In other words, your application will not be disqualified or ineligible. The Selection Committee will continue to review the application and final funding decisions will be determined based on all documentation submitted.

**Q3. How were the payment processing times determined?**

A3. The City recognizes the importance of delivering programs and services that quickly stabilize an individual's housing need through the provision of timely eviction prevention services and/or financial resources. Processing times were developed in accordance with the time sensitive nature of the services being provided through this Call for Applications.

The services that will be provided through this Call for Applications will ensure housing access and stabilization solutions and will provide the necessary financial supports for residents to secure and maintain sustainable, permanent and affordable housing.

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**Program Specific Information: Rent Bank & the Emergency Energy Fund Program Administration**

**Q1. The City has identified vulnerable groups and equity deserving groups as priority populations. Is there alignment with delivering the grant programs identified in the TTGA Call for Applications to priority populations?**

A1. The City of Toronto's [HousingTO 2020-2030 Action Plan](#) highlights the need to leverage data to help improve services provided to equity deserving groups and vulnerable populations. City staff have shared trends, service gaps and data with City Council to ensure that service delivery requirements are aligned to support equity deserving groups and vulnerable populations. Staff will continue to leverage data throughout the funding term to ensure the programs are aligned to supporting priority populations.

**Q2. What is the relationship between the lead organization (or the organization successful through the TTGA Call) and the City-funded Local Access Centres?**

Q2. The purpose of the TTGA Call for Applications is to provide funding to an organization that will lead the central administration of the Rent Bank Grant Program and the Emergency Energy Fund.

The lead organization will be working in partnership with 11 City-funded Local Access Centres (LACs) to administer the Rent Bank Grant Program and the Emergency Energy Fund. The LACs are required to accept intakes from the lead organization to complete an application with the client and the lead organization will ensure fair distribution of inquiries dispatched across the LACs.

LACs are located across the City of Toronto to ensure services are accessible to clients and are delivering services through a separate agreement with the City of Toronto. There are dedicated staff located at each LAC to support in completing Rent Bank and/or Emergency Energy Fund intakes and applications.

**Q3. Will the organization's location in the City of Toronto be a factor in choosing the successful organization?**

A3. As the City reviews applications, it is important to consider a City-wide approach in delivering these services. In your application, organizations are encouraged to expand on how a City-wide approach to the overall service delivery model can be achieved.

**Q4. How can clients access the Rent Bank Grant and/or the Emergency Energy Fund?**

A4. There are currently two (2) access points for clients to initiate a Rent Bank and/or an Emergency Energy Fund grant application:

(1) Clients can call the central intake line supported by the lead organization at 416-397-7368

(2) Clients can contact the [Local Access Centres](#) by phone and/or in-person. To further modernize and streamline the application process, the successful organization will be working in partnership with the City to develop and implement an online application.

**Q5. How often does the Rent Bank and Emergency Energy Fund Steering Committee and Operational Committee meet and who chairs these meetings?**

A5. The frequency of meetings for both the Steering Committee and the Operational Committee will be determined in partnership with the City and the successful organization. Meetings are chaired by Committee members. City staff participate in committee meetings, but generally do not Chair meetings.

**Q6. Will the existing online application be available to a new organization for the Rent Bank Grant Program and the Emergency Energy Fund to use?**

A6. Currently there is no online application for residents to apply for the Rent Bank Grant Program and/or the Emergency Energy Fund.

As part of the Scope of Work for the TTGA Call for Applications, the successful organization will be taking the lead in developing an online application process for the Rent Bank and the Emergency Energy Fund, in collaboration with the City.

Organizations applying for the TTGA Call should consider the resources required to develop, implement and launch an online application for the Rent Bank Grant Program and the Emergency Energy Fund.

**Evaluation Criteria and Selection Process****Q1. What is the decision process of how applications will be shortlisted in Step 1 of the evaluation process?**

A1. The Evaluation Process will include the following two (2) steps:

**Step 1:** All applications will be evaluated by a Selection Committee including City staff and partners. The aim of the Selection Committee will be to select the application(s) that will best deliver the Scope of Work and to evaluate the best overall value to the City.

A shortlist of recommended applications will be established. This will include the top applications that best demonstrate the service delivery requirements and will be evaluated using the following weighted scores to establish the shortlist:

Application Form	Weighted Score
Organization	20%
Stability	
Project Proposal	30%
Project Work Plan	10%
Budget	40%
<b>Total</b>	<b>100%</b>

**Step 2:** The shortlist of application will then be reviewed by the Office of the Chief Security Officer and Information Technology team and the Corporate Information Management Services (CIMS) team to analyze the organizations’ system(s) to ensure the organizations’ systems are in compliance with the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)* and to identify and mitigate security risks to the system.

**Q2. How will applications that proceed to Step 2 be evaluated?**

A2. Step 2 of the evaluation process will be led by the Office of the Chief Security Officer (CISO), Information Technology Team and the Corporate Information Management Services (CIMS) team to analyze the organization's system. There are technical requirements that the successful organization's system must meet including, but not limited to, the following:

- Meet the security and privacy requirements for managing information, in compliance with provincial legislation. Refer to the *Municipal Freedom of Information & Protection of Privacy Act (MFIPPA)*
- Protect records from inadvertent destruction, damage or loss.
- Preserve records as evidence of business activity.
- Manage records in accordance with record-keeping legislation, including City-record keeping policies, MFIPPA and the *Personal Health Information and Protection Act (PHIPA)*.
- Transfer/migrate existing data into a cloud solution. If existing data will not be migrated, a plan must be established to dispose of the data.
- Not store or transfer outside of Canada any Confidential Information acquired by the organization, without prior consent of the City.
- Have a secure (https:) and accessible program that is compatible with the following web browsers (Microsoft Edge, Google Chrome and/or Mozilla Firefox).

There are specific documents requested by CISO, which are included in the application package that will be used to determine if the organization's system meets the technical requirements to meet the service delivery requirements. City staff may ask additional questions to confirm details with the shortlisted organizations.

Final decisions will be determined based on a combined outcome of the evaluation from Step 1 and Step 2. Please note, funding will be awarded to only one organization for each category and the City reserves the right to award funding for both categories to one organization.