

# Request for Proposal



**MÉTIS NATION**  
BRITISH COLUMBIA

## **“Residential Building Attendant – Arena Road”**

RFP # 2025-0001

Issue Date: April 24, 2025

Closing Date: May 15 @ 10:59pm MT

## Summary

### Request for Proposal: “Residential Building Attendant – Arena Road”

Métis Nation British Columbia (MNBC) is seeking a vendor to act as a “Residential Building Attendant” for two properties in Hudson’s Hope (10109 & 10113 Arena Rd.). This RFP contains the terms and conditions governing the RFP, high-level scope of services covered by the RFP, overall RFP process, instructions on how to respond, submission deadlines, and official contacts for questions and clarifications.



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## RFP Submission and Clarifications

### Instructions for Submission

Please follow the Proposal Guidelines / Response Format detailed in Section 4.0. Ensure that a person authorized to sign on behalf of the Proponent complete and sign the **Appendix A Proponent RFP Response Form** leaving the rest of that page otherwise unaltered and include the originally-signed and completed page as the cover page of your submission package.

Proponents may submit one (1) electronic copy of the Proposal in Microsoft Word Document (docx) or Adobe Portable Document File (PDF) format by email marked in the subject line with the RFP name, "Residential Building Attendant – Arena Road" and RFP number "2025-0001" and sent to the following email address.

[housing@MNBC.ca](mailto:housing@MNBC.ca)

### **Proposal Submissions must be received by MNBC by May 15 @ 10:59pm MT**

MNBC will reply acknowledging receipt. It is the Proponent's responsibility to ensure that MNBC has received their proposal.

Please do not submit any individual file larger than 20MB by email.

Proponents who have not been contacted by end of business day on May 29, 2025, have not been short listed.

### Clarifications

Please direct all written enquiries related to this RFP including any requests for information, questions, and clarification, to the MNBC contact email below. All questions and enquiries are to be submitted no less than three (3) working days before RFP closing date. Please do not direct any questions to any other MNBC personnel. All enquiries and responses will be recorded and may be shared and distributed to all Proponents at MNBC's option. Please include the RFP name and RFP number in the subject line.

RFP Enquiries: **NAME:** Dillon McLellan  
**TITLE:** Senior Manager, Housing and Homeless Support Programs  
**Email:** dmclellan@mnbc.ca

## 1.0 Background and Scope

Métis Nation British Columbia herein referred to as “MNBC”.

MNBC is seeking a vendor to act as a “Residential Building Attendant”. The vendor selected in this RFP process will become a strategic business partner to MNBC as the organization continues to grow and deliver upon its mandate to develop and enhance opportunities for Métis communities by implementing culturally relevant social and economic programs and services.

MNBC serves as the governing body for over 28,000 registered Métis citizens and nearly 98,000 self-identified Métis people across British Columbia. With 39 Chartered Communities across the province, MNBC provides governance, economic development, housing, education, health, and cultural support to Métis citizens.

We are recognized by the Métis National Council, Provincial Government of British Columbia, and the Federal Government of Canada, as the Governing Nation for Métis in BC.

### 1.1. Scope

Headquartered in Surrey BC, the organization has 2 operational rental properties in Hudson’s Hope BC (10109 & 10113 Arena Rd.). Providing day-to-day support and upkeep of its rental properties are both important to MNBC’s operations and strategic direction.

#### 1.1.1. Tenant Relations

- 1.1.1.1. Listening to complaints as they come up and notifying MNBC
- 1.1.1.2. Presenting documents for signature
- 1.1.1.3. Scanning and emailing documents to MNBC
- 1.1.1.4. Periodic inspections as needed
- 1.1.1.5. Collecting rent in cash as a last resort when E-transfers or direct deposit can’t be arranged

#### 1.1.2. Vacancy Procedures

- 1.1.2.1. Showing vacant units
- 1.1.2.2. Move-in/Move out inspections
- 1.1.2.3. Providing records to MNBC
- 1.1.2.4. Cleaning

#### 1.1.3. Maintenance and repairs

- 1.1.3.1. Providing access to MNBC approved contractors
- 1.1.3.2. Notifying MNBC of damages for repair or proactive maintenance
- 1.1.3.3. Getting approval from MNBC for purchases
- 1.1.3.4. Completing replacements and general maintenance (if able) or coordinating local contractors to complete repairs and maintenance
- 1.1.3.5. Lawn care and general groundskeeping (if able) or coordinating local contractors to complete landscaping
- 1.1.3.6. Managing service contract relationships, including snow removal, and recycling
- 1.1.3.7. Monitoring garbage collection and removal
- 1.1.3.8. Reporting prevention and extermination requirements for rodents/insects

1.2. Out of Scope

The following aspects of Building Management are considered out of scope for this RFP

1.2.1. Tenant Relations

1.2.1.1. Screening, Reviewing, and approving applications

1.2.1.2. Managing evictions and related arbitrations with the Residential Tenancy Branch

1.2.2. Vacancy procedures

1.2.2.1. Advertising and promoting vacancies

1.2.3. Maintenance and repairs

1.2.3.1. Building maintenance and repairs requiring a high level of proficiency including, but not limited to: electrical, framing, plumbing, HVAC, roofing, or mechanical

## 2.0 Terms and Conditions

- 2.1. This RFP is an inquiry and Request for Proposal only and does not imply any commitment by MNBC to select any vendor or to purchase any products or services.
- 2.2. This RFP should not be considered as authorization to perform any billable work. Any work performed by the Proponent in order to prepare an RFP response is done free of charge to MNBC.
- 2.3. MNBC reserves the right to respond only to the Proponent(s) it chooses to proceed with further in the RFP process.
- 2.4. MNBC reserves the right to, at its sole discretion, to issue a "Request for Additional Information" (RAI), re-issue a modified RFP, cancel the RFP or collapse the RFP process and proceed directly to contract negotiations with any vendor it sees fit.
- 2.5. At any given point in the RFP process, MNBC reserves the right to accept late vendor responses where it sees fit.
- 2.6. Should MNBC deem a Non-Disclosure Agreement (NDA) necessary to proceed with the RFP, MNBC reserves the right to request vendors to sign a NDA. Refusal to commit to a requested NDA may disqualify that vendor from the RFP process.
- 2.7. MNBC reserves the right to use third party consultants at any stage of the RFP process to assist MNBC with the vendor selection and proposal evaluation. Third party consultants are required to sign a Non-Disclosure Agreement to ensure that information from both MNBC and the Proponent's proposal are used solely for the purpose of the RFP.
- 2.8. All information related to the evaluation of the received proposals are considered confidential.
- 2.9. MNBC reserves the right to reject any Proponent's response without disclosing any reason or cause.
- 2.10. Any information about MNBC discovered by the Proponent or provided to the proponent through this RFP process is considered confidential and therefore the Proponent must not disclosed such information to any person or entity except for those MNBC employees involved in the RFP process.

## 3.0 RFP Process

- 3.1. Proponents' proposal submissions must be received by closing date and time specified on the cover of this RFP.
- 3.2. Based on the responses received for the RFP, MNBC may:
  - 3.2.1. Decide not to proceed with the project, work, product or solution;
  - 3.2.2. Decide to defer the project, work, product or solution;
  - 3.2.3. Request further information by issuing a "Request For Additional Information" (RFI);
  - 3.2.4. Develop and Re-issue a revised Request for Proposal (RFP); or
  - 3.2.5. Shortlist one (1) or several Proponents to formally present their proposal to the MNBC's appointed Vendor Selection Committee
  - 3.2.6. Negotiate a contract directly with a Proponent; or
  - 3.2.7. Break up the scope of the RFP and award individual contracts for different parts of the project, work, product, or solution.
- 3.3. At any point in the RFP process, MNBC may request a technology review/evaluation of the proposed solution. This technology review/evaluation may require an interview and a demonstration environment be set up so that MNBC can perform the needed evaluation. The Proponent is required to ensure that resources are available to support such a review.
- 3.4. After the RFP submissions are evaluated, MNBC may request the short-listed Proponents(s) to provide presentations and take MNBC through a deep dive of their proposals. Only short-listed Proponents(s) will be notified and invited to present and they will be informed of the deep dive parameters, specific time, date and location for their presentation. All costs incurred in the preparation of the responses and the presentation, including all travel costs, are the responsibility of the Proponent and are not billable to MNBC. MNBC reserves the right not to continue with Proponents(s) who are not available for a presentation.
- 3.5. Final selection of any Proponent's solution is subject to reference checks and financial review under the sole opinion of MNBC.
- 3.6. MNBC reserves all rights defined herein Section 2, Terms and Conditions, as deemed in the best interest of MNBC.
- 3.7. Instructions for Submission
  - 3.7.1. Proponents may submit one (1) electronic copy of the Proposal in Microsoft Word Document (docx) or Adobe Portable Document File (PDF) format by email marked in the subject line with the RFP name and number and sent to the email address specified on the cover of this RFP.
  - 3.7.2. MNBC will reply acknowledging receipt and it is the Proponent's responsibility to ensure that MNBC has received their Proposal.
  - 3.7.3. Please do not submit any individual file larger than 20MB by email.
  - 3.7.4. Proponents who have not been contacted by end of business day on May 29, 2025, have not been short listed.
  - 3.7.5. Refer to Clarifications and Enquiries instructions on Page 4.



## 4.0 Proposal Guidelines / Response Format

While Proponents are invited to highlight any other approaches and other deliverables that may achieve MNBC's goals reflected in this RFP, it is mandatory that all proposal submissions include the following minimum information in your response.

### 4.1. Response Format

- 4.1.1. Please enclose a completed and signed copy of **Appendix A: Proponent RFP Response Form AS THE COVER PAGE** of your submission package.
- 4.1.2. Please ensure that you have completed all the questions in **Appendix A: Proponent RFP Response Form**. Whenever possible, please include specific examples and scenarios in your responses.
- 4.1.3. If you have no information to provide for any of the questions, please enter "N/A" where the response would be.
- 4.1.4. Please attach to your submission a list of three (3) references as per **Appendix B: Recommended format for List of References**.
- 4.1.5. Review **Appendix C: Property Description** for details on the properties identified in this RFP.

### 4.2. Response Details

- 4.2.1. Do you identify as an indigenous person in Canada or is your company Indigenous owned?
  - 4.2.1.1. If you select "yes" also select either Métis, First Nation, Inuit
  - 4.2.1.2. If you select "no" do not select any other options
- 4.2.2. Are you an MNBC citizen or is your company owned by an MNBC citizen?
  - 4.2.2.1. If you select "yes" also include your MNBC citizenship # and a scan of the front and back of your MNBC citizenship card
- 4.2.3. Provide a quote for the services outlined in this proposal in the form of a monthly rate including GST:
  - 4.2.3.1. Proponents will be scored on the value of their bid. The lowest bid may not be the most preferential if it does not include some of the services referenced in "1.1 Scope".
  - 4.2.3.2. The current service agreement is for \$1500+GST monthly and includes cleaning in the services provided. General maintenance and lawncare is not currently included.
- 4.2.4. In reviewing Section "1.0 Background and Scope" are there any services in scope that you will not be able to provide or items out of scope that you can provide?
  - 4.2.4.1. Review Section 1.0 carefully and be very specific if you cannot provide any of the services listed in the scope.
  - 4.2.4.2. If you think you may be able to assist with any services that are out-of-scope then feel free to identify how you would address them.
- 4.2.5. The Residential Building Attendant is expected to be available for scheduled services most days between 0830am and 0430pm, as well as outside normal business hours in the case of emergencies and tenant meetings. Please note any limitations in availability below:
  - 4.2.5.1. For each day of the week, outline any specific timeframes where you or your staff would not be available.
- 4.2.6. Tell us about yourself (or your company) and explain why you are interested in this RFP:
  - 4.2.6.1. This is your opportunity to promote yourself or your business
  - 4.2.6.2. One suggestion would be to explain how your values align with those of [MNBC](#)
- 4.2.7. Provide a summary of experience working directly with tenants or other types of clients:
  - 4.2.7.1. Provide specific examples where possible and highlight success stories.

- 4.2.7.2. If you have dealt with conflict involving clients, include a narrative on how that was solved.
- 4.2.8. Provide a summary of experience in building management:
  - 4.2.8.1. Provide specific examples where possible and highlight success stories.
  - 4.2.8.2. How does your experience in building management apply to the site references in “Appendix C: Property Description”?
- 4.2.9. Is suite and common area cleaning included in your bid?
  - 4.2.9.1. Select “yes” if you are capable of cleaning any shared space on a regular basis and vacant suites between tenancies.
  - 4.2.9.2. If the cost of cleaning isn’t included in your bid you may still provide a quote for cleaning on an ad hoc basis, either hourly or per unit.
- 4.2.10. Provide a summary of experience with general repairs and maintenance:
  - 4.2.10.1. Provide specific examples where possible and highlight success stories.
  - 4.2.10.2. If you or your company don’t have direct experience with general repairs and maintenance, feel free to include details on coordinating the services of other vendors for repairs and maintenance.
- 4.2.11. Is general maintenance and handyman services included in your bid?
- 4.2.12. Is lawncare and landscaping included in your bid?
- 4.2.13. Are there any other professional services that you could provide, such as snow removal, tree cutting, or recycling?
  - 4.2.13.1. Identify whether these services are included in your bid or not.
  - 4.2.13.2. Identify why these services would be valuable for the site.

## 5.0 Evaluation Guidelines

Evaluation and short-listing of Proponents will be based on the following weighed evaluation criteria:

Preference for MNBC citizen, or company owned by MNBC citizen	20%
Preference for Indigenous Proponent	10%
Personal or Company Profile	5%
Services	
Tenant/Client Management Experience	20%
Building Management Experience	20%
Repairs & Maintenance Experience	10%
Costs	15%
<b>TOTAL</b>	<b>100%</b>

## Appendix A: Proponent RFP Response Form (RFP# 2025-0001)

*(To be completed by the Proponent and included as the "RFP Cover Page" of the Proposal)*

The enclosed Proposal is submitted in response to the above-referenced RFP including any addenda. Through submission of this Proposal, we agree to all terms and conditions of this RFP and agree that any inconsistencies in our Proposal will not be considered. We have carefully read and examined all sections of the RFP including the Administrative Section and have conducted such other investigations as were prudent and reasonable in preparing the Proposal. We agree to be bound by the statements and representations made in our Proposal and we understand that nothing in the RFP should be construed as binding on MNBC.

Signature of Authorized Representative:	Date:
Printed Name of Authorized Representative:	Title of Authorized Representative:
Email of Authorized Representative:	Phone Number of Authorized Representative:
Legal Business Name of Proponent:	Other names under which the Proponent may operate:
Address of Proponent:	City:
Province:	Postal Code:
Name of contact for this response submission:	Title of contact for this response submission:
Email of contact for this response submission:	Phone Number of contact for this response submission:
<input type="checkbox"/> References Enclosed as per recommended format in RFP Appendix B	
This response submission is for: <input type="checkbox"/> An incorporated company <input type="checkbox"/> A sole proprietor (individual)	
Do you identify as an indigenous person in Canada or is your company Indigenous owned? <input type="checkbox"/> Yes - <input type="checkbox"/> Métis <input type="checkbox"/> First Nation <input type="checkbox"/> Inuit <input type="checkbox"/> No	
Are you an MNBC citizen or is your company owned by an MNBC citizen? <input type="checkbox"/> Yes – MNBC citizenship # _____ <input type="checkbox"/> No	

Provide a bid for the services outlined in this proposal in the form of a monthly rate including GST (if applicable):

In reviewing Section "1.0 Background and Scope" are there any services in scope that you will not be able to provide or items out of scope that you can provide?

The Residential Building Attendant is expected to be available for scheduled services most days between 0830am and 0430pm, as well as outside normal business hours in the case of emergencies and tenant meetings. Please note any limitations in availability below:

Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	

Tell us about yourself (or your company) and explain why you are interested in this RFP:

Provide a summary of experience working directly with tenants or other types of clients:

Provide a summary of experience with building management:

Is suite and common area cleaning included in your quoted services?

- Yes
- No

Provide a summary of experience with general repairs and maintenance:

Is general maintenance and handyman services included in your quoted services?

- Yes
- No

Is lawncare and landscaping included in your quoted services?

- Yes
- No

Are there any other professional services that you could provide, such as snow removal, tree cutting, or recycling? Please identify whether these services are included in your bid or not.

## Appendix B: Recommended format for List of References

Please provide three (3) references that could attest to you, or your company’s, ability to successfully manage the responsibilities of a “Residential Building Attendant”.

MNBC reserves the right to contact the references to confirm the nature of the work provided by a Proponent and to obtain additional references regarding the Proponent’s performance. MNBC will not enter into a contract with any Proponent whose references, in MNBC’s sole opinion, are found to be unsatisfactory.

**ONLY USE CANADIAN INDIVIDUALS OR COMPANIES AS REFERENCES.**

Proponents Name or Company Name: \_\_\_\_\_

<b>REFERENCE 1</b>	
Company Name:	
Address:	
Contact Name:	
Phone Number:	
Brief Description of Relationship:	
<b>REFERENCE 2</b>	
Company Name:	
Address:	
Contact Name:	
Phone Number:	
Brief Description of Relationship:	
<b>REFERENCE 3</b>	
Company Name:	
Address:	
Contact Name:	
Phone Number:	
Brief Description of Relationship:	



## Appendix C: Property Description

**Address:** 10109 & 10113 Arena Road, Hudson’s Hope BC



**Unit Mix:** 16 units across 2 buildings

- 8 one-bedroom basement suites
- 8 two-bedroom suites (including main level and second floor)

## Living space

Level	Size	Rooms
UPPER– Main Level	600 sq ft	Kitchen, Dining Nook, Living Room, Bathroom
UPPER– Second Floor	552 sq ft	Master Bedroom with Ensuite, Second Bedroom, Full Bath, Laundry Room
LOWER– Basement Level	490 sq ft	Full Legal Suite



**Tenant Mix:** Includes target population of MNBC citizens, Self-identified Métis Chartered Community Members, and other indigenous individuals and families. Around half of the units are currently being rented by legacy tenants who are contract workers in Hudson's Hope. Their leases will continue as per Residential Tenancy Act regulations, but no further units will be provided to non-indigenous applicants. The purchase of the property was funded by the Urban, Rural, and Northern Indigenous Fund so there is a mandate to provide affordable housing to indigenous people.

**Adjacent lots:** MNBC owns several lots adjacent to the properties at 10109 & 10113 Arena Road. If the lots are developed in any meaningful way the successful proponent of the RFP can expect to review, and potentially amend, their service agreement to include additional services for these lots.

## Instructions

1. Review all sections of the RFP for information
2. Pay special attention to Section “1.0 Background and Scope” and Appendix C: Property Description when outlining the details of your proposal
3. Complete Appendix A
  - a. Answer each question to the best of your ability
  - b. Enter “N/A” if you do not have a response to the question
  - c. Ensure Appendix A is signed
4. Complete Appendix B
  - a. List 3 references
  - b. Preferably past clients or employers
5. Send completed copies of Appendix A and Appendix B along with any additional documents you feel would be helpful for the proposal to [housing@mnbc.ca](mailto:housing@mnbc.ca) with the Subject line “Residential Building Attendant Arena Road 2025-0001”
6. If you are an MNBC citizen, please attach a copy of the front and back of your MNBC citizenship card to the proposal (attach the owner of the company’s card if the company is Métis owned)

If you have any questions, please contact:

NAME: Dillon McLellan

TITLE: Senior Manager, Housing and Homeless Support Programs

Email: [dmclellan@mnbc.ca](mailto:dmclellan@mnbc.ca)