

Council Memo



To	City Council
Service Area	Office of the Chief Administrative Officer
Date	Wednesday, October 29, 2025
Subject	Supplemental Information: Daytime Drop-In Space Request for Proposals

The purpose of this memo is to provide Council with supplemental information in advance of Budget Amendment Day (November 26, 2025) about the Daytime Drop-In Space Request for Proposals.

On May 6, 2025, a staff report titled [Addressing Gaps in Daytime Shelter Options for Persons Experiencing Homelessness](#) was approved with direction to staff to proceed with a competitive procurement process for daytime drop-in services and report back through the 2026 budget update. In addition, Council directed staff to include the following in the Request for Proposals (RFP):

- Information on location, floorplan layout, indoor and outdoor amenities, and AODA-compliant accessibility
- A description of key staff roles, job descriptions, areas of expertise and training
- Plans and resources to maintain safe operations
- A summary of operational policies, rules, and codes of conduct for clients and staff
- RFP scoring criteria whereby proposals would receive a higher location score if not on Wyndham Street (between Wellington Street and Woolwich Street) or Carden Street, Quebec Street, Cork Street E, Macdonell Street, or Wilson Street
- A summary of a “good neighbour” approach to managing relationships with neighbours and compatibility with the surrounding community, and
- Sufficient washroom facilities during hours of operation for members of the public in need, regardless of whether they may be using the daytime drop-in space.

A RFP was released on August 12, 2025, that included the above-noted Council direction in addition to stating that the goal of the daytime drop-in space was to be operational for a two year period, seven days a week between the hours of 8 AM and 8 PM, and help people connect with overnight shelter, provide washrooms and showers, laundry and storage, while addressing food insecurity. The RFP evaluation was organized under the following headings:

- Proponent profile

- Organizations demonstrated level of experience
- Model of service
- Commitment to housing-first principles
- Team qualifications
- Staff experience
- Project understanding

The submission window was open until Sept 11, 2025, during which time one (1) submission was received.

An evaluation panel consisting of City staff and a staff member from Wellington County completed a review and scoring of the submission presented by Stepping Stone as the primary applicant with the Royal City Mission (RCM) as a partner.

Overall, the submission demonstrated a solid understanding of the approach, need, and experience required to meet the request for a 12-hour per day, seven days a week drop-in space. Stepping Stone is located adjacent to downtown and while RCM is located on a street that scored lower, there was thoughtfulness put into how the two organizations would share the responsibilities of a daytime drop-in space, particularly as it relates to being a "good neighbour" and the function of a downtown as a community economic space. The proposal would share operations between the two sites with the Stepping Stone location operating from 8am-2pm and the RCM location operating from 2pm to 8pm Monday to Friday. During weekend hours, the Stepping Stone would be open for 12 hours on Saturdays with the RCM open for 12 hours on Sundays. The evaluation team did not have any concerns with the submission and would recommend working with the proponents based on the information provided, should there be sufficient budget to support this proposal. As is standard practice in a procurement process, budget considerations do not influence the initial evaluation and scoring of the submission.

The budget request that accompanied the submission is \$1.7 million for each of the two years. The budget breakdown that accompanied the submission identifies \$1.5 million annually for operations, staffing, and administrative costs and \$200,000 annually for the provision of food services (three meals daily).

Attachments

None.

This memo was approved by:

Jodie Sales

General Manager, Strategic Initiatives and Intergovernmental Services

Office of the Chief Administrative Officer

519-822-1260 extension 3617

jodie.sales@guelph.ca

This memo was recommended by:

Tara Baker

Chief Administrative Officer

Office of the Chief Administrative Officer

519-822-1260 extension 2221

tara.baker@guelph.ca