



Interior Health

Request for Proposal

Program Title: *Temporary Assisted Living
Salmon Arm*

RFP Number: *TCSCC05-RFP 04*

Issue Date: *November 23, 2004*

Closing Location: *Sylvia Weir, Director
Strategic Business Development
Interior Health Authority
1440 14th Avenue
Vernon, BC V1B 2T1*

Closing Date & Time: *January 4, 2005 at 14:00 Pacific Time*

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1. Executive Summary

1.1 Introduction:

*Interior Health Authority (the Authority) requires interim Assisted Living accommodation in the Salmon Arm area until the 31st day of January, 2006. This Request for Proposal is a joint partnership arrangement between the Authority and the British Columbia Housing Management Commission (BC Housing) and will be of interest to those qualified operators who have the available capacity to temporarily place a maximum of **twenty (20)** Assisted Living Units into service for a term of **one(1) year (anticipated dates February 1, 2005 – January 31, 2006)**. These Units are required as an interim measure while another contracted facility is under construction. The Authority would require the ability to extend the term of the Contract in the event that the new facility is not completed prior to the end of this term.*

1.2 Background:

***Assisted Living** describes a variety of housing arrangements, which provide a range of services that facilitate people to remain independent for as long as they are able to self-direct their own care. The concept of Assisted Living is based on a philosophy of maximizing independence and promoting choice, self-direction and dignity. Assisted Living targets seniors and people with disabilities.*

Components of this program are:

- **Housing Arrangements**
 - *private housing Units with lockable doors*
- **Hospitality Services** – which must include:
 - *two nutritious meals/day, one of which is the main daily meal;*
 - *housekeeping;*
 - *laundry services;*
 - *social and recreational opportunities; and*
 - *a 24-hour emergency response system.*
- **Personal Care Services** – those services that assist a person with activities of daily living and specific delegated nursing and rehabilitation tasks. *Related skills include transferring, moving around safely, and assistance with personal hygiene, bathing, dressing, grooming, eating and managing medications.*

BC Housing's Independent Living BC Program

The province, through BC Housing, is facilitating the Independent Living BC program in partnership with the federal government, regional health authorities, and the private and non-profit sectors. Under this program, BC Housing subsidizes the housing component of the Assisted Living program for a limited number of Units.

Tenant Contribution

General, the Tenant contribution is 70% of their Net Income towards their housing, hospitality and personal care services. Tenant income information is provided to the Operator by the Authority.

2. General Information and Instructions, Terms & Conditions

2.1 Request for Proposal (RFP) – Terminology

The following terms will apply to this RFP and to any subsequent Contract. Submission of a proposal in response to this RFP indicates acceptance of all the following terms:

- “**Authority**” means the Interior Health Authority;
- “**Assisted Living**” means a housing arrangement that must consist of a private housing unit with a lockable door, hospitality services, and personal care services as described in paragraph 1.2;
- “**Contract**” means the written agreement resulting from this Request for Proposal executed by the Authority and the Operator;
- “**Operator**” means the successful Proponent to this Request for Proposal who enters into a written Contract with the Authority and BC Housing from time to time;
- “**Eligible Person**” means a person who meets citizenship, residency, age, and health condition requirements, described in the Assisted Living Operations Manual, who may be referred to the Operator by the Authority;
- “**Must**” or “**Mandatory**” means a requirement that must be met in order for a proposal to receive consideration;
- “**Proponent**” means an individual or a company that submits, or intends to submit, a proposal in response to this “Request for Proposal”;
- “**RFP**” means this Request for Proposal;
- “**Should**” or “**Desirable**” means a requirement having a significant degree of importance to the objectives of the Request for Proposal;
- “**Tenancy Agreement**” means an agreement to be entered into by and between the Operator and each Tenant who resides in the facility managed by the Operator, in the form approved by the Authority and BC Housing from time to time;
- “**Tenant**” means an Eligible Person who resides in the facility and who has been approved by the Authority to receive Services; and
- “**Unit**” means a maximum of **twenty (20)** Assisted Living Units located within the facility or such lesser number as the Operator may be required to maintain for use by the Authority, admission to which is controlled by the Authority;

2.2 Request for Proposal – Terms and Conditions

- **RFP Confirmation Acknowledgement Form – Mandatory**
 - Proponents must fill out and return the “RFP Confirmation Acknowledgement” form included as Appendix B1 to the contact person indicated on the form.
 - All subsequent information regarding this RFP, including changes made to this document will be directed only to those Proponents who return the form.
 - Subsequent information will be distributed to the Proponent’s contact person by the method authorized on the RFP Confirmation Acknowledgement form.
- **Inquiries**

All inquiries related to this RFP are to be in writing to the following person. Information obtained from any other source is not official and should not be relied upon. Inquiries and responses will be recorded and may be distributed to all Proponents at the Authority’s option.

Sylvia Weir
Director, Strategic Business Development
sylvia.weir@interiorhealth.ca

➤ **Submission of Proposals:**

Proponents must provide:

- One (1) original signed by a person authorized to sign on behalf of the Proponent, and
- Two (2) complete copies of each proposal with pricing, and
- One (1) electronic version (Word/Excel) on disk,

and be received by:

Tuesday, January 4th, 2005 at 14:00 Pacific Time
Attention: Sylvia Weir, Director, Strategic Business Development
Interior Health Authority
1440 14th Avenue, Vernon, BC V1B 2T1

- Proposals must include a Letter of Committal (paragraph 5.4) and RFP confirmation Acknowledgement form (Appendix B1).
- Proposals are not to be sent by facsimile.
- Proposals and their envelopes should be clearly marked with the name and address of the Proponent, the RFP number, and the project or program title.
- It is the Proponent's sole responsibility to ensure their submission is received when, where and how it is specified in the RFP. The Authority is not responsible for lost, misplaced or incorrectly delivered submissions.
- All submissions will be date and time stamped. For hand delivered submissions, the Authority will supply a receipt if requested.

2.3 Evaluation Criteria: Elements of Consideration - Evaluation and Selection:

Evaluation Committee: Evaluation of proposals will be by a committee formed by the Authority and BC Housing.

The Evaluation Committee will check proposals against the Evaluation Criteria. Proposals not meeting the Mandatory Criteria will be rejected without further consideration. Proposals will be assessed and scored against the Evaluation Criteria (Appendix A). The Authority's intent is to enter into a Contract with the Proponent who has the highest overall ranking.

Notwithstanding anything contained in the Authority's RFP or any custom or usage that might otherwise apply, the Authority will not be limited as to its criteria for evaluation of proposals. The Authority may take into account additional criteria and considerations in order to obtain the most advantageous proposal to the Authority and the evaluation process will be conducted solely at the discretion of the Authority.

Proponents are to clearly identify any agreements with the Authority during the past 3 years, including those currently in effect.

2.4 General Terms and Conditions:

➤ **Acceptance of Proposals**

This RFP should not be construed as an agreement to purchase goods or services. The Authority is not bound to enter into a Contract with the Proponent who submits the lowest priced proposal or with any Proponent. Proposals will be assessed in light of the Evaluation Criteria. The Authority will be under no obligation to receive further information, whether written or oral, from any Proponent.

In order for the Authority to obtain the proposal it deems most advantageous to it, the Authority reserves the right at its discretion to negotiate with any Proponent as it sees fit, or with one or more Proponent concurrently. In no event will the Authority be required to offer any modified terms to any other Proponent prior to entering into a Contract. The Authority shall incur no liability to any Proponent as a result of such negotiations and modifications.

The Authority reserves the right to accept any part or all of any proposal or to reject any part or all of any proposal.

Neither acceptance of a proposal nor execution of a Contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or by-law.

➤ **Alternative Solutions**

If alternative solutions are offered, please submit the information in the same format, as a separate proposal.

➤ **Changes to Proposal Wording**

The Proponent will not change the wording of its proposal after closing, and no words or comments will be added to the proposal unless requested by the Authority for purposes of clarification.

➤ **Clarifications**

Every Proponent who submits a proposal may request the opportunity to provide a formal presentation to the Evaluation Committee. Otherwise, clarification may be requested by the Authority as part of the evaluation, and contact will be made with the Proponent. If there is a presentation, the format will be as follows:

- 30 minutes for the presentation by the Proponent
- 15 minutes for questions and answers

➤ **Completeness of Proposal**

By submission of a proposal the Proponent warrants that, if this RFP is to design, create or provide a system or manage a program, all components required to run the system or manage the program have been identified in the proposal or will be provided by the Proponent at no additional charge.

Proposals that contain qualifying conditions or otherwise fail to conform to these instructions may be disqualified or rejected. Anything to the contrary herein notwithstanding, the Authority may, at its sole discretion elect to retain for consideration proposals which are non-conforming and may waive any irregularity, failure to comply or time stipulation required by these instructions.

➤ **Confidentiality of Information**

The Authority is subject to the provisions of the *Freedom of Information and Protection of Privacy Act* (The Act). Proprietary information can be protected under the Act (Section 21) which deems *disclosure harmful to business interests of a third party*. Please clearly mark only the pages of your proposal that you consider to fall under this protection with "Confidential". However, please be advised that should there be a dispute regarding the protection of this information, the final decision is made by the British Columbia Information and Privacy Commissioner.

Information pertaining to the Authority obtained by the Proponent as a result of participation in this RFP is confidential and must not be disclosed without prior authorization by the Authority.

➤ **Conflict of Interest**

The Authority has a conflict of interest policy governing all employees and medical staff. We ask that all Proponents respect the intent of this policy and disclose any financial transactions, activities or relationships that may be viewed as a potential conflict of interest. If information has been previously disclosed, an update should be provided if changes or new activities are initiated.

➤ **Currency and Taxes**

Prices quoted are to be:

- In Canadian dollars;
- Inclusive of duty, where applicable;
- FOB destination, delivery charges included where applicable; and
- Exclusive of Goods and Services Tax and Provincial Sales Tax.

➤ **Debriefing**

At the conclusion of the RFP process, all Proponents will be notified. Unsuccessful Proponents may request a debriefing meeting with the Authority. A debriefing meeting will be at the sole discretion of the Authority.

- **Division of Contract Award**

The Authority reserves the right to divide the Contract between two (2) or more bidders if applicable.
- **Firm Pricing**

Prices will be firm for the entire Contract period unless this RFP specifically states otherwise. The Authority will only pay the Operator for actual days of service provided. The Operator will invoice the Authority on a monthly basis for service provided (less tenant and BC Housing contributions).
- **Irrevocability of Proposals**

By submission of a clear and detailed written notice, the Proponent may amend or withdraw its proposal prior to the closing date and time. Upon closing time, all proposals become irrevocable. By submission of a proposal, the Proponent agrees that, should its proposal be successful, the Proponent will enter into negotiations with the Authority.
- **Late Proposals**

Late proposals will not be accepted and will be returned to the Proponent.
- **Liability for Errors**

While the Authority has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Authority, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this RFP.

Each Proponent submitting a proposal acknowledges and agrees by submitting the proposal that the terms and conditions of this RFP will prevail over any provision to the contrary contained in the Authority's expression of interest or any obligation on the Authority that might otherwise be implied.
- **Modification of Terms**

The Authority reserves the right to modify the terms of this RFP at any time in its sole discretion. This includes the right to cancel this RFP at any time prior to entering into a Contract with the successful Proponent.
- **Negotiation Delay**

If a written Contract cannot be negotiated within thirty (30) days of notification of the successful Proponent, the Authority may at its sole discretion at any time thereafter, terminate negotiations with that Proponent and either negotiate a Contract with another Proponent or choose to terminate the RFP process and not enter into a Contract with any of the Proponents.
- **Non-compliance**

Submission of this proposal shall be construed by the Authority to mean that the Proponent agrees to carry out all of the conditions set forth in this document that may be pertinent for each requirement. Any proposed variation from these conditions must be clearly identified. Provide any details of any non-compliance with the stated terms and conditions including an explanation of the concern and suggested alternative.
- **Ownership of Proposals**

All documents, including proposals, submitted to the Authority become the property of the Authority. They will be received and held in confidence by the Authority, subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.
- **Proponents' Expenses**

Proponents are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the Authority, if any. If the Authority elects to reject all proposals, the Authority will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

- **Proposal Validity**
Proposals will be open for acceptance for at least ninety (90) days after the closing date.
- **Reciprocity**
The Authority may consider and evaluate any proposals from other jurisdictions on the same basis that the public sector purchasing authorities in those jurisdictions would treat a similar proposal from a British Columbia supplier.
- **Reliance on Oral Representations**
All representations on the scope of this proposal or clarifications thereof must be in writing to be considered valid.
- **Request for Proposal Timeframes**
The following timetable outlines the anticipated schedule for the RFP and contract process. The timing and the sequence of events resulting from this RFP may vary and shall ultimately be determined by the Authority.

Event	Anticipated Date
Request for Proposal is issued	November 23, 2004
Request for Proposal closes	January 4, 2005
Evaluation of Proposals & Proponent notification	January 5 – 14, 2005
Negotiation Phase	January 15 – 28, 2005
Successful Proponent Contract signed	February 1, 2005

- **Signed Proposals**
The Proponent is required to provide a one page introductory letter, introducing the Proponent and the proposal, signed by the person(s) authorized to sign on behalf of the Proponent binding the Proponent to statements made in the proposal.
- **Subcontracting**
Using a subcontractor (who should be clearly identified in the proposal) is subject to negotiation with the Authority.

Subcontracting to any firm or individual whose current or past corporate or other interests may, in the Authority's opinion, give rise to a conflict of interest in connection with this project will not be permitted. This includes, but is not limited to, any firm or individual involved in the preparation of this RFP.

Where applicable, the names of approved subcontractors listed in the proposal will be included in the Contract. No additional subcontractors will be added, nor other changes made, to this list in the Contract without the written consent of the Authority.
- **Use of RFP**
This document, or any portion thereof, may not be used for any purpose other than the submission of proposals.

3. Mandatory Criteria

3.1 The following are mandatory requirements. Proposals not clearly demonstrating that they meet them will receive no further consideration during the evaluation process.

- The proposal must be received at the closing location by the specified closing date and time.
- Proposal package to consist of one (1) original signed copy, two (2) complete copies and one (1) electronic copy with pricing.
- A person authorized to sign on behalf of the Proponent must sign the proposal.
- The proposal must include a Letter of Committal.
- The proposal must include references (on service provision, type and quality to date) from a minimum of three (3) different sources. One reference should be from a funding partner or referral agency.
- RFP Confirmation Acknowledgement form to be included in the proposal package.
- Proponents must meet BC Housing's mandatory standards *Design and Construction Standards for Rent Supplement Evaluation* which is attached is Appendix B.

4. Project Scope

The purpose of this RFP is to solicit proposals through an open tendering process for an Assisted Living Service Provider for an interim period during construction of a new Assisted Living facility.

4.1 Principles

- Commitment to assisting people to remain independent for as long as they are able to self-direct their own care;
- Commitment to the philosophy of maximizing independence and promoting choice, self-direction and dignity;
- Provision of quality care from consistent caregivers and providing a balance between independence and safe care; and
- Promoting partnership opportunities within the communities.

4.2 Description of Clients

The Tenants to whom Services are to be provided under this RFP are those who have been identified by the Authority as being eligible to access Assisted Living Services according to the Ministry of Health Services Home and Community Care Policies and any other applicable provincial policy and any amendments thereof or replacement thereof that may be made from time to time.

4.3 Location of Service & Catchment Area:

SALMON ARM

4.4 Services/Programming/Methodology:

4.4.1 Service Description:

The Operator will provide the following services:

The operation and management of an Assisted Living facility according to standards, acts, policies and guidelines associated with the Ministry's Home and Community Care Policies for Assisted Living. Services to be provided in Assisted Living are determined by the needs of the Tenants. These Services will include but not be limited to, the following:

- **Core Capabilities:**
 - a. assessing, planning, negotiating, implementing and evaluating service and risk management agreements necessary to support Tenants' choices and independence;
 - b. providing or coordinating personal care to assist the Tenant in performing all activities of daily living including bathing, eating, dressing, personal hygiene, grooming, toileting and ambulating; as well as responding to the unscheduled needs of Tenants 24 hours a day;
 - c. coordinating personal laundry and provision of weekly linen laundry including incontinent laundry;
 - d. providing or coordinating two (2) nutritious meals daily or the number as specified in the Health Services Home and Community Care Policies for Assisted Living, seven (7) days a week including diets and evening snacks appropriate to Tenants' needs and choices;
 - e. ensure provision of household Services essential for health and comfort of Tenants (floor cleaning, linen changes etc.);
 - f. ensure provision of social/recreational opportunities and other Services necessary to support the Tenant;
 - g. provide or coordinate individual and group socialization activities and use of community resources to normalize the environment for community interaction;
 - h. provide or coordinate medical and social transportation.

- Hire suitably qualified staff to provide the core capabilities listed above
- Have processes approved by the Authority to:
 - a. ensure quality of care and Services;
 - b. ensure problem resolution;
 - c. provide ongoing staff education;
 - d. provide for delegation of nursing tasks as per the Registered Nurses' Association of British Columbia;

4.4.2 Term

One (1) year with anticipated dates from FEBRUARY 1, 2005 to JANUARY 31, 2006

4.5 Performance Measurement Indicators/Quality Assurance and Risk Management: *This section will include topics describing how the project will be managed, such as:*

- Quality Assurance/Monitoring Plan – The successful proponent will participate in a performance management monitoring system which measures tenant satisfaction, clinical/utilization, organizational and sound financial management. This is a means for the Authority to monitor performance and evaluate outcomes.
- Risk Management – The successful proponent will ensure risk management programs are in place for fire safety, Workplace Hazardous Material Information System, Occupational Safety and Health.

4.6 The Authority's Role

It is expected that entrance and exit criteria and approval of Services for prospective Tenants and current tenants shall be established by written agreement between the Authority and the Operator. The Tenant mix and caseload is examined in collaboration with the Operator to ensure that the care requirements are appropriate to an Assisted Living environment. The Authority and BC Housing will approve the Tenancy Agreement that will be used between the Operator and the Tenant.

4.7 Anticipated Outcomes of the Service

The Authority is recognized as being responsible and accountable for health services within its service area. A successful Assisted Living program would see seniors and people with disabilities maximizing their independence and their ability to make choices while retaining their dignity. The Authority and the successful proponent will be expected to work closely together in anticipation of the termination of the operating agreement to ensure a smooth transition for the tenants who may need to be relocated to the completed new facility.

5. The Proposal

- 5.1** The proposal must meet the Mandatory Criteria. The Proposal must provide a table of contents illustrating the page numbers of all major sections as well as identifying relevant appendices or attachments. It should also address the following areas in the proposal:
- *organization and experience*
 - *proposed program*
 - *value-added elements*
- 5.2** Proposals will be evaluated in these specific areas against related criteria. The Evaluation Criteria and weighting are set out in Appendix A.
- 5.3** In order to enable the Authority to evaluate the proposals, the Proponents are requested to include in their submission:
- *contact details for three references*
 - *staffing plan (in the format as provided in Appendix C)*
 - *building design - include room descriptions and sizing*
 - *cost to provide Assisted Living Services per Tenant per day, broken down into the following categories: housing, hospitality and personal care as described in paragraph 1.2.*
- 5.4** The proposal must be accompanied by a letter of committal, signed by an officer or owner(s) of the Proponent. The letter must contain the following elements:
- The applicant is authorized to commit the Proponent to all propositions made in the proposal. If a not-for-profit society, name of the Chair of the Board and a written disclosure that the Society's By-Laws do not restrict the Society from making this proposal and entering into a service Contract.
 - A statement consenting to reference and credit checks as listed in the proposal and with other such additional persons who may have information about the Proponent concerning dealings, credit, or other information.
 - A statement certifying that the Proponent does not have any actual or potential conflict of interest between its interests and the interests of the Authority under this RFP process.
 - A statement that there is no collusion or arrangement between the Proponent and other Proponents in connection with this proposal.
 - A statement of understanding that all documents submitted by the Proponent become the property of the Authority.
 - A statement of understanding that all documents submitted by the Proponent are subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.
 - A statement of understanding that information pertaining to the Authority obtained by the Proponent as a result of participation in this project is confidential and must not be disclosed without prior authorization by the Authority.
 - A statement that through submission of this proposal all terms and conditions of the RFP will be agreed to by the Proponent.
 - A statement that the Proponent a) has carefully read and examined the RFP and has conducted such other investigations as were prudent and reasonable in preparing the proposal and b) agrees to be bound by statements and representations made in the proposal and to any agreement resulting from the proposal.

The letter of committal must be accompanied by individual signed consents from each of the owner(s) and key officers of the organization for criminal record searches and credit checks where deemed appropriate by the Authority as part of the evaluative process.

The letter of committal should also provide:

- Proponent name and legal name of entity;
- contact details including address, telephone and fax numbers;
- description of the organization (proprietary, partnership, not-for-profit society, etc);
- charter number, if applicable;
- the organization's philosophy or "mission statement" outlining the values and beliefs of the organization; and
- a brief history of the organization including current contracts and experience in providing services related to this proposal.

APPENDIX A: Evaluation Criteria

Criteria	Total Points	Weighting (of 100%)
Organization and Experience	5	15%
Proposed Program	15	50%
Building (if applicable)	5	25%
Value Added Elements	10	10%

The points will be awarded within the following categories:

Component	Criteria	Points	Total Points (35)
Organization and Experience	Financial stability	2	5
	Experience	3	
Proposed Program	Clear philosophy	2	15
	Understanding of client group/ licensing and other policy requirements	2	
	Staffing plan /qualifications & skills	4	
	Methodology	2	
	Project monitoring/quality assurance plan/complaints process	2	
	Risk Management plan	2	
	Periodic reporting to Authority	1	
Building	Location	2	5
	Building – appropriateness for program	3	
Value Added Elements	Innovation in design and/or program	5	10
	Flexibility for the future	3	
	Clarity and commitment to vision	2	

The overall pass for any proposal is 70%.

The evaluation process will also include an evaluation of the financial model, upon which the proposal is based. The financial model must demonstrate a cost-effective means of providing a program for **Assisted Living**. If a proposal fails on this component of the evaluation, the proposal cannot be successful.

APPENDIX B: BC Housing's Design and Construction Standards for Rent Supplement Evaluation

Appendix B outlines the design and construction standards that will be used to evaluate the "Building" component of the rent supplement proposal.

The design and construction standards are listed in two categories: *mandatory* and *desirable*. To be considered for this proposal call, the *mandatory* standards must be provided or the application will be rejected. Buildings that do not currently meet the mandatory requirements may propose to incorporate them through renovation or retrofit.

The *desirable* features will be used as a reference to evaluate all proposals. Although proposals are not required to meet these criteria, they will be evaluated on the basis of how close they come to meeting these desirable features. Buildings that include more of the features in the *desirable* category will score higher in the "Building" component of the evaluation, relative to other projects.

Outline Specifications

In a new construction or conversion proposal, outline specifications are required. The outline specifications should include:

- Brief description of the assembly or system (If applicable, describe retrofit work.)
- Basic materials, products, or equipment.
- Regulatory standard, quality assurance, or reference standard, if applicable, for example, sprinklers to NFPA 13, asphalt shingles with 5-year RCABC guarantee.
- Any deviations from Appendix B.

The building systems and assemblies that need to be described in the above manner are:

1. Building Structure

Construction type (non-combustible, combustible)

Foundation type

Typical construction assemblies of exterior wall, party wall, corridor wall and floor assembly

2. Building systems

Mechanical: Heating, cooling, ventilation for suites and common areas, sanitary system, domestic hot water, plumbing fixtures

Electrical: Power supply, lighting, emergency lighting, emergency generator, exit signs

Fire and life safety: Sprinkler systems, fire alarm system

Communications: Emergency response, entry phone, telephone, cable TV, data communications

Elevator: Number and capacity (or weight)

3. Finishes

Typical floor, wall and ceiling finishes for Tenant suites and common areas

APPENDIX B – CONTINUED

MANDATORY DESIGN AND CONSTRUCTION STANDARDS

M.1 Accessibility - Building

The building, including the main entrance, circulation, amenity spaces and the entry to all rent supplement dwelling units, shall facilitate easy access for frail seniors and people with disabilities.

M.2 Accessibility - Dwelling Unit

Dwelling unit shall have sufficient clearances, particularly in the bathroom, to facilitate easy access for frail seniors and people with disabilities who require the use of mobility aids such as walkers and assistance by care aides.

Grab bars shall be provided at the shower or tub and the toilet and shall be securely mounted.

Shower or bathtub shall have a non-slip surface.

M.3 Dwelling Unit - Features

Dwelling unit shall be self-contained with a lock on the entry door.

Dwelling unit shall include a three-piece bathroom with sink, toilet, and shower or bathtub, and sleeping / living area.

M.4 Life-Safety Systems

Sprinklers and fire alarm system shall be provided in both common areas and dwelling units in compliance with NFPA 13 or NFPA.

Dwelling unit shall be equipped with hard-wired, in suite audible smoke alarms or detectors.

M.5 Emergency Response System and Monitoring

Dwelling unit shall be provided with an emergency response system.

APPENDIX B – CONTINUED

DESIRABLE DESIGN AND CONSTRUCTION STANDARDS

D.1 Location, Building Form and Site Planning

Location - close to services such as shopping and public transportation.

Site Topography - flat or gently sloping site with landscaped outdoor spaces, accessible pedestrian walkways and parking.

Building Entry - weather-protected passenger drop off area at the building entry.

Building Layout – administrative, amenity and hospitality spaces grouped for efficiency and social interaction.

Outdoor Amenity - weather protected outdoor amenity area with wheelchair access from the in-door common amenity area.

D.2 Accessibility – Building

Building Entry - should comply with the current BC Building Code requirements for accessibility, for example, a minimum 864 mm (2'-10") wide door, level entry area, minimum 1200 mm (4'-0") vestibule clearance; latch side clearance – 610 mm (2'-0") door swing toward, 305 mm (1'-0") door swing away.

Building Entry Door - auto opener with buttons in an accessible location at interior and exterior.

Exit Stairs - minimum 1100 mm (3'-7") wide with handrails both sides.

Corridors - 1524 mm (5'-0") wide with handrails on both sides. Bright and evenly lighted for visibility.

Elevator - two accessible, 1134 kg. (2500 lb.) capacity elevators are preferred for all buildings that are two stories and higher.

Elevator Features - interior dimensions 2032 x 1295 mm (80 x 51 in.) minimum; handrails in cab; large format buttons mounted at accessible height; high level of illumination; automatic recall when fire alarm is activated.

Elevator Lobby - main floor lobby to have adequate clearance for peak traffic times, minimum 3.0 m (10'-0") clearance to elevator; typical floor lobbies minimum 1.8 m (6'-0") clear.

D.3 Accessibility - Dwelling Unit

Suite Entry Door - if a closer is required at suite entry door, provide low resistance closer. Provide paddle type deadbolt at interior.

Bathroom - 914 x 1524 mm (3 x 5 ft.) shower is preferred for accessibility. Shower or tub should have an adjustable height, telephone type shower fixture.

Bathroom Grab Bars - grab bar layout in compliance with CMHC *Housing for Persons with Disabilities* or other recognized standard. Install grab bars in lieu of towel bar.

Doors - all doors minimum 864 mm (2'-10") wide, with latch side clearance as noted in item D.2 above and lever handles.

Turning Radius - provide 1500 mm (5 ft.) turning radius at the entry, bathroom, sleeping and living areas and 914 mm (3'-0") clear for circulation.

APPENDIX B – CONTINUED

D.4 Dwelling Unit - Features

Area - 51.1 m² (550 ft²) one-bedroom unit.

Kitchen - kitchen area provided with refrigerator, sink, cooking facilities, and kitchen cabinetry.

Water Temperature - domestic hot water system and/or sinks, bathtubs and showers for use by tenants shall be provided with temperature controls to prevent scalding.

Unit Temperature - individual controls e.g., a wall-mounted thermostat in each unit to permit heating system control by Tenant.

Other features such as in-suite storage or balcony / patio that increase independence or amenity.

D.5 Common Areas

Administration and Staff - offices and staff rooms adequate to the staffing model.

Amenity - entrance lobby, lounge and activity rooms. Separate active and passive lounges and activity rooms are preferred, approximately 0.93 m² (10 ft²) / dwelling unit for the tenant lounge and activity rooms.

Hospitality - commercial kitchen / servery and a common dining room with seating for 75% of tenants. Common laundry rooms are preferred on each floor with a small sitting area adjacent.

Personal Care Services - assisted bathing, hairdressing, podiatry, visiting consult room.

Service Rooms - scooter storage; tenant storage if in suite storage is not available; garbage.

D.6 Life-Safety Systems

Compartmentalization - a fire separation at the mid-point of the corridor on each floor consisting of a fire door and hold open device connected to the fire alarm system.

Exiting - 1524 mm (5'-0") wide corridors and 1100 mm. (3'-7") wide exit stairs, handrails on both sides of the exit stairs, high level of illumination for regular and emergency lighting at the corridor and stair, tactile warning strips at the landings.

Detection - provision for visual fire alarms for the hearing impaired (strobes) in all suites and common areas; a recorded voice message with the fire alarm; the activation of the in-suite smoke alarm displays at the annunciator panel, corridor and/or the emergency call system.

Smoke Control - corridor pressurization on activation of in-suite alarms to provide 100% fresh air and to limit smoke migration into the corridor. Electronic suite entry door closers, activated by a smoke detector in the unit.

Note: These measures exceed the BC Building Code requirements for group C residential occupancy, but they are recommended to address the needs of *Independent Living BC* Tenants.

D.7 Emergency Response System and Monitoring

All rent supplement dwelling units and common areas to be provided with telephone and electrical outlet for installation of Tenant activated, wireless, monitored emergency response system.

Continuous monitoring of the response system to be provided by a monitoring agency. System to permit local signal to be transmitted via pager or cellular phone to staff.

APPENDIX B1: RFP Confirmation Acknowledgement

To receive any further information about this RFP, please mail or fax this form to:

TO: Sylvia Weir
Director, Strategic Business Development
Interior Health Authority
1440 14th Avenue, Vernon, BC V1B 2T1
Fax: (250) 549-5713

RE: **RFP Program Name:** **Temporary Assisted Living
Salmon Arm**
Closing Date: **January 4, 2005**
RFP Number: **TCSCC05-RFP 04**

FROM:

COMPANY: _____
STREET ADDRESS: _____
CITY & PROVINCE: _____ POSTAL CODE: _____
MAILING ADDRESS IF DIFFERENT: _____

PHONE NUMBER: _____ FAX NUMBER: _____
CONTACT PERSON: _____
E-MAIL: _____

THIS FORM ACKNOWLEDGES RECEIPT OF THE ABOVE-NOTED DOCUMENT.

YES, WE WILL BE SUBMITTING A PROPOSAL FOR THE ABOVE-NOTED RFP.

NO, WE WILL NOT BE SENDING A RESPONSE FOR THE ABOVE-NOTED RFP.

UNLESS IT CAN BE SENT BY FAX, FURTHER CORRESPONDENCE ABOUT THIS REQUEST FOR PROPOSAL SHOULD BE SENT BY:

MAIL

EMAIL

SIGNATURE: _____

PRINT NAME: _____

TITLE: _____

DATE: _____

APPENDIX C: Staffing Plan

Attached as separate document.

APPENDIX D: Assisted Living Short Term Operating Agreement Template

Attached as separate document