

Independent Living BC
A Housing for Health Partnership

Request for
Expressions Of Interest

Vancouver Community
Vancouver Coastal Health

April 12, 2006

**BC Housing &
Vancouver Coastal Health**

**Request for Expressions of Interest
VCH-EOI-#05**

April 12, 2006

Closing Date and Time:

Proposals must be received by **2:00 p.m. Daylight Savings Time**
on **Thursday, May 25, 2006.**

Closing Location:

BC Housing
Attention: Manager, Program Development
Request for Expressions of Interest VCH-EOI-#05
601 – 4555 Kingsway
Burnaby BC V5H 4V8

Contact:

Ashley Chester
Telephone number: 604-439-4190
Fax number: 604-439-4726
E-mail: achester@bchousing.org

Table of Contents

I.	Introduction	4
	Objective	4
	The Process	5
II.	Tenant Profile and Service Requirement	5
III.	Design Standards.....	8
IV.	The Assistance Available	8
V.	Completing the Submission.....	9
	Submission Requirements	9
	Submission Format	10
	Submission Date and Address.....	10
	Submission Requests and Subsequent Contracts.....	11
VI.	Evaluation of Expressions of Interest Submissions.....	11
Appendix A	Design and Construction Standards for Independent Housing with Supports.....	12
Appendix B	Letter of Committal	13
Appendix C	Price Allocations.....	14
Appendix D	Evaluation.....	15

Request for Expressions Of Interest

Independent Living with Supports

1.0 Introduction

Vancouver Coastal Health and BC Housing (the "Funding Partners") are requesting expressions of interest submissions ("EOI Submission") from qualified parties to provide independent housing and program supports for adults with disabilities (the "Tenants").

This call for Expressions Of Interest ("EOI") is part of the government of British Columbia's commitment to add 5,000 additional community care spaces across the province by December 2008.

VCH requires a variety of models of housing and client support options related to the younger adult disabled population including those with acquired brain injuries and those with neuropsychiatric conditions. This EOI encourages the creative development of models in the continuum of housing and care for these populations. In particular, VCH is interested in combining housing with individualized care provided in a staffed model. The service model options include:

1. Geographically clustered wheel-chair accessible units (approx. 8-10 Tenants) with high levels of team staff support. The Tenant population may include those with physical disabilities with/without cognitive impairment; or, those with cognitive impairment alone ("Service Model 1").
2. Geographically scattered units in a neighbourhood (up to 20 Tenants) with consistent staff and service support for Tenants with varying degrees of cognitive impairment ("Service Model 2").

The intent is to provide affordable housing with individualized services that will be built on a psychosocial rehabilitation model and will focus on supporting health, safety, mobility and integration into the community.

The Tenants will be younger adults (19 years or older) who wish and are able to live independently in the community with supports. Individuals will rent their own self-contained apartment and have services brought to them as required. (See below **2.0 Tenant Profile and Service Requirement.**) The housing will not be in group home-like settings.

1.1 Objective

This EOI is open to private-for-profit and non-profit organizations, capable of delivering Independent Living with Supports (the "Proponent"). A Proponent may be one organization proposing to provide both the housing and the services or a partnership comprising organizations (companies/agencies/societies) proposing to work together with each assuming a distinct role in providing the housing or services.

The objectives of this EOI are:

- To identify opportunities in Vancouver to access independent housing with supports which is now available or will become available for occupancy no later than December 01, 2007;
- To award contracts for the delivery of independent housing with supports to meet needs and timelines.

1.2 Process

The EOI document is a guide for organizations on how to demonstrate experience, skill, and preparedness in the provision of independent housing with supports in a timely and cost-effective manner.

Proponents are invited to make an EOI Submission which demonstrates their ability to deliver quality housing and staffed supports at a competitive price within a specified schedule. Proponents can respond to one or both housing/service model options as described in the Introduction.

The EOI Submission must specify the number of units offered, the estimated date of availability, and the estimated price.

The Funding Partners will evaluate all EOI Submissions in each Service Model category separately. The Funding Partners may request a more detailed proposal from the Proponent with the strongest EOI Submission, or may enter directly into contract negotiations.

In the absence of a viable EOI Submission in one of the Service Model categories, the Funding Partners may consider the next highest ranking EOI Submission from the other Service Model category and may request a more detailed proposal.

Where no viable EOI Submissions are received in either Service Model category, the Funding Partners reserve the right to cancel the EOI and to approach and negotiate directly with independent housing with supports operators who did not respond to the EOI.

2.0 Tenant Profile and Service Requirement

The presentation for the prospective Tenants to be supported in these service models is mixed and includes:

- Individuals with significant physical disability;
- Individuals with a significant physical disability and some cognitive impairment; or
- Individuals with minimal physical disability, but varying degrees of cognitive impairment from mild to moderate to significant (e.g. related to an Acquired Brain Injury or Neuropsychiatric Condition).

Typically, the Tenants for both models of housing/service either are not appropriate for a group living setting or do not require 24-hour supervision. They can live safely in an independent setting with appropriate support and they do not jeopardize the safety or well-being of others. They do require the following:

- Varying levels of supervision or cueing;
- Assistance with household support (cleaning, meal preparation) and personal care (including medication support);
- Support in daily decision-making; and
- Safety support.

There is also a significant need for community integration and social interaction and some Tenants may experience challenges related to executive functioning and behavior.

Tenants will be housed under the Residential Tenancy Act through the housing provider. VCH will propose suitable Tenants from a waitlist of individuals.

2.1 Scope of Work

This EOI is seeking Proponents able to fulfill two distinct functions.

1. Housing Development and Operations (the “Housing Provider” role)

- Managing any building renovations or retrofits proposed;
- Acting as landlord;
- Managing building operations; and
- As required, consulting with the Service Provider on Tenant selection and eviction.

The Housing Provider is expected to have experience in managing housing with similar Tenants and the ability to guide, in co-operation with the Service Provider and the Funding Partners, any renovations required in the Project to reflect the diverse Tenants being targeted and the services they will need.

2. Service Provision (the “Service Provider” role)

- Providing support services to Tenants, including assisting with developing life skills such as food preparation, housekeeping and money management;
- Referring and linking Tenants to health and community supports; and
- Assisting with problem solving/goal setting and linking to community activities.

The level of staffing is not yet finalized. The EOI seeks suggestions from prospective Service Providers on the level of support they believe appropriate for the population to be served.

Partnerships

As noted above, Proponents may be individual organizations or partnerships; however, every Submission must propose to undertake the full Scope of Work. No Submission will be considered which responds only to one component of the Scope of Work.

A Proponent which is a partnership must clearly identify the following:

- The partner which, as Housing Provider will enter into Operating Agreement with BC Housing;
- The partner which will be the Service Provider and will enter into a contract with VCH; and
- Any formal or informal agreement between the partners which outlines their relationship and how they will manage the partnership on this Project and any other formal agreements deemed necessary among the partners, BC Housing, Vancouver Coastal Health and the City of Vancouver.

The evaluation of the Housing Provider and Service Provider components of the Submissions will be based on the experience and demonstrated knowledge and understanding of the distinct functions. Therefore, it is in the best interests of Proponents who do not have experience in one or other component to strengthen their Submission through strong partnerships. Proponents may also maximize their opportunities to be successful by submitting Submissions both on their own and in partnership.

2.2 Service Requirement

The successful Service Provider will have an interest and experience in working in the community with younger adults and will be committed to:

- Promoting and maximizing choice for Tenants;
- Working in close collaboration with VCH Supportive Living staff, health unit staff, and a variety of related organizations;
- Working with informal support providers in the community; and
- Seeking input and feedback from participants regarding services.

The housing models are intended to include the capacity for varying intensities of service and may support a natural transitional housing path for Tenants. However, the intent is that these housing models are long-term housing options that address physical, social, psychological, and emotional needs of the Tenants.

The two major components are:

- Appropriate housing including individual units and appropriate common area space; and
- A staffing team to meet all non-professional service needs of designated populations including personal care support, 24 hr access to staff, and support in the process of tenants transitioning into or out of these housing models.

Services will not be provided as a package to the Tenant – personal care, life skills, and community integration programs will be individualized. In addition, there will be fixed day time staffing (primarily for social support). There will also be shared access to 24 hr staffing within a designated geographical boundary.

Personal Care will be provided within the framework of the provincial Personal Assistance Guidelines (Ministry of Health, January, 1997). Services will also need to include a significant focus on individualized community integration and life skills support by staff with appropriate training.

Professional service supports (e.g. Case Management, Physiotherapy, Occupational Therapy, Nursing) will be provided through the designated health unit.

There are no formalized congregate meal services.

3.0 Design Standards

The Funding Partners expect that the housing options proposed by Proponents will involve appropriate existing housing or housing that may be easily converted.

In considering appropriate housing standards, Proponents are reminded that there are two targeted populations in this Expression of Interest:

- Those with significant physical disabilities, and
- Those with less/minimal physical disabilities but more cognitive issues. Housing needs to be accessible to either population as appropriate to the Submission.

For both populations, units need to be independent and self-contained, each with a private bathroom/shower and full kitchen. Units proposed for those with physical disabilities must meet reasonable standards for wheelchair accessibility.

Ideally, the Tenants should have access to some common space either in the immediate vicinity of the units, the building, or in the geographic vicinity (depending on the model). This space would be used for administrative functions and have some capacity for socialization.)

Please refer to the design and construction standards, which indicate mandatory building features for independent living with supports, Appendix A. Design and Construction Standards.

While the standard operating agreement will be five years, a longer term will be considered for renovation of existing building. The Proponent should specify their preferred operating agreement duration, up to a maximum of 10 years.

4.0 The Assistance Available

This call is open to for-profit and non-profit proponents. All Proponents will be judged on the same criteria.

Funding will be available to the successful Proponent in the following forms:

- Tenants will contribute rent geared to their income. The majority of Tenants will be able to support a rental payment of \$325/month.
- BCH will pay a rent supplement of \$475/unit/month for all qualified Tenants unless the units offered already receive a social housing subsidy. In the latter case, assistance may be negotiated based on the actual breakeven rent after any renovations and/or other building-related costs are factored in, up to \$475/unit/month.
- VCH will fund the agreed-upon service supports.

5.0 Completing the EOI Submission

5.1 Submission Requirements

Mandatory Requirements:

- All Proponents must have a representative attend and register at the Mandatory Information Meeting to be held:

Tuesday, April 25
1:30pm
BC Housing
6th Floor
4555 Kingsway, Burnaby

5.1.1 Housing

- **Transmittal:** Include a letter of committal. See Appendix B. Letter of Committal.
- **Proponent information:** Identify the legal entity making the submission and the contact information for the person(s) who are authorized to bind the Proponent.
- **Site:** Identify where the housing being offered is located, including the civic address and parcel identifier (PID).
- **Location:** Identify location in the community with respect to distances to relevant amenities.
- **Units:** Specify the number of units that are being offered by type and size (e.g. studio of approximately 400 sq. ft., one bedroom of 550 sq. ft.). Describe specific modifications related to Tenants with physical disabilities.
- **Amenity and common space:** Describe what is available.
- **Availability:** Indicate when the units will be available, either a specific date or over a period.
- **Price:** Please use Appendix C. Price Allocation to provide a breakdown for the Funding Partners.
- **Experience with the Funding Partners:** Identify whether and where the Proponent has worked with Vancouver Coastal Health and/or BC Housing through any other program.
- **Financial management:** If a non-profit society or public company, please provide most recent audit and any management letter received with the audit. Private companies are asked to provide a financial reference.
- **References:** Identify the Proponent's key project and management personnel who will be assigned to this specific project and provide references for them.
- **Project data:** Include whatever information is readily available to facilitate an assessment of the EOI Submission including any dimensioned unit drawings.

5.1.2 Services

- **Service model:** The Submission can be focused on one or both models of service or housing as described. Please identify which of the models the Proponent is addressing.
- **Organization profile:** Provide a short overview of experience in similar projects with similar populations.
- **Philosophy:** Provide a statement of the philosophy and principles upon which the organization's services are based.
- **Services:** Provide a description of the services to be provided.
- **Staffing Plan:** Provide a plan for staffing, including rationale for the level and allocation of staffing (including operational ideas, staffing qualifications, and educational plans).

- **Key issues:** Identify issues specific to this Tenant population and how the Proponent plans to address them.
- **Linkages:** Identify expected linkages with external health and support services (and the Housing Provider, if applicable) and the procedures for establishing and maintaining these relationships.
- **Consumer Input:** Outline the plan for consumer input into service delivery.
- **Evaluation:** Identify possible program evaluation/outcome measures.
- **Partnerships:** If entering into a partnership, summarize previous partnerships including an explanation of the challenges encountered, how they were addressed, and references from those involved.

Note:

EOI Submissions which fail to conform to these instructions may be disqualified or rejected. Notwithstanding, the Funding Partners may, at their sole discretion, elect to retain for consideration EOI Submissions which are non-conforming and may waive any irregularity required by these instructions.

If the Funding Partners reject all EOI Submissions, they will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the EOI Submission, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.

Confidentiality

Vancouver Coastal Health and BC Housing are subject to the provision 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 the submission that fall under this protection with “Confidential”. However, should there be a dispute regarding the protection of this information, the final decision is made by the British Columbia Information and Privacy Commissioner.

5.2 Submission Format

Expressions Of Interest Submissions are required to be submitted as four printed and signed copies, two bound and two unbound. Printed copies will be attached to subsequent Requests For Proposals, letters of offer, and contracts, as a record of the submission.

5.3 Submission Date and Address

All Expressions Of Interest in all forms are due no later than **2:00 p.m. Daylight Savings Time on Thursday, May 25**. Expressions Of Interest Submissions received at **any** point after this time will **not** be evaluated.

Mailing Address:

BC Housing
Manager, Program Development
601 – 4555 Kingsway
Burnaby BC V5H 4V8

For further updates and information relevant to this EOI, please visit web site www.bchousing.org/programs/proposals/VCH

5.4 Submission Requests and Subsequent Contracts

The Funding Partners are not bound to enter into a contract with the Proponent which submits the lowest priced submission or with any Proponent.

The EOI, as submitted, will be included with the contract documents as a reference to the initiation of subsequent contracts.

6.0 Evaluation of Expressions of Interest

The evaluation of the Expressions Of Interest will involve a team comprising representatives of BC Housing and Vancouver Coastal Health.

All EOI submissions will be reviewed for compliance with mandatory requirements. Proponents whose EOI submissions show strong promise may be interviewed as part of the evaluation.

For more information on the evaluation process, please see Appendix D. Evaluation.

Proponents are asked to assist Vancouver Coastal Health and BC Housing in maintaining the independence of this evaluation committee in the evaluation process.

For additional information or questions to assist with the EOI submission, please contact:

Ashley Chester
Manager, Program Development, BC Housing

by e-mail at achester@bchousing.org

or

by fax to 1-604-439-4726

no later than 4:30pm Daylight Savings Time on Tuesday, May 16, 2006.

NOTE:

BC Housing and Vancouver Coastal Health reserve the right at their sole discretion to cancel this EOI and to not award a contract to any of the Operators responding. Operators are solely responsible for their own costs and expenses in preparing or presenting their proposal and for subsequent negotiations with BC Housing and Vancouver Coastal Health, if any. Neither BC Housing nor Vancouver Coastal Health is liable to pay such costs and expenses nor to reimburse or compensate an Operator under any circumstances.

Appendix A

Design and Construction Standards for Independent housing with supports

For the purposes of housing, there are two targeted populations in this Expression Of Interest: those with significant physical disabilities and those with less/minimal physical disabilities but more cognitive issues. Housing needs to be accessible to either population as appropriate to the submission.

- For both populations, these units need to be independent and self-contained, each with a private bathroom/shower and cooking facilities (full kitchen).
- For those with physical disabilities, the units will comply with the BCH wheelchair accessible guidelines.
- For those with less/minimal physical disabilities but more cognitive issues, the units will comply with typical BC Housing unit standards. In addition, the Tenants should have access to some common space either in the immediate vicinity of the units, the building, or in the geographic vicinity (depending on the model). This space would be used for administrative functions, and have some capacity for socialization (e.g. could be an apartment adapted for use).

The “Mandatory Design and Construction Standards” below are the criteria that will be used to evaluate the housing component of the EOI submission. To be considered, an EOI submission must meet these *mandatory* standards. Buildings that do not currently meet the mandatory requirements may be proposed if the Proponent commits to meet them through renovation or retrofit.

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 people with disabilities.

M.2 Accessibility - Dwelling Unit

Dwelling unit shall have sufficient clearances, particularly in the bathroom, to facilitate easy access for people with disabilities who require the use of mobility aids.

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.

Appendix B

Letter of Committal

Date: _____

BC Housing
601 – 4555 Kingsway
Burnaby BC V5H 4V8

Attention: Manager, Program Development

Re: Request for Expressions Of Interest

I, (name) am the (position) of (legal entity – company or society, etc.), the Proponent of the attached submission. I have the authority to submit this submission and bind and make representations for the Proponent. Through submission of this submission, we agree to all the terms and conditions of the request for Expressions Of Interest and we agree to be bound by statements and representations made in this document.

We understand that our submission is subject to the *Freedom of Information and Protection of Privacy Act* under which applicants can request that provincially funded bodies, such as BC Housing, release information on the allocation of provincial program funds. Records can be withheld if their disclosure would be harmful to the business interests of the provincial body or the party with which it is doing business; however, in the case of a dispute, the final decision is made by the Information and Privacy Commissioner.

We certify that we do not have any actual or potential conflict of interest between our interests and the interests of BC Housing and the Vancouver Coastal Health under this Request for Expressions Of Interest process and that there is no collusion or arrangement between the Proponent and other Proponents in connection with this submission. We acknowledge that if a conflict exists, BC Housing and Vancouver Coastal Health may, at their discretion, withhold consideration of our submission.

We authorize and consent to BC Housing and Vancouver Coastal Health receiving and exchanging with others, including credit bureaus, the references provided in the submission, and with other persons with whom we have had dealings, credit and other information about us. We understand that such information will be a factor in the decision of BC Housing and Vancouver Coastal Health to enter into agreements for this request for Expressions Of Interest.

Proponent's legal name:

Authorized Officer:

Appendix C

Price Allocations

1. Rent Charges

Please complete table and indicate monthly accommodation charges.

	Number of Units	Rent per Unit (\$)
Studio Unit		
One-bedroom Unit		

Please list the utilities and associated costs which are included in the monthly accommodation charges above.

Please list those utilities which are not included in the monthly accommodation charges above.

2. Service Delivery Costs

Please provide costs and description of staffing/service model (for example position category and associate FTEs (full-time equivalents)). Explain assumptions for deriving those costs. Use the table below as a guide.

	Description	Cost per Unit (\$)	Total Cost (\$)
Direct Service Costs, Labour			
Service Costs, Non-Labour			
Administration			
Other			
TOTAL			

Appendix D

Evaluation

Each EOI Submission will be reviewed with respect to the following criteria to determine whether it meets a satisfactory standard.

The evaluation of EOI submissions will be done by a team with representation from BC Housing and VCH.

The numbers in brackets after each sub-category (from 1 to 3) reflect the relative importance of that sub-category in the general category. The higher the number, the more important the sub-category.

Category	Score (Partnership)	Score (Single proponent)
Housing: <ul style="list-style-type: none"> • Experience and capacity in similar housing operations (1) • Unit (including accessibility when appropriate) (3) • Availability of building amenity space (1) • Building proximity to community amenities (2) 		
This section must score 50% or greater.	50	50
Services: <ul style="list-style-type: none"> • Experience and capacity providing similar services for a similar population (3) • Alignment with best practices; appropriate philosophy (2) • Tenant relations (3) • Evaluation/outcome planning (2) • Record of sound financial management in service delivery (2) 		
This section must score 50% or greater.	50	50
Partnership: <ul style="list-style-type: none"> • Administrative / management experience in partnerships (3) • Identification of mechanisms to support partnership (1) 		
	25	-
TOTAL (as a percentage)	/125 = %	/100 = %

Business Case: Regardless of ranking by score and/or price/point, an EOI Submission must pass the 'within budget' category to be considered.		
1) Overall cost-effectiveness (price/point)		
2) Within budget (Pass / Fail)		