

V. SUBMISSION CONTENTS

<p>(For internal use only)</p> <p>BCH # _____</p> <p>VCH # _____</p>

1.1 LETTER OF COMMITTAL

Every proposal must be accompanied by a letter of committal. This letter should be on the letterhead or from the business address of the proponent and over the signature of an authorized signatory of the proponent. Please refer to the example outlined in Appendix C.

2.1 OPERATOR - SUMMARY INFORMATION

Society or Company name: _____
 (Legal entity which will enter into the operating agreements.)

Address: _____
 _____ **Postal code:** _____

Contact person: _____

Position: _____

Telephone: _____

Fax: _____

Building name: _____

Building address: _____
 _____ **Postal code:** _____

Legal description and PID numbers: _____
 (Full legal description of the land with PID numbers.)

Experience

Indicate the number of units and years the society or company has operated any of the following:

_____	Units of independent seniors housing for	_____ years	1.
_____	Units of supportive housing (including hospitality services) for	_____ years	2.
_____	Units of assisted living (including hospitality and personal care services) for	_____ years	3.
_____	Units of residential care (licensed facility with 24-hour access to medical services) for	_____ years	4.
_____	Other units (specify) _____ for	_____ years	5.

2.2 OPERATOR - SUPPORT DOCUMENTATION

- 1. List of projects owned and operated by the Operator in the Province of BC, identifying the location, size, and type of project e.g. independent seniors, supportive housing/congregate living, assisted living, residential care. 6.
- 2. Corporate mission or vision statement. 7.
- 3. Certificates confirming professional affiliations, memberships or accreditations. 8.
- 4. References from:
 - Financial institution (letter) 9.
 - Community, religious, service or volunteer organization or agency familiar with the Operator’s developments (letter or name and telephone number of contact person) 10.

3.1 PROPOSAL- SUMMARY INFORMATION

Is this proposal for units in (please check one):

_____ Existing building

_____ Building to be converted _____ Estimated date for completion

_____ New Building _____ Estimated date for completion

The standard operating agreement is five years; however, longer terms will be considered for proposals for new construction or renovation of existing operated buildings. Please specify the minimum duration of the operating agreement [to a maximum of 10 years]. _____ Years

Staffing

Staff of the building in which the proposed rent supplement apartments are located:

_____ Full Time Employees (FTEs) for _____ units (total in project), including: 11.

_____ Management and administrative staff 12.

_____ Building maintenance staff 13.

_____ Food preparation staff 14.

_____ Personal care staff (where appropriate) 15.

_____ Social / recreational staff 16.

_____ Other (please specify): 17.

Describe you and your staff's ability to meet the diverse language needs of Tenants. 18.

Hospitality Services

Basic meal package includes (check as appropriate):

- Breakfast 19.
- Lunch 20.
- Dinner 21.

Food services (check as appropriate):

- Scheduled seating 22.
- Open seating 23.
- Menu, typically with _____ main entrée choices 24.
- Ability to meet special dietary needs e.g. for diabetics 25.
- Prepared on-site 26.
- Prepared off-site; reheated on-site 27.
- Daily snacks/baking provided 28.
- Opportunity for Tenant input to menu 29.
- Capacity for Tenant's guests 30.

Housekeeping services

Please indicate which of the following tasks are included in the basic housekeeping services within Tenant's suites and the frequency of them being performed.

- vacuuming _____ per month 31.
- dusting _____ per month 32.
- cleaning kitchen and bathroom sinks, tubs, showers, and toilets _____ per month 33.
- washing all tile floors _____ per month 34.
- cleaning stove, refrigerator, microwave, etc. _____ per month 35.
- laundering towels and linens _____ per month 36.
- washing exterior windows _____ annually 37.

Other (please specify): 38.

Monitoring and 24-hour on-call emergency response system comprises: (indicate call system, staff backup and specific location of staff, either on-site or distance off-site) 39.

Social and recreational activities

Please check which of the following activities are organized by the Operator:

- exercise classes daily weekly 40.
- newsletter weekly monthly 41.
- organized cards, darts, shuffleboard or bingo 42.
- musical entertainment/dancing weekly monthly 43.
- scheduled tea weekly 44.
- special outings/trips monthly annually 45.
- weekly scheduled transportation to shopping 46.
- other 47.

Description of Personal Care Services

Operators have the option of proposing to provide personal care services themselves or in partnership with another agency.

Will personal care services be provided to Tenants by: 48.

Yes, the Operator OR a subcontracted third party

(provide name of company)

Please provide a schedule for a complete week that indicates when personal care services are available, how many staff is available and their roles and functions, or complete the sample table below.

53.

Position	Hours	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Assisted Living Worker	0700-1900	2	2	2	2	2	2	2
Assisted Living Worker	1900-2300	1	1	1	1	1	1	1

Building Location**Surrounding land use:**

_____	Primarily residential	54.
_____	Mixed residential/commercial	55.
_____	Primarily commercial/institutional	56.

Public transportation:

_____	Within 300 meters of a bus stop	57.
_____	More than 300 meters to a bus stop. Specify distance: _____ meters	58.
_____	Not available in community	59.
_____	Other community transportation (please describe): _____	60.

Proximity to (estimate distance in kilometers):**Commercial services:**

_____	Drug store	61.
_____	Convenience store	62.
_____	Food shopping	63.
_____	Clothes/sundries	64.
_____	Bank	65.

Health services:

_____	Medical clinic or doctors' offices	66.
_____	Dentist	67.
_____	Hospital	68.

Other services:

_____	Seniors recreation/social centre e.g. community centre	69.
_____	Library	70.
_____	Place of worship	71.
_____	Park	72.
_____	Other (please describe): _____	73.

Building Description

Total Number of Units in Building			Total Number of Units Offered		
Square Footage	Number		Square Footage	Number	Date Available
		Studios apartments			
		One bedroom apartments			
		Two bedroom apartments			
		Total units			

Number of storeys: _____ 74.

Number of elevators: _____ 75.

_____ Specify cab size(s) 76.

_____ Automatic sliding doors 77.

_____ Chairs/benches next to elevator 78.

Building construction type:

_____ wood-frame 79.

_____ non-combustible 80.

Age: _____ years 81.

Building accessibility (check or insert data as appropriate):

Main entrance _____ is at grade (no steps or ramps) 82.

_____ is accessible by ramp 83.

Main door _____ is manually opened 84.

_____ has automatic door opener 85.

_____ has standard door closer 86.

_____ has low resistance delayed action closer 87.

Corridor is _____ meters wide 88.

Corridor has _____ full length handrails 89.

Describe any changes in levels that occur within the building on the first floor of the building, e.g. any steps or ramps. 90.

Life-safety systems:

- _____ Audible fire alarm system 91.
- _____ Visual fire alarm system 92.
- _____ Hard-wired smoke detectors in units 93.
- _____ Sprinkler system (**Mandatory**) 94.
- _____ On-call system (please describe): 95.

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- _____ Emergency generator 96.
 - _____ Emergency lighting 97.
 - _____ Appropriate exit signage 98.
 - _____ Posted fire plans 99.
 - _____ Alternate exits 100.
 - _____ Areas of refuge 101.
 - _____ Intercom/entry system 102.
 - _____ Desk at main entrance 103.
 - _____ Security camera(s) 104.

Kitchen:

- _____ Commercial standard full-service 105.
- _____ Servery capacity only 106.

Dining room(s) seating capacity: _____ size: _____ sq. m. 107.

Lounge(s) seating capacity: _____ size: _____ sq. m. 108.

Number of bathing rooms: _____ 109.

Describe bathing equipment type: _____ 110.

Laundry equipment:

Number of washing machines _____ to _____ units 111.

Number of dryers _____ to _____ units 112.

Other amenity space(s):

_____ TV room 113.

_____ Library 114.

_____ Hobby (arts and crafts) room 115.

_____ Equipped exercise room 116.

_____ Workshop 117.

_____ Scooter storage 118.

_____ Scooter charging 119.

_____ Other (please describe): _____ 120.

Outdoor amenity space(s):

_____ Fenced lawn or courtyard 121.

_____ Benches 122.

_____ Lawn furniture 123.

_____ Garden plots for tenants 124.

_____ Rooftop garden 125.

_____ Other (please describe): _____ 126.

Unit description

Appliances:

_____	Refrigerator	_____ bar size	127.
		_____ full size	128.
_____	Stove/oven		129.
_____	Stove over-ride switch		130.
_____	Range top		131.
_____	Microwave		132.
_____	Dishwasher		133.
_____	Washer/dryer		134.

Other:

_____	Wired for telephone		135.
_____	Wired for cable		136.
_____	Wired for satellite		137.
_____	Air conditioning		138.
_____	Temperature control		139.
_____	Enterphone system		140.
_____	En-suite storage	_____ sq. m.	141.

Please describe unit floor surface coverings:

142.

3.2 PROPOSAL - SUPPORT DOCUMENTATION

- 1. Job descriptions, staff qualifications and staffing schedules for all staff directly responsible for the Tenants including the manager and persons responsible for food preparation and personal care services. 143.
- 2. Description of all training programs the Operator delivers directly to its staff or any formal programs it requires that staff take. 144.
- 3. Neighbourhood plan indicating proximity of building to amenities, including food shopping, medical offices, public transportation, and social/recreational centres. 145.
- 4. Ground floor (or amenity floor) plan. 146.
- 5. Dimensioned unit plan(s), preferably with schematic furniture layouts. 147.
- 6. Description of the social / recreational programs available for Tenants in this building. (Please attach Tenant bulletins or newsletters.) 148.
- 7. Fire / emergency plan for the building. 149.
- 8. Typical menu over a monthly cycle. 150.

4.1 SCHEDULE OF UNIT AVAILABILITY

VCH requires four months to fill the units contracted. Please indicate which months the Operator’s units can begin to be made available:

_____ (month, year)	_____	Number of units
_____ (month, year)	_____	Number of units
_____ (month, year)	_____	Number of units
_____ (month, year)	_____	Number of units
_____ (month, year)	_____	_____

Present level of vacancies is _____ units.

Average annual turnover is _____ units out of a total of _____ units.

5.1 PRICE - SUMMARY INFORMATION

1. Base monthly accommodation and hospitality charge:

- \$ _____ Studio
- \$ _____ One-bedroom
- \$ _____ Two-bedroom

2. Additional hospitality services not included in basic package (if any):

Cost per service	Description of service
\$ _____	_____
\$ _____	_____
\$ _____	_____

3. Monthly personal care services. Personal care services should be based on providing an average of 36 minutes of personal care per Tenant per day.

Cost per service	Description of personal care services
\$ _____	_____
\$ _____	_____
\$ _____	_____
\$ _____	_____

4. Extra monthly cost for double occupancy

- \$ _____ without personal care services for the second person
- \$ _____ with personal care services for the second person

5. Any costs not otherwise specified (e.g. vacant unit charge, damage deposit)

Cost per service	Description of additional costs
\$ _____	_____
\$ _____	_____
\$ _____	_____
\$ _____	_____

5.2 PRICE - SUPPORT DOCUMENTATION

1. Copy of the Tenant agreement/contracts governing the provision of accommodation and services to existing Tenants in the Operator's buildings.
2. Schedule of extra services and costs for Tenants.

VI. EVALUATION OF THE PROPOSALS, CONTRACT AWARD AND ADMINISTRATION

Evaluation

BC Housing and VCH will use the evaluation criteria and weighting outlined in Appendix D to evaluate the proposals received. As part of the evaluation process, the evaluation team (representatives of BC Housing and VCH) may tour the building being proposed and may request an interview with the Operator's manager responsible for the building where the units being offered are located.

Unless otherwise requested in the proposal, this visit will be organized through the contact person listed in the proposal.

Clarification of proposal

BC Housing and VCH reserve the right to request the clarification of the contents of any proposal. BC Housing and VCH may require Operators to submit supplementary documentation clarifying any matters contained in their proposals and may seek the respective Operator's acknowledgement of that interpretation. BC Housing and VCH are not obliged to seek clarification of any aspect of a proposal.

Any written information received by the BC Housing and VCH from an Operator pursuant to a request for clarification as part of the RFP process shall be considered as an integral part of the proposal.

Deemed acceptance of provisions

All of the terms, conditions and provisions of this RFP are deemed to be accepted by each Operator responding and incorporated into each Operator's proposal by this reference.

Operator's expenses

Operators are solely responsible for their own costs and expenses in preparing or presenting their proposal and for subsequent negotiations with BC Housing and VCH, if any. Neither BC Housing nor VCH is liable to pay such costs and expenses or to reimburse or compensate an Operator under any circumstances.

Cancellation and non-award

BC Housing and VCH reserve the right at their sole discretion to cancel this Request for Proposals and to not award a contract for rent supplement units to any of the Operators responding.

Notifying all proponents of the outcome

Following the evaluation of the proposals and selection of the successful Operator(s), all proponents will be informed of the decision by BC Housing and VCH. This notification will occur in writing no later than 30 business days after the submission deadline.

Award and terms of the agreement

BC Housing and VCH will each enter into an agreement with the Operator for a minimum of five years.

The move-in of Tenants will be staggered over the first four months following the execution of the operating agreements, in a manner and schedule mutually agreed to by the three parties.

These two agreements (See Appendices E and F.) will set out each party's responsibilities and obligations, the standards of service to the Tenants, the entrance and exit criteria, the process for adjusting assistance based on changes in the Tenants' incomes, the monitoring and accountability requirements, and the termination clause.

Performance and accountability

VCH and BC Housing will monitor the contractual agreements through a combination of building and services reviews to ensure compliance with the operating agreements.