

(For internal use only)
BCH # _____
VIHA # _____

V. SUBMISSION CONTENTS

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

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

Company 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 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.

Insurance

Summarize Operator’s existing insurance coverage limits below:

- “All Risks” Property: _____ 6.
- “All Risks” Business Interruption: _____ 7.
- Comprehensive Boiler and Machinery (if applicable): _____ 8.
- Automobile Liability: _____ 9.
- Comprehensive General Liability: _____ 10.
- Professional Liability: _____ 11.

Staff

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

- _____ Full Time Employees (FTEs) for _____ units (total in project), including: 12.
- _____ Management and administrative staff 13.
- _____ Building maintenance staff 14.
- _____ Other staff including social/recreational activities co-ordinator, food preparation and service staff, housekeeping staff (please describe): 15.
- _____
- _____
- _____
- _____
- _____

Community Links

List the organizations, resources, service agencies, etc. that the Operator accesses on behalf of its Tenants and please describe the involvement of the Operator’s staff in facilitating Tenant access: 16.

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 i.e. independent seniors, supportive housing/congregate living, residential care. | 17. |
| 2. References from: | |
| • Financial institution (letter) | 18. |
| • Community, religious, service or volunteer organization or agency familiar with the Operator's developments (letter or name and telephone number of contact person) | 19. |
| • VIHA, home support or medical staff (name and telephone number of person) | 20. |
| 3. Job descriptions and qualifications for all staff directly responsible for the Tenants including the manager and persons responsible for food preparation and the staff schedule. | 21. |
| 4. Description of all training programs in the last two years the Operator has delivered directly to its staff or any formal programs it requires that staff take. | 22. |
| 5. Mission statement or company philosophy. | 23. |

3.1 Proposal - Summary

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 privately owned and operated buildings. Please specify the minimum duration of the operating agreement [to a maximum of 10 years]. _____ Years

Building location

Surrounding land use:

_____ Primarily residential	24.
_____ Mixed residential/commercial	25.
_____ Primarily commercial/institutional	26.

Public transportation:

_____	Within 300 meters of a bus stop	27.
_____	More than 300 meters to a bus stop. Specify distance: _____ meters	28.
_____	Not available in community	29.
_____	Other community transportation Please describe: _____	30.

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

_____	Drug store	31.
_____	Convenience store	32.
_____	Food shopping	33.
_____	Clothes/sundries	34.
_____	Bank	35.
_____	Restaurant/Coffee Shop	36.
_____	Other	37.

Health services:

_____	Medical clinic or doctors' offices	38.
_____	Dentist	39.
_____	Hospital	40.

Other services:

_____	Seniors recreation/social centre i.e. community centre	41.
_____	Library	42.
_____	Place of worship	43.
_____	Park	44.
_____	Other (please describe): _____	45.

General building description

_____	Total number of units in building		46.
Building construction type:			
_____	wood-frame		47.
_____	non-combustible		48.
Age:	_____	years	49.
Number of storeys:	_____		50.
Number of elevators:	_____		51.
_____	Specify cab size(s)		52.
_____	Automatic sliding doors		53.
_____	Chairs/benches next to elevator		54.
	What is the greatest distance an apartment is from an elevator?	_____ meters	55.
	What is the greatest distance an apartment is from the exit stairs?	_____ meters	56.
	What is the greatest distance an apartment is from the dining room?	_____ meters	57.
	What is the greatest distance an apartment is from other common areas?	_____ meters	58.
	What is the greatest distance an apartment is from the laundry facilities?	_____ meters	59.
Building accessibility (check or insert data as appropriate):			
Main entrance	_____	is at grade (no steps or ramps)	60.
	_____	is accessible by ramp	61.
Main door	_____	is manually opened	62.
	_____	has automatic door opener	63.
	_____	has standard door closer	64.
	_____	has low resistance delayed action closer	65.
Corridor is	_____	meters wide	66.
Corridor has	_____	full length handrails	67.

Describe any changes in levels which on any floor of the building, i.e. any steps or ramps 68.

Life-safety systems:

_____ Audible fire alarm system	69.
_____ Visual fire alarm system	70.
_____ Hard-wired smoke detectors in units	71.
_____ Sprinkler system (Mandatory)	72.
_____ On-call system	73.
_____ Emergency generator	74.
_____ Emergency lighting	75.
_____ Appropriate exit signage	76.
_____ Posted fire plans	77.
_____ Alternate exits	78.
_____ Areas of refuge	79.
_____ Intercom/entry system	80.
_____ Desk at main entrance	81.
_____ Security camera(s)	82.

Kitchen:

_____ Commercial standard full-service	83.
_____ Served capacity only	84.

Dining room(s) seating capacity: _____ size: _____ sq. m. 85.

Lounge(s) seating capacity: _____ size: _____ sq. m. 86.

Number of bathing rooms: _____ 87.

Describe bathing equipment type: _____ 88.

Laundry equipment:

Number of washing machines _____ to _____ units 89.

Number of dryers _____ to _____ units 90.

On what basis are the laundry machines accessible to Tenants for additional laundry beyond the hospitality services provided? Please explain. 91.

Other amenity space(s):

_____ TV room 92.

_____ Library 93.

_____ Hobby (arts and crafts) room 94.

_____ Equipped exercise room 95.

_____ Workshop 96.

_____ Scooter storage 97.

_____ Scooter charging 98.

_____ Other (please describe): _____ 99.

Description of the apartments being offered**Number of units by type:**

_____ Bed sitting units _____ sq. m. 100.

_____ Studio units _____ sq. m. 101.

_____ One-bedroom units _____ sq. m. 102.

_____ Two-bedroom units _____ sq. m. 103.

_____ **Total Units** 104.

Unit accessibility:

Suite entry door	_____ mm wide	105.
	_____ lever passage set	106.
	_____ low resistance delayed action door closer	107.
Bathroom door	_____ mm wide	108.
	_____ lever passage set	109.
Kitchen taps	_____ lever	110.
Bathroom size	_____ sq. m.	111.
Bathroom sink taps	_____ lever	112.
Roll-in shower	_____	113.
Step-in shower	_____	114.
Hand-held shower head	_____	115.
Side-entry bath	_____	116.
Standard bath	_____	117.
Bath / shower taps	_____ lever	118.
Grab bars	_____ bath / shower	119.
	_____ next to toilet	120.
Bath / Shower bottom surface	_____ slip resistance	121.
Height of toilet	_____ mm	122.

Please describe unit floor surface coverings:

123.

Unit appliances:

_____ Refrigerator	_____ bar size	124.
	_____ full size	125.
_____ Stove/oven		126.
_____ Stove over-ride switch		127.
_____ Range top		128.
_____ Microwave		129.
_____ Dishwasher		130.
_____ Washer/dryer		131.

Other:

_____	Wired for telephone	132.
_____	Wired for cable	133.
_____	Wired for satellite	134.
_____	Air conditioning	135.
_____	Temperature control	136.
_____	Enterphone system	137.
_____	En-suite storage _____ sq. m.	138.

Description of outdoor amenity spaces

_____	Fenced lawn or courtyard	139.
_____	Benches	140.
_____	Lawn furniture	141.
_____	Garden plots for Tenants	142.
_____	Rooftop garden	143.
_____	Other. Please describe: _____	144.

Description of support services**Basic meal package includes** (check as appropriate):

_____	Breakfast	145.
_____	Lunch	146.
_____	Dinner	147.

Food services (check as appropriate):

_____	Scheduled seating	148.
_____	Open seating	149.
_____	Menu, typically with _____ main entrée choices	150.
_____	Ability to meet special dietary needs e.g. for diabetics	151.
_____	Prepared on-site	152.
_____	Prepared off-site; reheated on-site	153.
_____	Daily snacks/baking provided	154.
_____	Opportunity for Tenant input to menu	155.
_____	Capacity for Tenant's guests	156.

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 157.
- _____ dusting _____ per month 158.
- _____ cleaning kitchen and bathroom sinks, tubs, showers, and toilets _____ per month 159.
- _____ washing all tile floors _____ per month 160.
- _____ cleaning stove, refrigerator, microwave, etc. _____ per month 161.
- _____ laundering towels and linens _____ per month 162.
- _____ washing exterior windows _____ annually 163.

Other (please specify): 164.

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) 165.

Description of recreational and social activities

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

_____	exercise classes	_____	daily	_____	weekly	166.
_____	newsletter	_____	weekly	_____	monthly	167.
_____	organized cards, darts, shuffleboard or bingo					168.
_____	musical entertainment/dancing	_____	weekly	_____	monthly	169.
_____	scheduled tea	_____	weekly	_____		170.
_____	special outings/trips	_____	monthly	_____	annually	171.
_____	weekly scheduled transportation to shopping					172.
_____	other					173.

3.2 Proposal - Support Documentation

1. Neighbourhood plan indicating proximity of building to amenities, including food shopping, medical offices, public transportation, and social/recreational centres. 174.
2. Ground floor (or amenity floor) plan. 175.
3. Dimensioned unit plan(s), preferably with schematic furniture layouts. 176.
4. Description of the social/recreational programs available for Tenants in this building. (Please attach Tenant bulletins or newsletters.) 177.
5. Fire / emergency plan for the building. 178.
6. Typical menu over a monthly cycle. 179.

4.1 Schedule – Summary Information

The VIHA requires three months to fill the units contracted. The preferred timeframe for this rent-up is a three month timeframe beginning any time between April 1, 2003 and July 1, 2003. Please indicate which months the Operator's units can begin to be made available:

_____	April 1, 2003	_____	Number of units
_____	May 1, 2003	_____	Number of units
_____	June 1, 2003	_____	Number of units
_____	July 1, 2003	_____	Number of units
_____	Other (specify)	_____	

Present level of vacancies is _____ units.

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

5.1 Price – Summary

A. Base monthly charge

Unit type	No. of units	Unit price	Double occupancy	Cost for vacancy
Bed-sitting room				
Studio				
One bedroom				
Two bedroom				
Total				

Number of units — List the number of units of each type being offered. If the Operator is prepared to make available a mix of units, list the range by type and give the total number of units being proposed. For example, 0–7 studios, 1–10 one-bedrooms, 0–2 two-bedrooms; maximum total of 12 units.

Unit price — This is the total price for single occupancy with all charges for the unit type including basic package, rent, utilities, and hospitality services.

Double occupancy — Specify the extra charge for a second person occupying a unit.

Cost for vacancy — Specify the monthly charge to VIHA if a unit is vacant due to Tenant turnover.

Total — Specify the total number of units being offered only; do not total any of the other columns.

B. Extra charges

Please provide costs for the following:

Additional third meal: \$ _____ Additional laundry (linens): \$ _____

Other extra services available (please describe and give price): _____

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 PROPOSALS, CONTRACT AWARD AND ADMINISTRATION

Evaluation

BC Housing and the VIHA 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 VIHA) may tour the building being proposed and may request an interview with the Operator's manager responsible for the building where the units are located. This visit will be organized through the contact person indicated in the proposal.

Proposals will be evaluated within the three health services areas with a view to meeting the identified need for each. Within a market area, the best proposals presented will be selected up to the reasonable number of units that can be absorbed within that market. This may mean only one of two highly rated projects in a market may be chosen and that other adequate but less highly rated projects in other markets within a health service area are chosen. VIHA may also seek some smaller scale developments in larger communities where it has identified a population who would be at risk of social isolation in very large developments.

Clarification of proposal

BC Housing and the VIHA reserve the right to request the clarification of the contents of any proposal. BC Housing and the VIHA 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 the VIHA are not obliged to seek clarification of any aspect of a proposal.

Any written information received by the BC Housing and the VIHA 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 the VIHA, if any. Neither BC Housing nor the VIHA 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 the VIHA reserve the right at their sole discretion to cancel this RFP 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 all proponents will be informed of the decision by BC Housing and the VIHA. 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 the VIHA will each enter into an agreement with the Operator for five years.

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

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

Performance and accountability

The VIHA and BC Housing will regularly inspect and review the building, the rent supplement units, and the services provided to ensure compliance with the operating agreements.