



Request for Proposals

Esquimalt Recreation Centre: Provision of Health, Wellness and Rehabilitation Services RFP No. P&R-2019-03

Issue Date: January 15, 2019

Closing date and time:

Proposals must be received before 2:00 pm Pacific standard time on Friday March 15, 2019. Please submit one original and two copies of your proposal.

Submission address:

All proposals must be submitted to the Parks and Recreation Department in a sealed envelope marked RFP Provision of Health, Wellness and Rehabilitation Services

Addressed to: Jeff Byron, Manager of Recreation Services
Corporation of the Township of Esquimalt
1151 Esquimalt Road.
Esquimalt, BC V9A 3N6

Proposal results:

Proposals will not be opened publicly. Results will be communicated to all bidders.

Addenda: It is solely the responsibility of the bidder to ensure that it has obtained, prior to the closing date and time, any addenda issued by the Township of Esquimalt. Addenda's will be posted on Esquimalt's website.

Contact person: All enquiries related to this Request for Proposal are to be directed, in writing, to the following person. Information obtained from any other source is not official and should not be relied upon:

Jeff Byron, Manager of Recreation Services

Email: jeff.byron@esquimalt.ca

From time to time our spam filters block legitimate email. The Corporation cannot accept responsibility for delivery/receipt of email so please follow up if you do not receive a response.

CORPORATION OF THE TOWNSHIP OF ESQUIMALT

**ESQUIMALT RECREATION CENTRE
Provision of Health, Wellness and Rehabilitation Services**

REQUEST FOR PROPOSALS

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1. INSTRUCTIONS TO PROPONENTS

ITEM 1 - GENERAL

The Corporation of the Township of Esquimalt is seeking innovative proposals from qualified health care professionals to provide health, wellness, and rehabilitation services for the residents of Esquimalt and the greater Victoria community at the Esquimalt Recreation Centre located at 527 Fraser St., Esquimalt, B.C. commencing **November 2019**.

ITEM 2 - AGREEMENT TERM

The Proponent judged to have the best overall proposal in accordance with the Evaluation Criteria, if any, may be selected to enter into negotiations leading to, an agreement with the Township for the provision of Health, Wellness and Rehabilitation Services in Esquimalt. The Evaluation Criteria, the submitted Proposal and any modification agreed to by the successful Proponent and the Township would be merged and form part of the Consultant Services or Legal Agreement.

ITEM 3 - SUBMISSION OF REQUEST FOR PROPOSAL

Proposals (three copies) in a sealed envelope, marked **PERSONAL AND CONFIDENTIAL** and clearly identified as "***Request for Proposals – Esquimalt Recreation Centre Rehabilitation Services***" will be received until **2:00 PM, Friday, March 15, 2019** by:

Jeff Byron,
Manager of Recreation Services
Corporation of the Township of Esquimalt
1151 Esquimalt Road.
Esquimalt, BC V9A 3N6

ITEM 4 - FORM OF PROPOSAL

All Proposals must be on the Form of Proposal attached hereto, and shall be executed by the Proponent with his/her business address. Facsimile and e-mail submissions will not be accepted.

ITEM 5 - PROPOSAL CONSIDERATION

NO CONTRACT 'A' – This is a request for proposals only and is not a call for tenders. No contract of any kind is formed between the Township and any Proponent upon submission of any proposal in response to this request and the Township assumes no liability for any costs incurred. For certainty, nothing in these RFP documents, including without limitation, the use of mandatory language, language reserving rights to the RFP Esquimalt Recreation Centre Rehabilitation Services

Township or language of agreement is intended by the Township to indicate an intention to be contractually bound to any bidder in any manner whatsoever.

ITEM 6 – POINT OF CONTACT

All correspondence must be in writing and directed to Jeff Byron, Manager of Recreation Services only. Municipal staff, Council, or Community groups are not to be queried regarding these services. Attendance at the non mandatory site visit is the only means of observing the physical space,

ITEM 7- MODIFICATION OF PROPOSALS

Proposals may be modified at any time prior to the date and time outlined in Item 3. Modifications shall be in writing, and shall be executed on behalf of the Proponent. Facsimile and e-mail modifications will not be accepted.

ITEM 8 - PROPOSAL ACCEPTANCE

The Township reserves the right, in its sole discretion, to waive any defect or any irregularity in a Proposal and to negotiate with any Proponent, notwithstanding any other provision in the RFP, or any practice or custom in the industry. The Township, in its sole discretion, shall have the unfettered right to: accept or reject any Proposal, reject all Proposals, accept a Proposal which is not the lowest priced Proposal, and reject a Proposal even if it is the only Proposal received by the Township, and negotiate contract terms with any Proponent.

Acceptance of a Proposal will be based on the Proposal that will give the Township the greatest value based on quality, service and price. The Township shall be the sole judge on a Proposal and its decision shall be final. The Township also reserves the right to make such investigations, as it deems necessary, to determine the ability of any Proponent to perform the work or services to be provided.

The Township will not be under any obligations to any Proponent until the Council of the Township has approved the Consultant Services Agreement by resolution or bylaw.

ITEM 9 - REQUIREMENTS

The following list of required abilities, knowledge, and experience will be utilized to assess the proposals for this project:

- extensive experience in health, wellness, and rehabilitation service provision and the ability to provide multi-disciplinary services and programs;
- proven track record of service provision and the ability to work within a public Recreation Centre setting;
- proven ability to offer successful and viable Health, Wellness, and Rehabilitative services;
- proven ability of business owner(s) and/or Operator(s) to work together and with others, i.e., owner's project team, outside agencies (Federal & Provincial), user

- and community groups;
- proven education, certification and ability of listed key personnel (include details of any particular aspect or specific experience related to the provisions on wellness services).

ITEM 10 - FORM OF PROPOSAL

The attached Form of Proposal shall be completed and submitted as part of the Proposal Call. In addition to the requested information, any alternative proposals concerning other methods or procedures or alternative fee schedules, may be detailed in Section 4.

Proponents shall include in their submissions a profile of their business(es) outlining history, philosophy and target market. The Township wishes to receive imaginative proposals that fully demonstrate the Proponent's ability to meet and maintain the high standards necessary to manage a successful operation in health, wellness and rehabilitation services, while providing value added opportunities to the local community.

In review, the proposal should be specific, comprehensive and include:

- A business plan including marketing initiatives
- Company history of related past work in the health care industry
- Proposed services
- Proposed hours of operation
- Proposed transitional programs to bridge rehabilitation and ongoing physical activity
- Proposed financial and in-kind contributions to the following annual events:
 - Esquimalt 5k – April (annually)
 - 10K Training Clinic January-April (annually)
 - Employee Worksafe training, fitness and ergonomic assessment (ongoing)
 - Esquimalt's Christmas Tree Village (annually)
- Proposed community partnerships
- Proposed client fee structure.
 - Note: The fee structure as set out in the successful proposal will remain firm for a period of one (1) year from the commencement of services at the Recreation Centre. Any proposed change to fee structure must be submitted three months in advance for approval.
- Anticipated investment in equipment and physical changes to the six hundred and twenty seven (627) square foot rehabilitation area
- Proposed capital improvements for additional space
 - Cost sharing of improvements adding value to Township facilities and operations can be negotiated. All market specific tenant improvement costs will be 100% the proponents.
- Marketing plan and signage expectations.
- Details regarding financial arrangements as outlined in Terms of Reference
- Consideration of current and proposed clientele
- Consideration of children services including speech therapy, autism therapy etc,

Drug & Alcohol Rehabilitation, Post Traumatic Stress Disorder, brain injury, Occupational Therapist assessments, integration with local physicians.

ITEM 11- SITE MEETING

An optional site meeting is scheduled for applicants on **Wednesday, February 13, 2019 at 2:00 p.m.** at the Esquimalt Recreation Centre, 527 Fraser Street. Municipal staff will be available to answer any questions and to complete a walk through of the site.

ITEM 12 - PROPONENT PRESENTATION

An opportunity will be given to the Proponents to make a short presentation as detailed in the Terms of Reference, Section 16. It is anticipated that the interviews will be scheduled the week of **April 1, 2019.**

ITEM 13 - ENQUIRIES

Requests for clarification of these instructions or related documents should be addressed to:

Jeff Byron,
Manager of Recreation Services
Corporation of the Township of Esquimalt
1151 Esquimalt Road.
Esquimalt, BC V9A 3N6

ITEM 14 - DISCLOSURE

The Corporation of the Township of Esquimalt reserves the right to make any disclosure of information contained in the submitted Request for Proposal documents that they consider to be appropriate and in accordance with the *Freedom of Information Act*.

2. TERMS OF REFERENCE

1. Background

Vision: Esquimalt Parks and Recreation's focus is community development, wellness and health. After successful development of Greater Victoria's first water therapy program more than twenty years ago, Esquimalt Parks and Recreation continues to provide leadership in the recreation field.

Wellness Philosophy: Parks and Recreation are essential to personal health, balanced human development, and the reduction of health care costs. Our strategic plan looks towards the building of successful partnerships and relationships to further enhance our community's access to health and wellness services.

Market Profile: Esquimalt's primary market is a diverse community of 17,660(2016). The secondary Greater Victoria region has a population of approximately 350,000 people. Seventy percent of the community is comprised of adults between the ages of 25-84.

Programs and Services: Esquimalt Parks and Recreation offers a continuum of services and programs from passive to active. Our parks offer wonderful opportunities for walking and sports field activities. Our programs range from fitness and wellness, ice to water, preschool, children, youth and adult, and our services encompass facility rentals, community events, program and community development, and other quality of life choices.

Strategic Priorities: The current priorities of Esquimalt's Council can be found at <https://www.esquimalt.ca/municipal-hall/community-planning/strategic-priorities>

Venue Features: The Esquimalt Recreation Centre offers the following features:

- 4500 sq ft Wellness Centre, consisting of a two-level facility containing a multitude of fitness equipment
- Fully accessible Aquatic Centre with warm water (86C 5 lane main pool, 87C lifestyle pool and lazy river), Sauna, Steam Room, Hot Tub, and Water features
- Accessible Change rooms
- Five various sized multipurpose rooms
- Dance studio
- Gymnasium
- Licensed Out of School Care facility
- Youth Centre

2. Available Data

The Esquimalt Recreation Centre is a 43-year-old community recreation facility which underwent a major renovation in 2004, and enhancement upgrades to common areas in 2012. The Township has one available exclusive office space for the service provider which is 627 sq. ft. Please see facility floor plans, Appendix 1. The space is supplied with electricity, heating, ventilation and has direct access to the pool deck.

The proponent is responsible to identify and pay for any proposed physical changes to the office space, in compliance with the following:

- British Columbia Building Code
- Fire Department
- Health Act and applicable Health Care Services Regulations
- Builder's Lien Act
- Township of Esquimalt approval

3. Services Required and Facilities Provided

The Township is seeking qualified wellness professionals, (ie. Physiotherapists, Kinesiologists, Massage Therapists, Chiropractors, other medical professionals), to provide a range of programs and services designed to effectively operate health, wellness and rehabilitation services (interdisciplinary services including water rehabilitation, physiotherapy) at the Esquimalt Recreation Centre.

Esquimalt Parks and Recreation (EPR) offers fitness and wellness programs and services to the general public including, but not limited to; Weightroom Drop-in, Circuit Training, Personal Training, Drop-in Group Fitness Classes (aerobics etc.) and Registered Fitness Programs (Yoga, Tai Chi, etc.). It is expected that the service offerings of the successful proponent will support and build on these general program areas with a specific focus on rehabilitation and interdisciplinary health services delivered to individuals on a one-on-one basis. Registered Group Programs being offered to the public are to be offered in partnership with Esquimalt Parks and Recreation with a revenue sharing agreement in place. Typically EPR will provide advertising, registration and facility space for these programs and the Proponent will provide all other items including instruction and facilitation. Revenue sharing programming is organized on a seasonal basis and in conjunction with the Fitness Programmer.

The successful Proponent will provide the necessary management, supervision, labour, equipment, and reception services to provide health, wellness and rehabilitation services in order to operate this business at the Esquimalt Recreation Centre. The Proponent is permitted to install office space improvements (approval required by the Township) at their expense. The Proponent is required to provide janitorial needs at its cost within the office space.

Proposals for the financial arrangements between the Township and the Proponent will form part of the proposal.

The Township will provide the successful Proponent with access to the following:

- Exclusive use of the office. The purpose of the office space is to conduct business of the Proponent, including but not limited to assessments and client treatment.
- Non-exclusive access to the 4,500 sq. ft. Wellness Centre, the Aquatics Centre, Change Rooms and Family Change Rooms. These spaces are shared with public use of Esquimalt Recreation Centre. Schedules for use will be arranged on a seasonal basis with the Manager of Recreation Services, in consideration of established programs and services offered by the recreation department. Rental fees will be required for the use of multi-purpose rooms as per the Fees and Charges Policy, unless negotiated as part of the contract.

4. Methodology

The anticipated methodology is that the Proponent will contract with the Township and will be responsible for planning, marketing, and delivery of quality health, wellness, and rehabilitation services out of the Esquimalt Recreation Centre. The Proponent will fully implement its chosen proposal to successfully meet the service delivery criteria.

5. Scope of Work

The successful Proponent will enter into a contract with the Township based on the information contained in this request for Proposals, the successful Proponent's submissions and any modifications.

Any contract awarded and agreement entered into as a result of this Request for Proposal would be for a preferred period of three (3) years from the commencement date of services at the facility, with an optional two (2) years extension which the Township reserves the right to exercise without the requirement to have a further call for proposals.

The Proponent will make no assignments or supported assignments of any agreement in effect, nor transfer or assign any of its rights or privileges hereunder without obtaining the prior written consent of the Township, which consent will be within the Township's sole discretion.

6. Work Schedule

The Esquimalt Recreation Centre operates drop-in and registered programming from 5:30am – 10:30pm, seven days a week. Facility hours are reduced during periods of holidays and annual maintenance shutdown periods, which typically range from one to two weeks.

General times for use of the Aquatic Facilities are:

- 7:00-8:00am – Mon/Tue/Thu/Fri
- 8:00-9:00am – Mon-Fri
- 10:00-10:30am – Mon-Fri

11:30-12:30pm - Mon-Fri (best time)
12:30-1:00pm - Mon-Fri

The Township reserves the right to cease the operation of the Health, Wellness and Rehabilitation services for periods of time should events or cancellation of services occur due to a strike, lockout, or other industrial dispute of the Township's employees, or in the event that Township facilities are unavailable because of unforeseen malfunctions, breakdown or component of the physical plant or equipment of the Township or inclement weather or natural disaster. Any of which make the provision of the Health, Wellness and Rehabilitation services unsafe or in the view of the Township, impractical.

If the Esquimalt Recreation Centre is closed for any periods resulting in disruption of Proponent services, excluding planned annual maintenance shutdown, the Proponent would not be required to pay any Consultant Services fees established in the Agreement for that portion of the term that the Proponent cannot use the Esquimalt Recreation Centre.

7. Remuneration

The Proponent must identify the proposed financial arrangements. Proponents are advised to conduct their own investigation and assessment and to base their submissions on their own conclusions. Neither the Township nor any of its agents assumes responsibility for conclusions by the Proponent.

The Proponent needs to identify proposed:

- Monthly lease for office space or profit sharing formula
- Fees per person for access to Wellness Centre and Aquatics Area
- Additional program space required and anticipated participation numbers.

8. Accounting Requirements

As a Township, the Township of Esquimalt is mandated to openly serve our residents. Responsible governance is strongly linked to open financial practices. The Proponent will be required to undertake a number of accounting practices to meet the requirements of the Township:

- The Proponent will submit quarterly statements to the Township as identified:
Dates: March 31, June 30, September 30, December 31
Outline monthly gross revenue, net revenue after expenses, monthly attendance statistics, other information as required (to be identified in signed contract).

- The Proponent will compensate the Township on a monthly basis with actual payment by the 15th of the following month.
- The Proponent shall keep a full and accurate set of records in connection with all aspects of the health, wellness and rehabilitation services operated by the Proponent pursuant to this agreement.

All records and financial information relating to this contract shall be made available to the Township for auditing purposes upon request; this audit will be at the Township's expense in a format as requested by the Township.

9. Revenue Breakdown

The revenue breakdown shall be detailed on the Form of Proposal attached to this RFP. The breakdown of the revenues is required to establish a clear understanding of service provision.

10. Licenses and Taxes

When submitting a proposal, the Proponent shall be responsible for paying all related license fees and taxes. The Proponent will be responsible for obtaining appropriate Municipal Business Licenses where required.

All the usual procedures, standards and requirements shall apply to the development including those related to:

- BC Building code and Building Inspections
- Fire Department and Fire Commissioner.
- Environmental Health Department and Provincial Health Act.
- Regional, Municipal and Provincial Codes and Standards as they apply to providing health care services

11. Project Management

Any anticipated involvement of Municipal staff in provision of services should be detailed.

12. Ownership of Proposals

All documents submitted by the Consultant become the property of the Township.

13. Proponent's Expenses

Prospective Proponents are solely responsible for their own expenses in visiting the site, preparing a proposal, and subsequent negotiations with the Township, if any.

14. Joint Submissions

Multiple suppliers will not be considered. Team based submissions, with a single coordinator responsible for provision of services and centralized contact will be evaluated.

The Proponent should provide as much detail as possible in the submitted Proposal Form.

15. Liability for Errors

The information contained in this RFP is supplied solely as a guide for Proponents and is not guaranteed or warranted to be accurate by the Township, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Proponents from forming their own opinions and conclusions in respect to the matters addressed in this RFP.

16. Professional Liability Insurance

The Provider and all associates shall each maintain Errors and Omissions Insurance in the amount of \$5 million and Public Liability Insurance in the amount of no less than \$5 million naming the Township of Esquimalt as an additional named insured for the duration of the contract and shall provide proof of said insurance.

Said insurance should include responsibility for:

- Comprehensive General Liability including coverage in respect of Premises and Operations Liability, Tenants Legal Liability, Products Liability, Employers Liability, Contractual Liability, Occurrence Property Damage, Personal Injury and Bodily Injury.
- Property damage including Fire Insurance for equipment, inventory, and supplies owned or leased by the Proponent.
- Theft by third parties or employees.
- Applicable malpractice insurance

17. Proponent Interview/Presentation

A maximum 45-minute presentation with another 10-15 minutes for questions will be provided for each Proponent. This will allow for the introduction of their team members, their experiences, the products, a brief review of any related projects they have completed and a discussion of what the Proponent can offer the Township. Questions may also be posed to the Proponents.

18. Evaluation Standards

An evaluation methodology, utilizing a weighted point system, will be used to compare the proposals. The areas of response are detailed below:

- a) *Pass/Fail* Proposals will fail if:
 - i) Proponent does not provide a multi disciplinary model (at least two of the following services Physiotherapy, Kinesiology, Massage Therapy, Chiropractic)
 - ii) Does not provide a clear business model
 - iii) Does not submit Form of Proposal

- b) *Proven ability in providing quality service in similar operations* 15%
 - i) Proof of successful operation of business
 - ii) References and testimonials provided

- c) *Qualifications and Experience of Personnel* 15%
 - i) Health care professionals providing service must have the required licenses and/or approvals governing their practice.
 - ii) Provide Workers Compensation coverage for all employees on the operator's payroll.
 - iii) Compliance with all laws, bylaws, rules, and regulations that relate to the types of services offered.

- d) *Range of proposed services and their suitability* 30%
 - i) Health care provision could include Physiotherapy, Chiropractic, Kinesiology, and other combination of Health and Wellness service provision.
 - ii) Program range falls within established continuum of service

- e) *Proposed Price and financial arrangements* 25%
 - i) Leasing Amount (monthly lease)
 - ii) Fees per person use of Aquatics & Wellness Centre
 - iii) Revenue sharing for registered programs
 - iv) Office space improvement plans/costs
 - v) Community Event involvement and support

- f) *Quality of submitted proposal* 15%
 - i) Effectiveness of proposal
 - ii) Visual and written clarity
 - iii) Completeness of information
 - iv) Written communication ability
 - v) Enthusiasm and engagement of team

3. INFORMATION MEETING AND SITE VISIT REGISTRATION FORM

In order to receive further information pertaining to this Request, Proponents are requested to attend an information meeting and site visit on **Wednesday, February 13, 2018**.

Time and Location: 2:00 p.m. at the Esquimalt Recreation Centre
527 Fraser Street, Esquimalt, B.C.

This meeting will include an overview of the RFP document, instructions and process, and will provide an opportunity for Proponents to address questions in a communal forum.

Proponents are encouraged to submit any questions pertaining to this RFP, in advance of the meeting (by e-mail at jeff.byron@esquimalt.ca or fax 250-412-8531, attention: Jeff Byron.

To advise of participation within this RFP process, and attendance at the meeting, the Proponent is requested to submit this form to the Township, by email to jeff.byron@esquimalt.ca or fax at 250 412-8531, before Noon, Pacific Standard Time, February 8, 2019.

Name of Proponent: _____

Address: _____

Telephone: _____ Email: _____

Key Contact: _____

In response to this RFP for the Provision of Health, Wellness and Rehabilitation Services at the Esquimalt Recreation Centre, the following personnel will be attending the information Meeting and Site visit:

Name: _____ Position: _____ Phone: _____

Name: _____ Position: _____ Phone: _____

Name: _____ Position: _____ Phone: _____

Proponents Authorized Signatory: _____ Date: _____

4. FORM OF PROPOSAL

Service Provider

Submitted by: _____

To: Corporation of the Township of Esquimalt

The undersigned Proponent, having carefully reviewed the Instructions to Proponents, Terms of Reference, this Form and support documents appended to the RFP offers to provide Health, Wellness, and Rehabilitation Services as set out in those documents and to enter into an Agreement for that purpose.

Dated this ____ Day of _____ 2019

Witness: _____

(_____
(Signature of Proponent or
(Authorized Representative
(_____
(_____
(_____
(_____
(_____

FORM OF PROPOSAL

A) Proposed Revenue to the Township (please address)

Monthly Leasing Amount	\$ _____
Revenue Sharing for Programs	% _____
Per Person Fee Facility Access	\$ _____
Office Space improvement plans/costs	\$ _____
All Applicable taxes will be applied	
Total Monthly Revenue Expected	\$ _____
Annual Revenue Expected	\$ _____

B) Options

Please detail any alternative service provision methods or procedures as noted under item 10 and in the Instructions to Proponents. Add additional pages as required.

C) Consulting Team

The following Professionals will form the team required to provide Health, Wellness, and Rehabilitation Services for the Township:

Business Owner	_____
Business Owner	_____
Manager	_____
Manager	_____
Professional	_____
Professional	_____
Professional	_____
Support Staff	_____

Experience of Consulting Team:

List of comparable businesses that all (or some) of the team members have successfully completed. (Attach additional sheets as required)

- a) Business/Location _____
Professional _____
Area of Expertise _____
- b) Business/Location _____
Professional _____
Area of Expertise _____
- c) Business/Location _____
Professional _____
Area of Expertise _____
- d) Business/Location _____
Professional _____
Area of Expertise _____

List any additional businesses or services as required

Date _____

signature

D) Business Plan

Please enclose a business plan detailing how the Proponent(s) will approach the service and the anticipated steps required to successfully operate the business:

Date _____

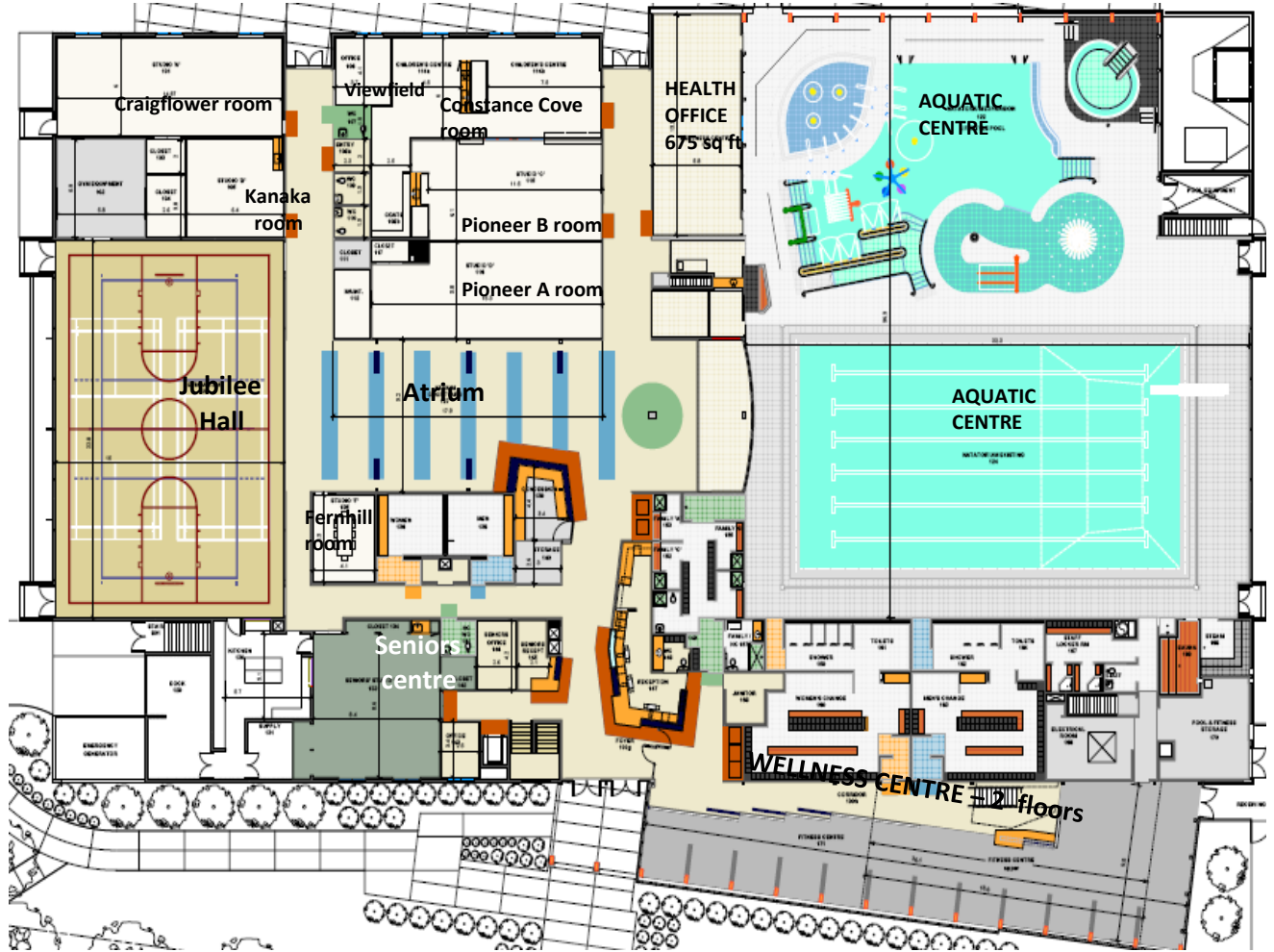
signature

E) References

Please provide any additional references or contacts that may be checked to confirm previous service provision.

Appendix 1:

Floor Plans of Recreation Centre



Appendix 2:

Multi Ticket and Monthly Passes

Current	Age	Single	Book of 10	Book of 25	1 Month Pass	3 Month Pass	6 Month Pass	1 Year Pass
Adult	19 +	\$5.50	\$49.50	\$116	\$55	\$109	\$200	\$335
Child	6-12	\$2.50	\$22.50	\$53	\$26	\$43.50	\$80	\$134
Youth	13-18	\$2.50	\$22.50	\$53	\$26	\$43.50	\$80	\$134
Senior/Student	60 +		\$36	\$85	\$42	\$81	\$150	\$250
Preschool	0-5	Free	-	-	-	-	-	-
Family	-	\$11	\$93.50	\$220	\$107	\$208	\$384	\$640

*Family rate applies to up to 2 adults and children under 18 years of age living in the same household.