

Request for Expressions of Interest (RFEOI)

RFEOI 2018-BISS-011

Pearson Health Care Hub and Urgent Primary Care Centre

Issued: November 1st, 2018

Closing: November 22nd, 2018

1. Purpose of RFEOI

Vancouver Coastal Health (VCH) is requesting expressions of interest from parties (Respondents) that are interested in utilizing space within the Pearson Community Health Centre to set up and operate a Health Care Hub (HCH) along with an Urgent Primary Care Centre (UPCC). This RFEOI is intended to identify and establish a list of potential partners in the development of an HCH **and/or** a UPCC.

Upon receiving and reviewing the responses (Responses) to this RFEOI, VCH may:

- Create a list of Respondents and make it available to other parties that may be involved in any future partnerships for the development of an HCH and UPCC;
- Select one or more of the Respondents on the list to proceed directly to negotiate a contract or contracts for the provision of an HCH and/or a UPCC;
- Initiate a competitive procurement process;
- Utilize the list in other ways that VCH and the Vancouver Division of Family Practice (DoFP, <https://divisionsbc.ca/vancouver>) deems appropriate; or
- Conclude the process. VCH may, but is not obligated to, initiate a procurement process and/or enter into a contractual relationship following this RFEOI.

Please note that this RFEOI is not an invitation to tender or request for proposal. By participating in this RFEOI, Respondents expressly agree that no contract of any kind is formed under, nor any legal obligations whatsoever will arise out of this RFEOI.

This RFEOI will not be used to pre-qualify or screen the respondents for a subsequent procurement process, if any.

If any subsequent procurement opportunity is issued, VCH is under no obligation to advise any Respondents responding to this RFEOI of such opportunity. Respondents are advised to monitor the BC Bid website (www.bcbid.ca) for such opportunity, which will be open to all parties, whether or not they submitted a Response to this RFEOI.

All Responses to this RFEOI become the property of VCH and will be held in confidence, subject to the provisions of the Freedom of Information and Protection of Privacy Act (FIPPA).

2. Pearson Health Care Hub and Urgent Primary Care Centre Project

2.1. Introductions

In April 2015, VCH announced that the Onni Group (Onni) was selected as the development partner for the redevelopment of the Pearson Dogwood lands – a 25.4 acre site located between West 57th and 59th Avenue and Cambie and Heather Streets in Vancouver, BC. Within this redevelopment, VCH has retained 3.2 acres which will incorporate numerous health services including a new 96,000 square foot community health centre facility. Approximately 50,500 square feet of this space, spread throughout the first and second floors of this facility, will be allocated for VCH's self-operated community health services. VCH is looking for a partner(s) to utilize the remaining 45,500 square feet of space located on the 1st (6,500 square feet), 3rd (17,500 square feet) and 4th (21,500 square feet) floors to operate an HCH and a UPCC.

2.2. Strategic Background

A key objective of the Ministry of Health 2018/19 to 2020/21 Service Plan is to build a primary care model that provides a comprehensive and coordinated team based care linked to specialized services. The strategy to achieve this objective is through the creation of Primary Care Networks (PCN) that integrates both family practices and health authority community health clinics and specialized services together with an urgent primary care centre. Linking these team based interdisciplinary services will provide a spectrum of service that can serve the needs of an entire community. VCH will be creating a health care hub in the Pearson Community Health Centre that can serve the most complex clients in the community.

2.3. Opportunity

The Pearson Dogwood HCH and UPCC presents a tremendous opportunity for an organization to fill the continuum of primary care needs of the growing South Vancouver community. Situated on the transit accessible (with a potential for a new Canada Line station on the redevelopment site) Cambie Corridor, and nestled in between two neighbourhood scale redevelopments (Oakridge to the north and Marine Gateway to the south) along with the redevelopment of the 20.8 acre Langara Gardens complex directly north of the site, the Pearson Dogwood site is the ideal location to satisfy the increasing health care demands of the area.

Currently, South Vancouver has a population of 140,000 people. This is projected to increase to 160,000 by 2031, much of which will be housed within a few city blocks of the Pearson Community Health Centre. Onni plans to redevelop the area and build 1,645 new residential units while the Peterson Group and Concert Properties aim to build 2,100 new homes in Langara Gardens. Both of these new sites will also house community and commercial spaces such as childcare facilities and retail spaces.

Additionally, the successful proponents of the Pearson Dogwood HCH and UPCC will benefit from the support of VCH, the Ministry of Health as well as the DoFP in developing this model of care. All three entities have a vested interest to ensure the success of this PCN. This support can potentially materialize in several ways including the provision of allied health services as well as support in facilitating funding options and physician engagement. Co-locating in the same building as the Pearson Community Health Centre also affords the HCH and UPCC opportunities to integrate with VCH services such as mental health and substance use counselling and home health services.

2.4. Service Guiding Principles

The HCH and UPCC will operate in accordance with the following principles:

- **Client centered care** - Programs and services to be developed from the client's perspective.
- **Simplified access and accessibility** – Programs/services can be clearly navigated with both physical and systematic barriers removed.
- **Equitable care delivery** – Program and facility planning to be purposefully orientated to ensure that all clients, irrespective of culture, race, gender or clinical/social condition will receive the optimum care and service, on an equal basis.
- **Outcomes focused** – Evidenced based care and treatment plans to be focused on desired clinical and client outcomes.
- **Innovation and Technology leveraged** – Utilize new technology and innovation when appropriate.
- **Creating partnerships of care** – Collaboratively working with care providers across the continuum, NGOs and non-health partners to implement plans that are directly focused on reducing the adverse impact of the social determinants of health.

2.5. Health Care Hub and Urgent Primary Care Centre Requirements

Health Care Hub

- Provision of extended hours of care including early mornings, evenings and weekends.
- Provision of same day access for urgently needed care through the PCN or an UPCC.
- Access to advice and information virtually (e.g. online, text, e-mail) and face to face.
- Care is culturally safe.
- Coordination of care with diagnostic services, hospital care, specialty care and specialized community services for all patients and with particular emphasis on those with mental health and substance use conditions, those with complex medical conditions and/or frailty and surgical services provided in the community.
- Clear communication within the network of providers and to the public to create awareness about and appropriate use of services.

Urgent Primary Care Centre

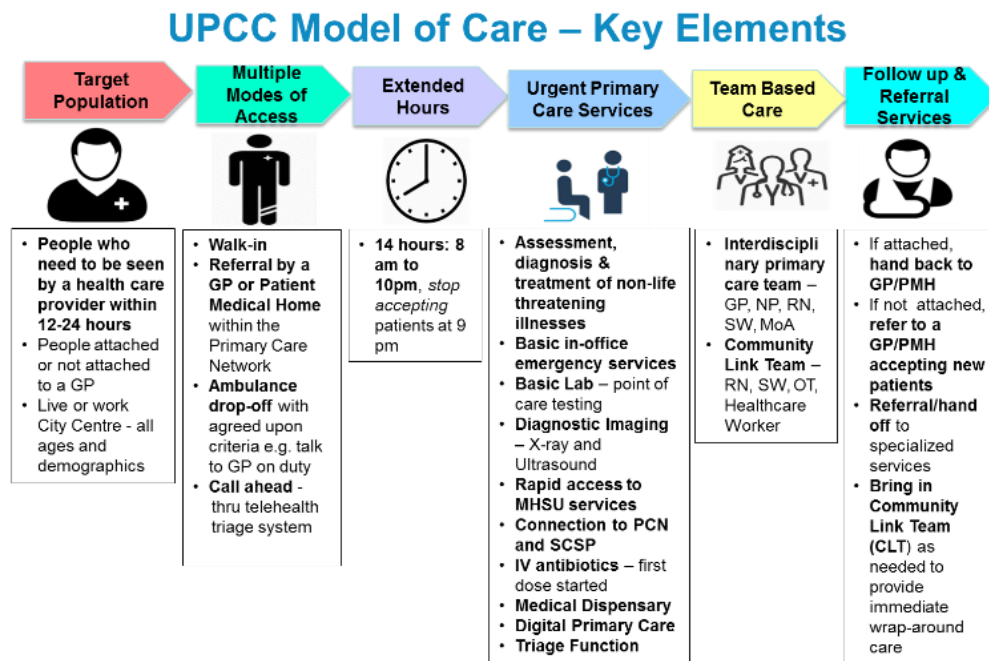
The Urgent Primary Care Centre will:

- Increase access to care for primary care sensitive conditions in the community by providing care that is timely and appropriate
- Increase attachment to Patient Medical Homes for clients wishing to have a primary care provider
- Increase attachment to PCN & Health Authority services for clients requiring wrap around care in the community.

- Increase capacity for providers in the PCN by integrating team-based care providers and offering after hours and weekend care for the network

The UPCC model of care will have attributes that ensure the following are provided:

- Attachment to PMH's for un-attached patients accessing the UPCC
- Extended hours of care – evenings and weekends
- Same day access to urgently needed primary care services
- Access to virtual care through telephone consults and triage
- Connection to the 'birth to death' range of services provided by PMH's in the PCN
- Culturally safe and appropriate care
- Access to diagnostic services and seamless coordination and continuity of care to Specialists and Specialized services in both acute and community
- A communication campaign that provides clarity on the continuum of services available and where to access the right care, at the right time, from the right provider



2.6. Physical Space - Financing Options

VCH intends to sublease the 45,500 square feet space to a service partner. The service partner would be responsible for the cost of fitting out the leased space.

However, alternative options for acquisition of the space may be available, subject to further discussions with and approval of VCH and Onni.

2.7. Individual Information Meetings

VCH encourages Respondents to set up individual information meetings with the VCH team to discuss the opportunity 9 AM to 4 PM from November 12 through November 16, 2018. **Respondents should set up such meetings with VCH by sending an email, no later than November 9, 2018, to procurement@vch.ca with three preferred times and dates.**

2.8. Estimated Timelines

| Milestone | Date |
|--|---------------------------------|
| Issue RFEOI | November 1 st , 2018 |
| Pearson Community Health Centre Site excavation | May/June 2019 |
| Individual Information Sessions (RSVP required by November 9, 2018) | November 12 – 16, 2018 |
| At VCH’s sole discretion, initiate a competitive procurement process | First Quarter of 2019 |
| Pearson Community Health Centre Build | February 2019 |
| Pearson Community Health Centre Occupancy | October 2021 |

3. RFEOI Response Submission

All interested parties are invited to respond to this RFEOI by submitting to VCH a Response (1500 word limit) that includes:

- i. A brief description of its core business;
- ii. Its contact person’s name, title, email address and phone number.
- iii. A brief summary of its experience in providing primary care services and other health services to communities. The summary should include:
 - a. whether the proponent is interested in operation the HCH, UPCC or both; and
 - b. past experience in terms of clinical population served and actual services provided
- iv. A brief description of its experience with innovating primary care and managing/administrating of a health centre.
- v. A brief description of its vision for the site.
- vi. A brief description of the HCH/UPCC operating model it envisions to provide
- vii. Is the Respondent a sole provider or a partnership/consortium?
 - a. If latter, the type of partner(s) it would need to join up with
- viii. A brief summary of potential rental rates (if sublease from VCH) or purchase price (if purchase the property from Onni) hurdles for the business.
- ix. Amount of space required.

Responses to this RFEOI should be delivered via email to Procurement@vch.ca by 5 PM Pacific Time on **November 22, 2018** and should have "RFEOI 2018-BISS-011" in the subject line. Inquiries regarding the RFEOI should be directed to the Contact Person via the same email.

Contact Person:

Joseph Zhou

Manager Vendor Selection

Procurement@vch.ca

[Tel: 604-829-2565](tel:604-829-2565)