



Request for Proposal

For

Physiotherapy Services

For the John Noble Home

Request for Proposals No.: 19-05

Issued: November 1, 2019

Submission Deadline: November 29, 2019

TERMS OF REFERENCE

INTRODUCTION

The John Noble Home is a 156 bed municipal home for the aged, owned and operated by the City of Brantford and the County of Brant. The Home is located on 12 acres of land located at 97 Mt. Pleasant Street in West Brant in the City of Brantford.

The Home has been awarded an additional 10 beds by the Ministry of Health (MOH) which may become operational during the term of this contract, increasing the number of residents in the Home to 166 requiring physiotherapy services.

The John Noble Home (JNH) is requesting submissions for physiotherapy services to provide one to one physiotherapy services based on the residents' plan of care assessed by a regulated health service provider.

There is a designated physiotherapy room in the home. Also an available office space is provided with a desk, chair, computer and access to photocopier/fax equipment

The room currently contains various exercise bicycles, beds, hydro collators, weights, pulleys, parallel bars and other equipment for therapeutic treatment. The Service Provider will be responsible for the maintenance and upkeep of the JNH equipment. The Service Provider will be responsible for replacement of equipment as required at the expense of the Service Provider. The Service Provider is welcome to bring any other equipment that they feel is required in the provision of physiotherapy services. The JNH will not be responsible for any equipment owned by the Service Provider and brought into the facility. Any equipment brought into the JNH must first be approved by the Director of Care.

Annual budget for the term of the contract:

The annual value of the agreement is 119,340.00 includes HST and is based upon available funding by the Ministry of Health.

The above funds include:

- All labour, equipment, disbursements and all incidentals associated with the requirements of the RFP and the Work
- Includes all applicable taxes including HST
- In Canadian funds

Any increase in the annual funding or the number of licensed beds in the John Noble Home will be appropriately reflected in the annual funding

SCOPE OF PROJECT:

The following outlines the service requirements for the JNH

Required direct resident services:

- Physiotherapy assessments on all new admissions to the Home including treatment plans and documentation on the JNH computerized resident system.
- Physiotherapy assessments for all current residents , providing treatment plans and documentation on the computerized resident plan of care
- Provide appropriate therapeutic equipment required to facilitate the provision of physiotherapy services
- Participate in the Home's initiatives such as preparation and responses to accreditation and Ministry compliance process.
- To have recognized wound management skills, with the College of Physiotherapists, and provide assessment, treatment and evaluations of wounds as requested by the Home. To be leader in wound care rounds at the JNH.
- Organize and lead group exercise classes for appropriate residents in the home on a regular basis.

Required Supportive Services:

- Physiotherapist/designate must attend family care conferences (where applicable) and collaborate with our multi-disciplinary team to maintain resident centered care
- Physiotherapist/designate must meet with resident/family/nursing as required to coordinate services and meet the needs of the resident
- Physiotherapist/designate to collaborate with other service providers as required i.e. mobility equipment, pharmacy etc.
- To collaborate with the restorative care coordinator to ensure residents receive appropriate programs

Required Administrative Services:

- Physiotherapist to be an active member of the Professional Advisory Committee that meets quarterly for 2 hours
- Physiotherapist staff to complete annual training
- Provide monthly invoicing for services rendered in keeping with the annual value of the agreement
- Provide any reports required by MOLTC, Accreditation or as required by the Administrator
- To review and participate in policy development and review as requested

Other Required Services:

The Home is also seeking other value added services from the Service Providers as itemized below, which may include, but is not limited to:

- Provide assistive Devices Assessments related to the provision of assistive devices equipment and complete necessary documentation required to obtain devices that are provided under the Assistive Device Program.
- Provide educational training programs for staff at the JNH i.e. back care , restraint usage and falls prevention
- To provide equipment and modalities, as requested, for the provision and optimal treatment of identified wounds.

Value Added Services:

- Provision of other value added services that you are able to provide within the scope of the Service Provider and in keeping with the funding parameters outlined herein.

Work Schedule

It is expected that the Service Provider would be available Monday – Friday during normal business hours and be flexible to offer services at other hours to meet the resident’s physiotherapy needs.

Qualifications

All professional staff of the service provider that will be providing services under the agreement will be required to have and maintain in good standing, applicable Certification or Licenses as required by their profession or legislation.

The Service Provider is to understand and comply with the LTC Homes Act 2007 and Regulation 79/10.

All staff of the Service Provider working at the JNH will be required to obtain a clear Police check with Vulnerable Sector Check. Please be advised that the JNH will have the right to refuse, at their sole discretion, placement of service Provider staff on this project based on the outcome of the Police Check.

All staff of the Service provider will also be required to ensure that they have ongoing annual education as per the LTC Homes Act as well as on hiring. All staff of the Service Provider will need to have a TB test before starting and will need to provide results of those tests to the JNH. Please be advised that the JNH will have the right to refuse, at their sole discretion placement of Service Provider staff on this project based on the results of the TB test.

Performance

The Home Administrator/designate representing the Home may conduct performance reviews throughout the Contract term to evaluate performance, service and compliance to the terms and conditions of the agreement. If, as a result of performance reviews, the Service Provider fails to perform the services in accordance with the agreement, the Home reserves the right to terminate the agreement.

TERM OF CONTRACT

The term of the agreement will be for 5 years starting on February 16, 2020 ending on February 15, 2025.

The Home shall be entitled to terminate this agreement at any time without cause, and in the event of such termination the remuneration payable to the Service Provider shall be determined by calculating the actual Services that were supplied and delivered in accordance with this agreement on or before the date of the termination

PROPOSAL SUBMISSIONS

Sealed Proposals, one (1) original and five (5) additional copies, in a clearly marked envelope to be delivered to

John Noble Home
97 Mt. Pleasant Street
Brantford, Ontario
N3T 1T5

Attention: Mary Cox, Director of Care

Submission Deadline: 2:00 P.M. NOVEMBER 29, 2019

Deadline for Questions: November 2:00 p.m., November 15, 2019 by email to mcox@jnh.ca

Addenda if required will be released by: 2:00 p.m., November 19, 2019

The John Noble Home is requesting proposals from qualified companies who are both interested and capable of undertaking the project from inception to completion. The onus is on the proponent to show their experience, knowledge, understanding and capacity to conduct the work outlined in this RFP. All information provided in response to this RFP must contain sufficient detail to support the services being proposed.

Step 1- Technical proposals

The evaluation criteria in Table 1 and as described above will be used in the evaluation of submissions. Proposal submissions must address these criteria in the order shown below. Not following this order creates the risk of information being overlooked.

The table shows the maximum score attainable in each category for the criteria listed.

Table 1- Evaluation Criteria

Evaluation Criteria		Maximum Possible Score
Section A.	Company Profile and Experience	20 Points
<p>1. Provide an outline of your company profile. Corporate profile, including size of firm, year established, corporation, partnership, sole Proprietor or other, names and titles of officers, partners, or principals, area(s) of expertise, and years of experience of the firm.</p> <p>2. Detail any relevant experience that your company has had that is similar in nature to the scope of work outlined in the RFP including working in a long term care facility.</p> <p>3. A list of clients (long term care facilities preferred) for which the Proponent currently provides Service.</p> <p>4. Provide 3 references within the last two (2) years for which you have provided a similar type of Service/deliverable. Reference information shall include contact name, position, contact information and brief description of deliverable provided.</p> <p>5. Provide details of any John Noble Home staff time or information requirements required in the performance of the Work by the Proponent. Identify any anticipated challenges and possible solutions (if any) related to the Services/Work required.</p>		
Section B.	Key Team Members	10 Points
<p>1. Proponent to provide names, proof of qualification of physiotherapists and physiotherapy assistants and other staff at their respective roles who will provide services at the John Noble Home.</p> <p>2. Include resumes for non-administrative staff that are proposed to be providing professional services (i.e. physiotherapist).</p>		

Section C.	Timelines	10 Points
<ol style="list-style-type: none"> 1. Provide a time table for the provision of services to include start-up date, program implementation, training, etc. 2. Provide plans for the provision of services to the 10 additional beds to be operational by 2021 or sooner. 		
Section D.	Methodology and Value Added	60 Points
<ol style="list-style-type: none"> 1. Description of the company philosophy and approach to resident care including, but not limited to: <ul style="list-style-type: none"> - Your company Mission and Value Statements; - How your organization ensures that potential risks are avoided and explained to the resident and their families/caregiver 2. Describe your individual client evaluation process to ensure that each residents' physiotherapy needs are met. 3. Describe how service delivery is evaluated to ensure that the changing needs of the residents are continuously met. 4. Describe how you intend to work and maintain communication with the resident care team when a resident: <ul style="list-style-type: none"> - refuses services - exhibits aggressive behavior, or - experiences an incident during the therapy session 5. Provide a weekly work schedule that outlines the hours that the physiotherapist, physiotherapy assistants and other staff will be working at the Home, describing each staff member's duties and responsibilities. 6. List the equipment that you have available for resident use and cleaning requirements of equipment to avoid contamination from one user to another that the Service Provider will be completing. 7. Provide information on the services and qualifications of the staff that will be providing support related to wound care management and the equipment that will be provided specifically related to this service. 		

8. The Home is also seeking other value added services from the Service Providers such as Assistive Devices Assessments related to the provision of assistive devices equipment and complete necessary documentation required to obtain devices that are provided under the Assistive Device Program and providing educational training programs for staff at John Noble Home, i.e. back care, restraint usage, falls prevention. Confirm your ability to provide these goods and services, as well as, identify any other value added services or support that you can provide/commit to (and without any additional costs to) the John Noble Home, residents or staff if awarded the Contract.

**Maximum Attainable Score for Step 1 - Technical Proposals
(Benchmark score 70 points)**

100 points

Where information is provided regarding references this should include

- Name and description of the project
- The company contact information, including the individual's name, title, organization name, telephone number and email address if available
- The size and scope of the work and the good or services that were provided.

Step 2 – Cost proposals

Cost proposals should be submitted in a separate sealed envelope labelled step 2 and should include:

- A summary of costs of the service being provided
- Details of any additional costs related to add on services or equipment
- Hourly rates for each staff member of the proponent
- Cost of any work considered outside of the scope of work for this contract
- All hourly rates and cost will be provide in Canadian dollars and include all applicable taxes including HST

Note to Proponents:

Proposals should be submitted in the format requested, with an index and the criteria subject to scoring laid out in a clear, identifiable format. If a Proponent feels that the conditions will restrict it unnecessarily in any way, it should so state in its proposal. Any deviation from the stipulated conditions should be given in detail with an explanation as to why they are being proposed. It is the responsibility of the Proponent to obtain clarification of the requirements contained herein, if necessary, prior to submitting a proposal.

Each proposal will be evaluated solely on its content. Assessment of the proposal commences immediately after closing date.

This Request for Proposals does not commit the John Noble Home to award a contract or to pay any costs incurred in the preparation of a proposal, or attendance at a meeting with John Noble Home staff. The John Noble Home reserves the right to accept or reject any or all proposals received, and to seek clarification from one or more Proponents on the contents of their proposal submission.

EVALUATION CRITERIA

Proposals shall be evaluated to determine the best value offered to the John Noble Home.

Step 2 of Evaluation

Project Fees

Fees for the project must be submitted in a separate sealed envelope for evaluation after Step 1 are completed and scored. Each submission will be evaluated for price by calculating the Price per Point. Price per Point shall be calculated as follows: Proponents total contract price on the proposal divided by the total awarded points. The consultant who obtains the lowest price pre point will be recommended for the award

The Proposal Submission and Evaluation timelines are estimated as follows:

Date of Advertisement:	November 1 , 2019
Optional Tour	November 8, 2019
Deadline for Questions	2:00 p.m., November 15, 2019
Release of Addenda	2:00 p.m., November 20, 2019
Date of RFP closing:	Receipt of all proposal submissions will be accepted until 2:00 p.m. Local Time on November 29, 2019
RFP Review and Evaluation of Part 1 and 2 (short-listing) to be completed by:	December 9, 2019
Part 2 - Short-List Proponent Interviews on:	December 12, 2019
Recommendation of best valued proponent determined on:	December 16, 2019
Recommendation presented to Committee of Management on:	January 8, 2019
Award of Contract:	January 15, 2020