



REQUEST FOR PROPOSAL – Nursing Services

March 29, 2019

SUMMARY

Lookout Housing and Health Society (Lookout Society) invites nursing professionals to submit proposals for nursing services in accordance with the terms and conditions of this Request for Proposal (RFP). This RFP provides the requirements and evaluative criteria for nursing services and requests a detailed response from all prospective vendors, including pricing and service descriptions. **Our goals in selecting a provider include: increasing the safety of staff and the people we serve; reducing operating costs; and improving our existing service through increased service features; and greater flexibility in pricing options.**

BACKGROUND INFO

Lookout Society is a non-profit charitable organization established in 1971. The purpose of Lookout Society is to provide non-judgemental, non-sectarian services to adults and seniors who cope with a wide variety of challenges including: poverty, mental illness, substance abuse, physical challenges, multiple comorbidities, chronic health issues, legal issues or those simply unable to cope. Lookout Society houses over 1,260 people each night through our shelters and housing programs. Many of our operations run 24 hrs per day, 7 days per week and 365 days per year. Our sites are located within the Lower Mainland: Vancouver, North Vancouver, Burnaby, New Westminister, Abbotsford, Mission, Chilliwack, Langley and Surrey with our Head Office located in New Westminister. For more information see our website: <http://www.lookoutsociety.ca>

SCOPE

The service areas extend throughout Vancouver, North Vancouver, Burnaby, New Westminister, Abbotsford, Mission, Chilliwack, Langley and Surrey. Lookout Society is expanding programs and may require additional service in locations not listed above. The duration of the Contract will be for three years with the ability to renew.

CONTRACT

The Contractor's responsibilities will include, but are not limited to, the following:

- a) Work alongside and/or in conjunction with Lookout's primary pharmacy in addition to Lookout staff and management including participation in Lookout's medication committee as necessary;
- b) Work alongside and/or in conjunction with Lookout's Mood Disorders Association of British Columbia services and staff;
- c) Provide daily on-site nursing services throughout Lookout's locations on weekdays, weekends and Statutory Holidays on both day and evening shifts for a maximum of 50 hours per week;
- d) Provide Education, Prevention, Treatment and Follow-up;
- e) Provide services as necessary to assist Lookout guests to improve their physical and mental health through direct nursing care to clientele whose health care needs are not being addressed through Education, Prevention, Treatment and Follow-up;
- f) Provide care planning for guests in Lookout's licensed community care facilities.

Other responsibilities may be required and will be determined after successful proponent has been notified.

REQUIREMENTS

We are open to reviewing other services you can provide as enhancements in addition to the requirements in this RFP. Lookout is specifically looking for contractors interested in participating in philanthropic initiatives with



the Society as well as sponsorship opportunities. We look forward to hearing about how you will play a role in these areas.

Please include the following information about your company in your proposal:

1. ORGANIZATION , MANAGEMENT AND FEES

- Company profile including roles, responsibilities and biographies of key staff
- List of applicable licenses, qualifications and associations
- Privacy and confidentiality procedures
- Three client references including a current contact name, organization name, phone number and email
- Financial and fees proposal

2. PLAN AND APPROACH

- Transition plan that outlines how Lookout will smoothly transition from current contract to proposed service model
- Demonstrated ability to service all Lookout communities and plans to address organizational growth
- Commitment to work alongside Lookout Society's policies and procedures
- Demonstrated understanding of Lookout Society's vulnerable population and environment

3. SERVICE PLAN

All proposals must include a service plan with the following:

- a) Be a resource for staff in respect to crisis intervention, problem solving and assessment around basic health issues including medical, dental, psychiatric, substance use, nutrition and disability problems; follow up first aid, as well as providing supporting information and back-up for medication administration.
- b) Provide health education and promotion services to target both staff and individuals accessing services to assist in promoting behaviour change and a healthy lifestyle by providing current information as it relates to for example:
 - Prenatal care;
 - Prevention and treatment of STIs, HIV, TB, HCV and mental health issues;
 - Substance use awareness;
 - Use of harm reduction.
- c) Analyze potential outbreaks and recommend procedures as necessary to reduce health risks to Lookout staff and individuals accessing services, liaising with the appropriate health authorities and departments where outbreaks occur to manage and reduce risk.
- d) Ensure proper knowledge around the use, benefits and practice of harm reduction supplies.



- e) Provide for direct nursing care advice and services to individuals whose health care needs are not being addressed through regular care providers, as identified by staff or clientele without duplication of existing services. Examples include:
- Handwashing clinics
 - Acute wound care and maintenance as required
 - Foot care clinics
 - Carrying out physical examinations
 - Making clinical assessments
 - Screening, testing and taking specimens
 - Basic first aid and CPR
 - Locating resources and arranging follow ups
 - Consulting with physicians
 - Chronic and acute disease management
 - Substance use
 - Post hospital discharge care
- f) Provide clinical and supportive counselling services to individuals that are undergoing medical testing as well as providing ongoing support and referrals to meet both the physical and emotional needs of individuals who are identified as positive.
- g) Maintain and track annual health testing such as tuberculosis testing; overdose prevention; mental health awareness and referrals; and pneumonia and flu vaccinations for all staff and individuals accessing services.

4. VALUE ADDED SERVICES AND PHILANTHROPIC INITIATIVES WITH LOOKOUT SOCIETY

5. QUALITY ASSURANCE

- Demonstrated ability to provide monthly and annual reporting to Lookout’s Director of Health that includes: a summary of services provided to each site; ongoing education programs facilitated; notification of outbreaks and incidents; and successes and challenges.
- Ability to provide recommendations on applicable Lookout policies and procedures and identify gaps in staff education and training
- Demonstrated ability to provide biannual review and suggestions for improvement

EVALUATION

All responsive bids will be scored in five criteria categories of different weights. The top three proponents will be evaluated by an internal committee that includes Lookout’s senior executives. Negotiations with the winning bidder are expected to result in a contract award.

Criteria	Weight
ORGANIZATION, MANAGEMENT AND FEES	15%
PLAN AND APPROACH	20%
SERVICES PROVIDED	30%
VALUE ADDED SERVICES AND PHILANTHROPIC INITIATIVES	15%
QUALITY ASSURANCE	20%
TOTAL	100%



TIMELINES

Proposals will be received at the **Administration Office** located at **544 Columbia Street, New Westminster, BC, V3L 1B1** or submitted via email to Rachel.Jecks@lookoutsociety.ca. All proposals should be addressed to the attention of **Rachel Jecks, Manager of Administration**.

Responsive bids must be received by 4:00 pm **Tuesday, April 30, 2019.**

Issue Date of RFP:	March 29, 2019
Deadline for Questions or Clarifications to RFP	April 23, 2019 4:00PM
Proposal Submission Deadline/Time:	April 30, 2019 4:00PM
Lookout Contact for Enquiries Regarding RFP:	Rachel.Jecks@lookoutsociety.ca