

Non-Profit Hub at 485 West 42nd Avenue - Vancouver, BC

Questions and Answers

Space Planning

- 1) Q: Where can I find a copy of high-resolution images of the floorplans listed on the last 2 pages of the RFP?**

A: Higher resolution plans were provided via email to organizations that attended the Virtual Information Session and are uploaded to the [VanApply application](#). They will also be added to the Key Documents section of the [Website](#) at the next update.

- 2) Q: Are there fixed furnishings or is the space an empty shell?**

A: Fixed elements like millwork, appliances, lighting, finishes and window coverings are included. Moveable furniture, partitioning elements, AV equipment, and specialized equipment must be provided by the operator.

- 3) Q: Are capital grants available for startup costs like furniture or renovations?**

A: Not specifically for startup, but small capital grants may be available for tenant improvements. Please see [here](#) for more information.

- 4) Q: Can partitions be added or changed?**

A: Yes, but at the operator's expense. Some changes may qualify for capital grants. Walls shown in the floor plan are already built, so changes are limited to partitioning and layout within open areas.

- 5) Q: Has the building been Rick Hansen Foundation certified for accessibility?**

A: The Rick Hansen certification was not applicable for this project. The building, including the social facility component, was designed to current [Vancouver Building Bylaw](#) specifications and meets standard accessibility requirements. An operator could facilitate and pay for changes for accessibility purposes as needed.

- 6) Q: Can we reconfigure the space to maximize workspaces or create collaborative areas?**

A: Yes, but at the operator's expense. Some changes may qualify for capital grants. Walls displayed in floor plans are already built, so *changes are limited to partitioning and layout within open areas*. The space will be 'move-in ready' and it's anticipated that an operator will need little to no changes. However, major changes may require a commercial tenant improvement process.

7) Q: Can we walk through the space before applying?

A: No, it's under construction.

8) Q: Is the space restricted to office use?

A: The space is primarily intended for office use. Instructional use may be considered if aligned with city goals. Use must also comply with zoning regulations which stipulate occupant load, etc. Please see [BY-LAW NO. 13177](#) for detailed information.

9) Q: What kind of lighting and acoustics are planned? Does the space have ceiling baffling?

A: The architect considered accessibility and ergonomics through the design process. The building, including the social facility component, was designed to current Vancouver Building Bylaw specifications and meets standard accessibility requirements. An operator could facilitate and pay for changes for accessibility purposes as needed.

Operating Costs

1) Q: What is the total annual costs for the space?

A: In addition to a nominal \$10 base rent for each 5-year term, the operating costs for this facility are outlined below.

Size	Base operating cost estimate	Admin fee	Building Insurance fee	Capital maintenance	Total
14,500 sq ft	\$11/sf/yr	\$2.07/sf/yr	\$1.78/sf/yr	\$11.90/sf/yr*	\$26.75/sf/yr*
	\$159,500/yr	\$30,015/yr	\$25,810/yr	\$172,550/yr	\$387,875/yr*

*The City may offer a subsidy of up to \$11.90/sf on the capital maintenance portion to shortlisted applicants based on their assessed financial capacity. As such, the total operating costs could range from \$14.65/sf/yr (full subsidy) to \$26.75/sf/yr (no subsidy) for a total of \$215,325/yr (full subsidy) to \$387,875/yr (no subsidy)

2) Are all operational expenses (janitorial, security, etc.) covered under the lead tenant's responsibilities in Schedule D?

A: Yes, all anticipated operational costs are listed in Schedule D.

3) How was the \$11/sq ft estimated for operating expenses determined?

A: It's a conservative estimate provided by the Facilities Management team based on projected actual costs. Applicants are encouraged to budget for this amount.

4) Q: Will the \$11.90/ sq ft capital maintenance contribution be mandatory?

A: Yes, but it may be fully or partially subsidized depending on shortlisted applicant's assessed financial capacity (i.e., equity-based approach). The City may offer a subsidy of up to \$11.90/sf on the capital maintenance portion to shortlisted applicants based on their assessed financial capacity. As such, the total operating costs could range from \$14.65/sf/yr (full subsidy) to \$26.75/sf/yr (no subsidy) for a total of \$215,325/yr (full subsidy) to \$387,875/yr (no subsidy)

5) Q: Can the base be reduced to \$1 to improve affordability for subtenants?

A: The base rent is a nominal \$10.00 per 5-year term, plus the annual estimated operating costs, admin fee, insurance fee and capital maintenance fee. See totals listed above in Q1.

6) Q: What is the city's expectation for subtenant affordability?

A: The City expects sub-tenant lease rates to be established on an overall cost recovery basis as opposed to an opportunity to generate revenue, meaning some sub-tenants may pay more to cross-subsidize others (depending on operating model and ability to pay).

7) Q: Has the city done any business modelling to show how the space can be financially viable for a lead tenant?

A: No formal modelling has been done. The city is looking to applicants to propose viable co-location models.

Operator Selection Process

1) Q: Will the city consider extending the RFP deadline?

A: The RFP deadline is extended by two weeks. **Deadline is now October 17th**

2) Q: Section 19 of the RFP (page 7) denotes the term limits of 5 years, with an option to renew for an additional 2 x 5 year terms at the City's discretion, but "there shall be only one (1) further right to renew," – 19.01(f). Does this mean that the tenants can only be in the space for a maximum of 15 years and no more?

A: Renewal would not preclude the operator from continuing but there is a framework for evaluating the terms and conditions set out in the Lease, Service Level Agreement (SLA), and Public Service Requirements (PSR).

3) Q: If we don't have a subtenant yet, can the city help facilitate connections?

A: The city had a space-sharing pilot project but cannot facilitate matches during the RFP process to avoid bias. It will be up to organizations to make the necessary connections.

VanApply Platform & Submittals

1) Q: Are there any word limits to the answers in the application?

A: There are no word limits. “Word limits” in VanApply are to be interpreted as the ideal response length.

2) Q: What is a “current corporate registry search” for BC non-profits?

A: It’s a document from the BC Registry showing your organization is in good standing, has submitted annual required documents, etc. As the account holder, you would need to produce a printout of the report: <https://www.bcregistry.gov.bc.ca/en-CA/>.

3) Q: Section 3.4 of the Van Apply application section requests “Please provide a proposed programming overview designed to meet the needs of the community through the services of the social facility center”. Is this information required at Stage 1? It looks very similar to what is listed in the RFP for stage 2 documents as noted in Section 2.7 (b).

A: This information is required at Stage 1. It is intended to be a less detailed program overview and potential budget as compared to the detailed submissions required in “*Stage 2 Submission: Proposed Operating Budget and Operating Plan*”.

Section 3.4 was updated to reflect applicant feedback. Additionally, applicants can access the “*Stage 2 Submission: Proposed Operating Budget and Operating Plan*” section to view Stage 2 submission requirements. Please see the [Social Facility Budget Template](#) for reference.

Subtenancy

1) Q: If we are to apply as Lead tenant, can we also be a subtenant in another application (submitted by a different Lead tenant)?

A: Yes, and this may provide more than one organization with options.

2) Q: Is the application binding or to what extent there is flexibility into Stage 2? Could we propose a new arrangement in terms of who are the subtenants and what if we were to conclude that the financial risk is too high after refining the proformas?

A: There is an expectation that short-listed organizations may need flexibility to further refine their application; and, assuming any proposed changes (including the sub-tenancy plan) continue to align with the City’s vision and goals for co-location at this hub, the application will remain viable.

Facility Operations

- 1) Q: The RFP notes that the tenants pay for Building security (proportionate share). How much control do we have over what this looks like?**

A: Our approach is that model and cost sharing arrangement will follow the lead of the residential strata as they are coordinating and implementing security. The City has yet to develop a framework that would ensure inclusive and equitable approach to security.

- 2) Q: What is the expectation of third parties using under-utilized space during and after normal operating hours? (see 1(c)(vi) of the draft Schedule E). How much of an expectation is there of the tenants doing this?**

A: This City objective is encapsulated in the [Public Services Requirements](#) that forms part of a lease agreement between the City and a social facility operator and is a standard measure for annual lease reporting.

The City would consider various aspects to determine the feasibility of meeting this objective. In this situation, it may not be enforced if the operator has worked to optimize the space as intended (in this case, as a co-location opportunity for non-profits providing social and cultural services,; that is open during regular business hours, and has need of the space during evening for programming etc.).

The City encourages operators of City-owned spaces that are under-utilized and would support more flexible community programming during evening hours (e.g. Large multi-purpose rooms and assembly spaces for service clubs, events and community meetings) to consider providing access.