



**REQUEST FOR PROPOSAL (“RFP”)  
PERSONAL EMERGENCY SAFETY DEVICES  
RFP# PERS2019.03.11.RH**

The Good Samaritan Society and  
Good Samaritan Canada  
(A Lutheran Social Service Organization)

Good Samaritan website:

[www.gss.org](http://www.gss.org)

Good Samaritan TeleCare® website:

[www.goodsamaritantelecare.com](http://www.goodsamaritantelecare.com)

RFP Issue Date: March 11, 2019  
RFP Closing Date: April 10, 2019  
RFP Closing Time: 1400hrs Mountain Daylight Time (MDT)



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## SECTION 1 – INTRODUCTION

### 1.1 Background

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The Good Samaritan Society (“GSS” or “Society”) and Good Samaritan Canada are leading faith-based, not-for-profit, registered charities in Western Canada that provide quality accommodations, health, and community care services and programs to aging individuals in need. With over 69 years of experience providing specialized health and community care services in innovative and caring environments, our operational effectiveness and overarching culture of service and care make us the provider of choice for individuals and their families seeking a supportive place to call home.

The Society operates a wide range of programs which include complex/continuing care, assisted/supportive living, group homes, and multi-care sites, life lease apartments, Senior’s clinic, day programs and TeleCare™.

Presently, we have over 3,600 employees and more than 2,300 volunteers who, in the spirit of compassion, serve approximately 7,000 residents and clients. As one of the largest not-for-profit care providers in Alberta (20 care homes) and British Columbia (8 care homes), we provide safe, comfortable communities inspiring involvement, where people can experience a sense of caring, belonging and purpose. The Society’s care homes and programs are listed in Schedule A.

Since 1987, the Good Samaritan TeleCare® (“TeleCare”) program has provided personal equipment, monitoring support and response services to over 3000+ subscribers in Alberta and British Columbia. The subscriber base includes individuals living in the community (community subscribers) and residents living in the Good Samaritan Society care home facilities. The program uses a variety of personal safety, medical and security devices. Products for purchase include flood detectors, lock box smoke alarms, bed occupancy sensors, and personal help buttons, to name a few. Device monitoring services are provided by a 3<sup>rd</sup> party alarm monitoring supplier. The TeleCare customer support team is a primary point of contact for new sales, service inquiries, device inventory management, program reporting and the coordination of equipment installations.

### 1.2 Mission, Vision and Values

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#### **Our Mission:**

As a faith-based organization, the mission of The Good Samaritan Society is to extend Christian hospitality through a continuum of care to those in need or at risk, regardless of race or religious belief.



**Our Vision:**

To grow in strength, excellence and creativity in caring for others.

**Our Values:**

Reflecting Christian hospitality, the values of The Good Samaritan Society and Good Samaritan Canada are:

- Servant leadership
- Healthy relationships and
- Hospitable environments

**1.3 Purpose and Intent**

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TeleCare wants to expand its program support, outreach and sales fulfillment within the Alberta and BC territories. The program needs to enhance its service offerings to address a broader subscriber base that includes persons of different physical abilities living at home; persons receiving different levels of care; employees working in remote worksites or who work alone; and short/long-stay travelers.

In 2018, Good Samaritan reviewed the TeleCare program and completed an internal program assessment. The Society identified several key priorities including the need to replace many of the aging personal safety devices with newer GPS and/or cellular monitoring equipment.

**For the purposes of this RFP, the scope of effort for Good Samaritan TeleCare® is limited to the following:**

- a) Selecting a qualified Proponent who can provide personal emergency safety devices to the Good Samaritan TeleCare® program, based on TeleCare requirements.
- b) Finalizing a services agreement with the qualified Proponent.
- c) Coordinating with the qualified Proponent to complete the purchase, installation and replacement of aging and redundant personal emergency safety devices with newer GPS and/or cellular enabled technology. Approximately 1900 TeleCare community subscribers will be impacted by the technology change.
- d) Lead the phase-in of the new emergency safety devices over a 24-30-month period.

The replacement of emergency safety devices within the Good Samaritan care home facilities is out of scope and will be prioritized as a separate initiative.

**Good Samaritan TeleCare® is focused on the following objectives:**

- a) Facilitating the smooth transition of the TeleCare community subscriber base to the new safety devices with minimal to no disruption to service levels and customer satisfaction.
- b) Implementing process efficiencies that enhance overall TeleCare program management and administration.
- c) Expanding TeleCare program outreach, marketing and sales fulfillment within the BC and Alberta territories.

**Good Samaritan TeleCare® will continue to operate under the following key assumptions:**

- a) The TeleCare program will retain the current 3<sup>rd</sup> party monitoring service provider.
- b) The new emergency safety devices must be able to operate using the current 3<sup>rd</sup> party monitoring service provider and their monitoring protocols.
- c) TeleCare program staff will prepare subscriber billings and invoices.
- d) TeleCare program staff will support activation and installation of safety devices.
- e) TeleCare program staff will track device purchases, inventories, parts and work orders.
- f) TeleCare program staff will remain the first point of contact for subscriber/customer questions about the program and product offerings
- g) The TeleCare program will prepare its own pricing, packaging, marketing and branding for the new emergency safety devices.

For more information about the Good Samaritan TeleCare® program, please visit the website at [www.goodsamaritantelegare.com](http://www.goodsamaritantelegare.com).

## SECTION 2 – PROPOSAL SUBMISSIONS

### 2.1 Proposal Submissions

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#### 2.1.1 General

To be eligible for consideration in this RFP process, Proposals must be delivered in a sealed package (indicating Proponent's Name, Address and the RFP number) before the Closing Date and Closing Time of 1400hrs MDT (Mountain Daylight Time) April 10, 2019. Proposals must be to the attention of:

The Good Samaritan Society  
Attn: Rick Hessels, Senior Manager, Materials Management  
8861 - 75 Street  
Edmonton, Alberta, Canada T6C 4G8  
Phone: 780-431-3765  
Email: [rhessels@gss.org](mailto:rhessels@gss.org)

#### 2.1.2 Proposals Received after the Closing Date

Proposals received after the Closing Date and Closing Time shall not be considered and shall be returned to the Proponent unopened. Proponents are responsible for the delivery of the RFP Proposal response to the address and location listed above. The Society will not accept late submissions for any reason.

#### 2.1.3 Inquiries

Only written inquiries addressed to [rhessels@gss.org](mailto:rhessels@gss.org) will be accepted and must be submitted up to March 25, 2019 to allow sufficient time to include all Proponents in the answer(s). The Society will provide no further answers after 1400hrs MDT April 1, 2019.

Any oral or written communication with Society employees other than the Contact Person identified in the RFP (see section 2.1.1) will be considered unofficial and non-binding on the Society.



### 2.1.4 Closing Date and Timeframe

The RFP closing date is April 10, 2019 at 14:00:00 hours MDT.

The Society will move through this process in a timely fashion. We would want to select a Proponent and commence implementation of the project in June 2019 or shortly thereafter.

A tentative RFP timeline would be:

RFP Issue Date	March 11, 2019
Deadline for receiving questions	March 25, 2019 Closing time: 14:00:00 hours MDT
Deadline for responding to questions	April 1, 2019 Closing time: 14:00:00 hours MDT
RFP Closing Date (submissions due)	April 10, 2019 Closing time: 14:00:00 hours MDT
Vendor Presentations, if required	April 29 – May 3, 2019
Award of contract	on or before May 27, 2019

Please note the timeline is subject to change at the sole discretion of the Society. In the event a change(s) is made to the timeline, Proponents will be informed by written Addenda.

## 2.2 Proposal Format

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### 2.2.1 General

Proposal responses should adhere to the format requirements as set out in this RFP. Responses of approximately 20 pages, or less, including appendices and schedules.

Potential Proponents must submit their response using the *RFP Response Template* format in Appendix A. Each Proposal will be assessed against the *RFP Response Template* format only and how precisely it addresses each of the items.

When preparing your response to this request, you must consider the following criteria. These criteria will act as a guide for evaluating the responses. Evaluation criteria considered will include the following (which are listed in no particular order of priority):

1. **Experience, Qualifications & References** - experience on similar projects, reputation, qualifications and ability of company and staff, prior clients that can speak to your demonstrated successful implementations and ongoing support.



2. **Device, Features and Technical Specifications** - quality of the proposed safety device(s) and ability to meet requirements identified by the Society.
3. **Implementation Plan** – proposed schedule, ability to meet implementation requirements, testing plan, the Society resource requirements.
4. **Maintenance and Support** – warranties, run time, activation, support availability, responsiveness.
5. **Pricing** – total solution cost to meet requirements inclusive of implementation, training.
6. **Value adds** – demonstrating your understanding of the Society’s needs and value adds that would benefit the Society.

### 2.2.2 Corrections

Proposals should be submitted according to the instructions in this RFP and completed as appropriate. Proposals should be completed without delineations, alterations, or erasures. Should there be any discrepancy between the original and any of the copies, the original shall prevail.

### 2.2.3 Proposal Copies

The Proponent shall provide one (1) hard copy original, clearly identified as “original”, three (3) additional hard copies and one (1) electronic copy (in PDF format) of their Proposal.

The one (1) electronic copy, when provided, will not be accepted in place of the required hard copy versions.

If there are any conflicts, discrepancies, errors or omissions between the electronic and hardcopy versions of the Response, the signed hardcopy (original) version will take precedence and govern.



### **2.3 Amendment of Proposal**

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The Proponent can amend their Proposal after submission, but only if the Proposal is amended and resubmitted before the Closing Date to Rick Hessels, email: [rhessels@gss.org](mailto:rhessels@gss.org) delivered in writing and replaced with a revised Proposal, in accordance with the provisions of this RFP.

### **2.4 Opening Proposals**

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The Society reserves the right to open Proposals privately or as it deems appropriate. Notwithstanding the foregoing, Proposals shall not be opened until after the Closing Date.

### **2.5 Requirements**

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For the purposes of the requirements stated in this RFP --

- a) “must” and “shall” indicate that the requirement is mandatory and
- b) “should”, “could”, and “may,” indicate that the requirement is discretionary.

## SECTION 3 – RFP PROCEDURES

### 3.1 Information

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#### 3.1.1 Proponent to Review

The Proponent must carefully review this RFP and ensure that the Proponent has no reason to believe that there are any uncertainties, inconsistencies, errors, omissions, or ambiguities in any part of the RFP. Each Proponent is responsible for conducting investigations and due diligence necessary for the preparation of its Proposal.

#### 3.1.2 Proponent to Notify

If the Proponent has any reason to believe that any of the conditions listed in *Section 3.1.1, Proponent to Review*, exist, the Proponent must notify Rick Hessels email: [rhessels@gss.org](mailto:rhessels@gss.org) in writing prior to submitting the Proponent's Proposal. The Society shall notify all Proponents that such a notice has been received.

Proponents shall not:

- a) Claim after submission of a Proposal that there was any misunderstanding or that any of the conditions set out in *Section 3.1.1 Proponent to Review* were present with respect to this RFP; or
- b) Hold the Society liable for any uncertainty, inconsistency, error, omission, ambiguity in any part of this RFP.

### 3.2 Issued Addenda

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All written inquiries and the replies thereto will be posted to the Society's website at [www.gss.org](http://www.gss.org) and the Merx website at [www.merx.com](http://www.merx.com).

**IMPORTANT NOTE: Proponents must first create an active account on the Merx website in order to access and view a) the RFP and b) any issued addenda or supplements.** Proponents are responsible for obtaining all addendums for inclusion in their RFP response.

Any amendments or supplements to this RFP made in any other manner will not be binding.

### **3.3 Additional Rights**

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The Society shall have the right without liability, cost, or penalty and in its sole discretion to exercise any of the rights set out in *Section 3.3.1 Amendments to the RFP to Section 3.3.6 Right to Waive Irregularities*.

#### **3.3.1 Amendments to the RFP**

Subject to *Section 3.2 Issued Addenda*, the Society shall have the right to amend or supplement this RFP in writing five (5) days prior to the closing date. No other statement, whether written or oral, will amend this RFP. The Proponent is responsible to ensure it has received all Addenda, if any. The Addenda shall be binding on each Proponent.

#### **3.3.2 Right to Cancel the RFP**

The Society has the right to cancel this RFP, at any time, either prior to or after the Closing Date without award. Thereafter, The Society may issue a new tender, RFP, Request for Quotation (RFQ), sole source agreement or proceed with no action. The Society shall not be obligated to provide reasons for the cancellation.

#### **3.3.3 Clarification of Proponent's Proposal**

The Society has the right at any time after Proposal submission, to seek clarification from a Proponent regarding their Proposal, without contacting other Proponents. The Society is not obliged to seek clarification of any aspect of a Proposal.

Any clarifications sought shall not be an opportunity to correct errors or to change the Proponent's Proposal in any substantive manner. No change in the substance of the Proposal is permitted during the clarification process. Subject to the qualification in this Section, any written information received by the Society from a Proponent in response to a request for clarification from the Society is considered part of the Proponent's Proposal.

### **3.3.4 Verification of Information**

The Society shall have the right to:

- a) Verify any Proponent statement or claim by whatever means the Society deems appropriate, including contacting persons in addition to those offered as references, and to reject any Proponent statement or claim, if the statement or claim or its Proposal is patently unwarranted or is questionable.
- b) Access the Proponent's premises where any part of the work is to be carried out to confirm Proposal information, quality of processes, and to obtain assurances of viability. The Proponent is deemed to consent to the Society verifying information and is expected to co-operate in the verification of information.

### **3.3.5 Proposal Acceptance**

The Society has the option to accept or reject any Proposal.

### **3.3.6 Right to Waive Irregularities**

The Society has the right to waive any irregularities in Proposals submitted, provided irregularities are minor and do not constitute a material deviation.

## **3.4 Proponent Presentations**

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Proponent Presentations may be held after the Closing Date. Presentations are intended to provide the Society with an opportunity to acquire additional information on the proposed services. Selection of Proponents for presentation will occur in May 2019. Only successful Proponents will be notified.

## SECTION 4 – RESPONSE REQUIREMENTS

### 4.1 Mandatory Requirements

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Proponents MUST comply with all Mandatory Requirements identified in *Section 4.1 Mandatory Requirements* and will be evaluated on a pass / fail (i.e. compliant or non-compliant) basis.

Proposals not clearly addressing and meeting these mandatory submission requirements will be considered non-compliant and may not, at the sole discretion of Good Samaritan, receive further consideration during the evaluation process.

Proponents must include all of the following mandatory requirements in their Proposal submission:

- Cover letter** - dated and signed by an official authorized to negotiate, make commitments and provide any clarifications with respect to the proposal on behalf of the Proponent.
- Executive Summary** - emphasizing pertinent points of the proposal including an overview of the transition and any other pertinent costs.
- Three (3) client references** - including company/organization name, contact name and contact phone number, as well as brief descriptions of services performed.
- Proponent's Certification** - see *Section 6 Certification* document acknowledging acceptance of the RFP terms and conditions. The form must be completed and signed by the Proponent.
- Certificate of Liability Insurance** - see *Section 5.10 Insurance*. Please include copy of certificate.
- Workers' Compensation Board Clearance Letter** (Provincial or State) OR note of exempted status from WCB, see *Section 5.11 Workers' Compensation Board*
- Proponents must submit their Proposal response using the RFP Response Template format in Appendix A.** Each Proposal will be assessed against the *RFP Response Template* format only and how precisely it addresses each of the items. Responses must include one (1) hard copy original, clearly identified as "original", two (2) additional hard copies and one (1) electronic copy (in PDF format).



## 4.2 Selection Criteria

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The Proposal submissions that meet all of the mandatory administrative requirements will be released to an Evaluation Team and will be evaluated on the following weighted criteria:

<b>Criteria</b>	<b>Percentage</b>
1. Experience, Qualifications and References	10
2. Devices and Technical Specifications	30
3. Pricing	20
4. Device Purchasing and Delivery	10
5. Device Maintenance and Support	15
6. Solution Checklist	10
7. Value-Adds	<u>5</u>
<b>Total</b>	<b>100</b>

## SECTION 5 – TERMS AND CONDITIONS

### 5.1 Acceptance of RFP

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By submitting a Proposal in response to this RFP, the Proponent agrees to accept and to be bound by all of the terms and conditions contained in this RFP, and by all of the representations, terms and conditions contained in its Proposal. The Society reserves the right to modify any of the items in RFP in a contract to be executed when the selected Proponent has been awarded the work.

### 5.2 No Publicity or Promotion

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Proponents will not make any public announcement or distribute any literature regarding this RFP or otherwise promote itself in connection with this RFP or any agreement awarded under this RFP, without the prior written approval from the Society. The Proponent agrees to be bound by this provision regardless if its Proposal is accepted or rejected.

### 5.3 Confidentiality

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#### 5.3.1 Confidentiality Information

All correspondence, documentation, and information of any kind, provided to any Proponent, in connection with or arising out of this RFP or the acceptance of any Proposal:

- a) Remains the property of the Society and will be removed from the Society's premises only with the Society's prior written consent
- b) Must be treated as confidential and will not be disclosed except with the Society's prior written consent
- c) Must not be used for any purpose other than for replying to this RFP and for the fulfillment of any related subsequent agreement
- d) Must be returned upon request

#### 5.3.2 Proponent's Submission

All correspondence, documentations, and information provided in response to or because of this RFP may be reproduced for the purposes of evaluating the Proponent's submission to this RFP.

If a portion of a Proponent's Proposal is to be held confidential, such provisions must be clearly identified in the Proposal.

### **5.3.3 Personal Information**

Any personal information as defined in the Personal Information Protections and Electronic Documents Act, S.C. 2005, c.5 that is requested from each Proponent by the Society shall only be used to select the qualified individuals to undertake the project/services and to confirm that the work performed is consistent with these qualifications.

### **5.3.4 Non-Disclosure Agreement**

The Society reserves the right to require any Proponent to enter into a non-disclosure agreement satisfactory to both parties.

## **5.4 Costs**

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This RFP does not obligate the Society to pay for any costs, of any kind whatsoever that may be incurred by a Proponent or any third parties, in connection with the RFP response.

## **5.5 Permits, Licenses, and Approvals**

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Proponents shall obtain all permits, licenses, and approvals required in connection with the supply of the services pursuant to this RFP. The costs of obtaining permits, licenses, and approvals shall be the responsibility of and shall be paid for by the Proponent.

## **5.6 Intellectual Property**

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The Proponent should not use any intellectual property of the Society, including but not limited to all logos, registered trademarks, or trade names of the Society, at any time without the prior written approval of the Society as appropriate. The Society should not use any intellectual property of the Proponent, including but not limited to all logos, registered trademarks, or trade names of the Proponent, at any time without the prior written approval of the Proponent as appropriate.

All deliverables, documentation, services, and intellectual property rights of any kind derived and/or developed pursuant to this RFP are to remain the exclusive property of the Society.

Requests to present data or publish or present papers derived from work pursuant to this RFP in any type of publications, journals, or professional conferences must be made to the Society and prior approval must be obtained in writing from the Society.



## 5.7 Acceptance of Proposals

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The Society reserves the right, in the Society's role and unfettered discretion, to

- a) Accept the written withdrawal of a Proposal from the office to which the Proposal was originally submitted.
- b) Reject any or all Proposals which contain qualifying conditions or otherwise fail to conform to the RFP.
- c) Waive any non-compliance with the Proposal documents, specifications or any conditions.

All accepted Proposals shall become the property of the Society and will not be returned.

## 5.8 Conflict of Interest

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The Proponent should not have any actual or potential conflict of interest or any other type of unfair advantage in submitting its Proposal or in performing or observing the contractual obligations set out in the Agreement, except to the extent any such conflict of interest or unfair advantage are set out in the Proposal.

## 5.9 Indemnification

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The Proponent agrees to indemnify and hold harmless the Society (including any of its bodies, agencies, councils and associations and their servants, agents, officers, directors, elected officials, successors assigns, employees and personal representatives) from and against any loss, claim, demand, damages, liability and costs and permitted assigns but only to the extent of the Proponent's negligent acts or omissions.

Neither party may assign this RFP, unless as identified in Article 6.10, or any of its rights or obligations hereunder without the prior written consent of the other party, and such attempted assignment shall be void, except that either party may assign this contract or any of its rights (including costs on a solicitor and his own client basis) to the extent caused or contributed to by the acts or omissions of the Proponent, its employees, agents or anyone else acting under its direction and control, in the performance of this agreement. This provision shall survive termination of this agreement.

## 5.10 Insurance

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*The Proponent, with whom the Society wishes to enter into an agreement, shall, at the Proponent's own expense, provide the Society, with the following applicable Certificate of Insurance, with an insurer license in British Columbia and Alberta, prior to the commencement of any contract resulting from this RFP:*

- a) Comprehensive general liability for an amount of not less than two million dollars (\$2,000,000.00) inclusive per occurrence.
- b) Standard automobile insurance for all vehicles owned, licensed, or leased by the successful Proponent for an amount of not less than two million dollars (\$2,000,000.00) inclusive per occurrence.
- c) Non-Owned vehicle insurance, for all applicable vehicles, coverage in an amount of not less than two million dollars (\$2,000,000.00) inclusive per occurrence.
- d) Professional liability insurance for an amount of not less than two million dollars (\$2,000,000.00) inclusive per occurrence.

## 5.11 Workers' Compensation Board

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Proponents are advised that it is a Society requirement that for any Agreement entered into as a result of this Request for Proposal the Proponent shall provide a "Clearance Letter" from The Workers' Compensation Board (provincial and/or state) indicating its account is in good standing. Proponents in an exempt industry should state in their Proposal which exemption applies.

## 5.12 Assignment

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The Proponent shall not assign any of its rights or obligations hereunder during the RFP process without the prior written consent of the Society.

The Society requires disclosure if during the RFP process there is potential for the Proponent's organization to be part of an internal reorganization which results in the Proponent being organized into a different legal entity or corporate form, whether through conversion, merger or otherwise.

## 5.13 Governing Law

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The RFP, the Proponent's Proposal, and the resulting Agreement shall be governed by the Provincial Laws of Alberta and British Columbia, and the Federal Laws of Canada.

#### **5.14 No Liability**

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The Society shall not be liable to any Proponent, person or entity for any losses, expenses, costs, claims, or damages of any kind.

- a) Arising out of or by reasons of or attributable to the Proponent responding to this RFP
- b) As a result of the use of any information, error or omission contained in this RFP document, provided during the RFP process or during the term of the Agreement
- c) That may occur between quantities of work actually done or supplied and the estimated quantities set out in this RFP

#### **5.15 Entire RFP**

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This RFP, any Addenda to it, and any Schedules included constitute the entire RFP.

#### **5.16 Contract**

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The signing of a formal written agreement shall constitute the making of a contract between the Society and a successful Proponent. No Proponent shall acquire any legal or equitable rights in relation to the Society until the signing of a written agreement by the Society. The contract shall include all portions of the RFP not expressly overridden in negotiations.

#### **5.17 Budget**

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The Society reserves the right to cancel the RFP, negotiate terms and conditions, reduce quantities, or eliminate options to meet budget constraints.

#### **5.18 Sole BID**

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In the event only one BID is received that meets the mandatory requirements, the Society reserves the right to negotiate with the single Proponent. In the event no Responses are received or the Response does not meet mandatory requirements, the Society reserves the right to identify a potential Proponent and enter into a sole source award of contract.



## SECTION 6 – CERTIFICATION

Failure to complete, sign and submit this certification, with the proposal package, may disqualify this submission as outlined in the Terms and Conditions.

We \_\_\_\_\_  
(Legal Company Name)

Of \_\_\_\_\_  
(Business address)

\_\_\_\_\_

\_\_\_\_\_  
(Telephone number)

\_\_\_\_\_  
(Facsimile number)

having examined and read the quotation documents for RFP \_\_\_\_\_

as issued by the Society, do hereby bid and agree to provide the services/products in accordance with the Proposal/RFP documents, and do hereby agree to accept the Terms and Conditions set out in this RFP.

Executed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_



## APPENDIX A – RFP RESPONSE TEMPLATE

<b>1. Experience, Qualifications and References (maximum 2 pages)</b>	
<b>a.</b>	<b>Briefly describe your corporate history.</b>
<b>Proponent Response</b>	
<b>b.</b>	<b>Describe the size and location of the office(s) that provides services.</b>
<b>Proponent Response</b>	
<b>2. Devices and Technical Specifications</b>	
<b>a.</b>	<b>Describe devices &amp; service offerings that could benefit the TeleCare program.</b>
<b>Proponent Response</b>	
<b>b.</b>	<b>Provide examples of device battery life/accuracy and failure reports.</b>
<b>Proponent Response</b>	
<b>3. Pricing</b>	
<b>a.</b>	<b>Outline device unit pricing and replacement pricing, including any additional components.</b>
<b>Proponent Response</b>	
<b>4. Device Purchases and Delivery</b>	
<b>a.</b>	<b>Detail purchasing protocols including client expectations for delivery and any minimum purchase quantities.</b>
<b>Proponent Response</b>	
<b>5. Maintenance and Support</b>	
<b>a.</b>	<b>Describe repair services and warranties. Identify if any services are outsourced.</b>
<b>Proponent Response</b>	



<b>b.</b>	<b>Briefly describe both the types and frequency of upgrades that are applied to the software/technical platforms that operate the devices.</b>
<b>Proponent Response</b>	
<b>c.</b>	<b>Briefly describe both the types and frequency of upgrades that are applied to physical devices.</b>
<b>Proponent Response</b>	

**6. Solution Checklist**

In the response column for each requirement, respond with one of the following:

- M** = Solution Meets Requirements
- SC** = Solution Can Meet Requirements with System Configuration
- SD** = Solution Can Meet Requirements with System Development or Customization
- DN** = Solution Does Not or Cannot Meet Requirement

An omitted response is assumed to be the same as a response of DN (Solution Does Not or Cannot Meet Requirement). **Only one response per requirement is accepted.** Multiple responses will be evaluated at the discretion of the Society.

**Functional Requirements**

<b>A</b>	<b>Proponent’s device ordering system</b>	<b>Proponent Response</b>
a1	User name and password recovery functions for TeleCare staff access (assumes staff will need to access or view the Proponent’s system)	
a2	Maintains automated notes about specific interactions between TeleCare program staff and the Proponent support team (i.e. date device order placed, quantity of devices ordered, other questions and responses)	
<b>B.</b>	<b>Device Features</b>	<b>Proponent Response</b>
b1	Lightweight, portable device construction	
b2	Ability to assign a unique device id code	
b3	Wireless GPS and cellular capabilities with high range frequency	
b4	Device can automatically synchronize information with a mobile enabled device (i.e. smartphone, tablet)	
b5	Fall detection features	
b6	Unusual activity detection features (based on business rules)	
b7	Geo-fencing that generates alerts when the device is being used outside of a pre-set geographical area	
b8	Device usage indicator when the device is in-use or not in-use	



b9	Panic button with extended battery life	
b10	Voice activated recognition and detection	
b11	Two-way voice activation and communicating > 1,000 feet	
b12	Includes speaker and microphone for conversation	
b13	Smart activity alerts including multiple alerting options	
b14	24/7 uptime and connectivity	
b15	Ability to upgrade the device to a new model or service offering	
b16	Ability to easily add-on or remove device services	
b17	Includes long life battery operation for Fall Pendants (> 2 years)	
b18	Includes long life batter operation for other equipment (>5 years)	
b19	Includes analog and cellular options for landline connections	
b20	Sends notifications when battery life is low, failing or not active	
b21	Inactivity timer indicating how long a battery has been inoperable	
b22	Signaling integrates with mobility devices such as tablets and smartphones	
b23	Waterproof and dustproof device construction	
b24	Meets EN and UL safety certification standards	
b25	Able to support additional PERS	
b26	Devices can be remotely programmed	
b27	Supports the generation of notices about activities via text message or email message	

**7. Additional Value-Adds for the Good Samaritan TeleCare® program**

<b>Proponent Response</b>	
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