



**REQUEST FOR PROPOSAL  
PROMO 2019.03.01  
PROMOTIONAL PRODUCTS  
The Good Samaritan Society  
(A Lutheran Social Service Organization)**

**Issue Date: February 26, 2019  
Closing Date: April 1, 2019  
Closing Time: 14:00 MDST**

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## SECTION 1 – INTRODUCTION

### BACKGROUND

The Good Samaritan Society (GSS) and Good Samaritan Canada (GSC) are one of the largest voluntary, not for profit care providers in Alberta and British Columbia with over 4000 employees and over 3700 beds across 29 locations. In our organization's 70 year history, we have helped create specially designed and caring environments for the elderly and those with developmental disabilities.

GSS/GSC operate a wide range of programs which include complex/long term care, assisted/supportive living, group homes, and multi care sites, life lease apartments, a Seniors' Clinic, day programs and Telecare®.

The organization's care homes are listed in Schedule A.

### MISSION, VISION AND VALUES

#### **Our Mission:**

As a faith-based organization, our mission 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, our values are:

- Servant leadership;
- Healthy relationships; and
- Hospitable environments.

#### **Purpose and Intent**

This Request for Proposals ("RFP") is an invitation to prospective Proponents to submit Proposals for the provision of Promotional Products ("Products") and related services ("Services") on an as-and-when-required basis to support GSS/GSC Clients as further described in Part 6– The Deliverables (the "Deliverables").

#### **No Guarantee of Volume of Work or Exclusivity of Agreement**

The information contained in the RFP constitutes an estimate and is supplied solely as a guideline to the Proponent. Such information is not guaranteed, represented, or warranted to be accurate, nor is it necessarily comprehensive or exhaustive.

Nothing in this RFP is intended to relieve the Proponent from forming its own opinions and conclusions with respect to the matters addressed in this RFP. Transaction

activities described is an estimate only and may not be relied on by the Proponents. Estimates are intended to be used by GSS/GSC for the purpose of evaluating the Proposals.

The Agreement executed with the Supplier may not be an exclusive Agreement for the provision of the Deliverables. Clients may contract with others for the same or similar Deliverables to those described in this RFP

## **SECTION 2 – PROPOSAL SUBMISSIONS**

### **2.1 PROPOSAL SUBMISSION**

#### **2.1.1 General**

1. This Request for Proposals (“RFP”) is an invitation to prospective Proponents to submit Proposals for an Incentive Program to Support GSS/GSC values and workplace health and safety.
2. The provision of Promotional Products (“Products”) and related services (“Services”) on an as-and-when-required basis to support GSS/GSC Clients.

To be eligible for consideration in this RFP process, Proposals delivered in a sealed package (indicating Proponents Name, Address and the RFP number) before the closing time of 1400hrs MDST (Mountain Daylight Savings Time) April 1, 2019 to the attention of:

**Dan McEachern**  
**Contract Administrator, Materiel Management**  
**The Good Samaritan Society**  
**8861 - 75 Street**  
**Edmonton, AB T6C 4G8**  
**Phone: 780-431-4846**  
**Fax: 780-431-4868**  
**Email: [dmceachern@gss.org](mailto:dmceachern@gss.org)**

#### **2.1.2 Proposals Received after the Closing Date**

Proposals received after the Closing Date 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 [dmceachern@gss.org](mailto:dmceachern@gss.org) will be accepted and must be submitted up to seven (7) business days prior to the RFP closing date to allow sufficient time to include all Proponents in the answer(s). The Society will provide no further answers after 1400hrs MDST March 21, 2019.

Any oral or written communication with GSS/GSC employees other than the Contact Person identified in the RFP will be considered unofficial and non-binding on GSS/GSC

### 2.1.4 Closing Date and Timeframe

The Request for Proposal closing date is April 1, 2019 at 14:00:00 hours MDST. GSS/GSC will move through this process in a timely fashion. We would hope to select a firm and commence implementation of the project by May 1, 2019. A tentative timeline would be:

RFP Issue Date	February 26, 2019
Deadline for Proponent Questions	March 21, 2019 14:00:00 hours MDST
RFP Closing Date (submissions due)	April 1, 2019
Closing time:	14:00:00 hours MDST
Vendor Presentations, week of	April 22, 2019
Award of contract	May 1, 2019

Please note the timeframe is subject to change at the sole discretion of GSS/GSC. In the event a change(s) is made to the timeframe, proponents will be informed by written Addenda.

## 2.2 Proposal Format

### 2.2.1 General

Proposal responses should adhere to the format requirements as set out in this RFP. Responses must be limited to 25 pages, or less, including appendices and schedules.

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. **Solution - quality of the proposed solution and ability to provide requirements identified by GSS/GSC.**
3. **Implementation Plan – proposed schedule, ability to meet implementation requirements, testing plan, GSS/GSC resource requirements.**
4. **Offering- type of products/programs offered.**
5. **Pricing – total solution cost to meet requirements inclusive of implementation, training**
6. **Value add – demonstrating your understanding of GSS/GSCs needs, and value add that would benefit GSS/GSC.**

### **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) original (marked original) and one (1) copy of their proposal.

Suppliers are requested to also provide an electronic copy of the Response (in Microsoft Office format or PDF). This electronic copy, when provided, will not be accepted in place of the required hardcopy version.

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**

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

## 2.4 OPENING PROPOSALS

GSS/GSC 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

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

#### 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 Dan McEachern email: [dmceachern@gss.org](mailto:dmceachern@gss.org) in writing prior to submitting the Proponent’s Proposal. GSS/GSC 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 GSS/GSC liable for any uncertainty, inconsistency, error, omission, ambiguity in any part of this RFP.

### 3.2 ISSUED ADDENDA

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

GSS/GSC 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*, GSS/GSC 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**

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

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

GSS/GSC has the right at any time after Proposal submission, to seek clarification from a Proponent regarding their Proposal, without contacting other Proponents. GSS/GSC 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 GSS/GSC from a Proponent in response to a request for clarification from GSS/GSC is considered part of the Proponent's Proposal.

#### **3.3.4 Verification of Information**

GSS/GSC shall have the right to:

- a) Verify any Proponent statement or claim by whatever means GSS/GSC 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

GSS/GSC verifying information and is expected to co-operate in the verification of information.

### **3.3.5 Proposal Acceptance**

GSS/GSC has the option to accept or reject any Proposal.

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

GSS/GSC 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**

Proponent Presentations may be held after the Closing Date. Presentations are intended to provide GSS/GSC with an opportunity to acquire additional information on the proposed services. Selection of proponents for presentation will occur the week of April 22 2019. Only successful proponents will be notified.

## **SECTION 4 – RESPONSE REQUIREMENTS**

### **4.1 SELECTION CRITERIA**

The RFP proposals will be evaluated on the following weighted criteria:

	<b>Criteria</b>	<b>Percentage</b>
1.	Experience, Qualifications & References	15
2.	Solution	30
3.	Implementation Plan	20
4.	Products and Program Offered	15
5.	Pricing	15
6.	Value Add	5

## **SECTION 5 – TERMS AND CONDITIONS**

### **5.1 ACCEPTANCE OF RFP**

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. GSS/GSC 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**

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 GSS/GSC. The Proponent agrees to be bound by this provision regardless if its Proposal is accepted or rejected.

## **5.3 CONFIDENTIALITY**

### **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 GSS/GSC and will be removed from GSS/GSCs premises only with GSS/GSCs prior written consent;
- b) Must be treated as confidential and will not be disclosed except with GSS/GSCs 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; and
- 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 that is requested from each Proponent by GSS/GSC 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**

GSS/GSC reserves the right to require any Proponent to enter into a non-disclosure agreement satisfactory to both parties.

## 5.4 COSTS

This RFP does not obligate GSS/GSC 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

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

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

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 GSS/GSC and prior approval must be obtained in writing from GSS/GSC.

## 5.7 ACCEPTANCE OF PROPOSALS

GSS/GSC reserves the right, in GSS/GSCs role and unfettered discretion, to

- a) Accept the written withdrawal of a proposal from the office at 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.; and
- d) All accepted Proposals shall become the property of the Society and will not be returned.

## 5.8 CONFLICT OF INTEREST

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

The Proponent agrees to indemnify and hold harmless GSS/GSC (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

The Proponent, with whom GSS/GSC wishes to enter into an agreement, shall, at the Proponent's own expense, provide GSS/GSC, 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 Request for Proposal:

- 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 ASSIGNMENT**

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

GSS/GSC 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.

## **5.12 GOVERNING LAW**

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.

## **5.13 NO LIABILITY**

GSS/GSC 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; and
- c) That may occur between quantities of work actually done or supplied and the estimated quantities set out in this RFP.

## **5.14 ENTIRE RFP**

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

## **5.15 CONTRACT**

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

## SECTION 6-DELIVERABLES

### 6.1 DESCRIPTION OF DELIVERABLES

The Supplier will provide a broad range of Products and Services to meet the requirements of Clients.

### 6.2 PRODUCTS

The vendor should be able to provide GSS/GSC with a full range of options including lower end items and higher end items of high quality.

The Supplier will provide Products including, but not limited to the following:

Category Number	Product Categories	Example of Products including but not limited to:
1	Award	<ul style="list-style-type: none"> <li>• Award</li> <li>• Button</li> <li>• Lapel pin</li> <li>• Medal</li> <li>• Plaque</li> <li>• Trophy</li> </ul>
2	Bags	<ul style="list-style-type: none"> <li>• Backpack / Knapsack</li> <li>• Bag clip</li> <li>• Duffle bag</li> <li>• Messenger bag</li> <li>• Pouch</li> <li>• Tote bag</li> </ul>
3	Clothing & Accessories	<ul style="list-style-type: none"> <li>• Apron</li> <li>• Bracelet / Wristband</li> <li>• Cap / Hat / Toque</li> <li>• Hoodie</li> <li>• Jacket (various)</li> <li>• Mini button</li> <li>• Polo shirt</li> <li>• Short</li> <li>• Sweatpants / Sweatshirt</li> <li>• T-Shirt</li> <li>• Scrubs</li> </ul>
4	Drinkware	<ul style="list-style-type: none"> <li>• Cup</li> <li>• Mug</li> <li>• Tumbler</li> </ul>

		<ul style="list-style-type: none"> <li>• Water Bottle</li> </ul>
5	Home & Tools	<ul style="list-style-type: none"> <li>• Cleaner</li> <li>• Flashlight</li> <li>• Glass opener</li> <li>• Key chain</li> <li>• Kickbag</li> <li>• Knife Set</li> <li>• Measuring Tape</li> <li>• Mirror</li> <li>• Pet Leash</li> <li>• Tool</li> <li>• Toothpick</li> </ul>

Category Number	Product Categories	Example of Products including but not limited to:
6	Office	<ul style="list-style-type: none"> <li>• Business Card Magnet</li> <li>• Calculator</li> <li>• Card Holder</li> <li>• Clip</li> <li>• Clock</li> <li>• Coin Bank</li> <li>• Desk Buddy</li> <li>• Frame</li> <li>• Loop Pen Bin</li> <li>• Organizer</li> <li>• Paperweight</li> <li>• Pin</li> <li>• Post-It</li> </ul>
7	Outdoor & Leisure	<ul style="list-style-type: none"> <li>• Balloons</li> <li>• Beach Ball</li> <li>• Cheering Stick</li> <li>• Cube Puzzle</li> <li>• Frisbee</li> <li>• Golf balls</li> <li>• Logo Crest</li> <li>• Stress Reliever</li> <li>• Sunglasses</li> <li>• Telescope</li> <li>• Towel</li> <li>• Umbrella</li> </ul>



		<ul style="list-style-type: none"> <li>• Sleeping bags</li> <li>• Camping chairs</li> </ul>
8	Show & Events	<ul style="list-style-type: none"> <li>• Badge Holder</li> <li>• Banner</li> <li>• Breakaway</li> <li>• Flag</li> <li>• Lanyard</li> <li>• Name Badge</li> <li>• Table Cloth</li> <li>• Table Throw</li> <li>• Tent</li> </ul>
9	Stationery	<ul style="list-style-type: none"> <li>• Highlighter</li> <li>• Journal</li> <li>• Notebook</li> <li>• Padfolio</li> <li>• Pen</li> <li>• Pencil</li> <li>• Pencil Case</li> </ul>
10	Technology	<ul style="list-style-type: none"> <li>• USB</li> <li>• Charger</li> <li>• Earbuds</li> <li>• Flash drive</li> <li>• Mobile accessories</li> <li>• Speaker</li> <li>• Watch</li> </ul>

**Please list Brand name items your firm has access to.**

## 6.2.1 PRODUCT REQUIREMENTS

### 6.2.1.1 REGULATORY REQUIREMENTS

Products shall meet all applicable industry standards, including but not limited to the following:

- Canadian Standards Association;
- Health Canada;
- Workplace Hazardous Material Information System (WHIMIS); and
- All Occupational Health and Safety Acts.

### 6.2.1.2 ETHICAL APPAREL PROCUREMENT REQUIREMENTS

Suppliers selling apparel to GSS/GSC must self-certify that they and their first-tier subcontractors comply with local laws and international standards on labour and human rights. These rights include freedom from child labour, forced labour,

discrimination and abuse, and access to fair wages and safe working conditions. The Supplier should implement and document ethical business best practices, including but not limited to:

- Uphold local labour laws and international standards;
- Agree to independent monitoring;
- Provide full public disclosure; and
- Produce goods without the use of child labour.

The Supplier should take all reasonable measures to insure its Products are produced under safe and fair working conditions.

#### **6.2.1.3 ELECTRICAL PRODUCTS SAFETY**

All electrical Products being supplied shall be authorized and approved for sale in Canada, and labelled according to the applicable Law. Upon request, the Supplier shall provide satisfactory evidence of compliance to the applicable Laws.

#### **6.2.1.4 FOOD CONTAINER SAFETY**

All Products that will come in contact with food (e.g., water bottles) should be Bisphenol A (BPA) free and compliant with related regulations.

#### **6.2.1.5 ENVIRONMENTAL CONSIDERATIONS**

GSS/GSC and its Clients are committed to reducing the carbon footprint. The Supplier should keep Clients informed about any environment-friendly Products, decoration methods, processes, new technologies and/or green initiatives. The Supplier should, in consultation with GSS/GSC, make any environment-friendly Products and/or Services, new technologies and/or green initiatives available to Clients as they become available.

### **6.3 RELATED SERVICES**

The Supplier shall provide Clients related Services including but not limited to:

- Recommendation on Products and decoration methods;
- Creation and/or revision of artwork;
- Adaptation of Client artwork for production; and
- Creation and provision dies when required.

#### **6.3.1 Recommendation on Products and Decoration Methods**

When needed, the Supplier shall provide Clients support in selecting the most appropriate and suitable Products including decoration methods (e.g., embroidery, silk-screening) that can achieve Client's promotional needs and budget.

### **6.3.2 ARTWORK**

Clients will supply artwork in electronic or an acceptable format to the Supplier. The Supplier shall adapt the artwork for production (e.g., convert jpeg file to DST format for embroidery) at no extra charge to Client. In situations where Client cannot provide complete artwork or the artwork is outdated, the Supplier shall create and/or revise the artwork for Client, where costs may apply.

The Supplier will work with Clients to minimize the costs associated with artwork. Any costs associated with artwork design shall be communicated and approved by Client prior to any work.

### **6.3.3 PLATES AND DIES**

The Supplier shall supply plates and dies as well as other required production tools to complete Client orders.

There shall not be plates, dies and other tools charges for re-production if there is no artwork change, unless the cost is pre-approved by Clients.

### **6.3.4 OWNERSHIP OF ARTWORK, PLATES AND DIES**

Clients own the artwork, plates and dies used for production. The Supplier shall return the artwork, plates and dies to Client any time during the Term or upon agreement termination, upon request.

### **6.3.5 DECORATION METHODS**

The Supplier shall provide Product decoration methods including but not limited to:

- Embroidery;
- Etching;
- Image Transfer (e.g., heat transfer);
- Laser engraving;
- Laser printing;
- Silk – screening; and
- Any other commercially available decoration methods as required.

## **6.4 PRODUCT ORDERING AND DELIVERY**

### **6.4.1 Product Catalogue**

The Supplier is expected to provide Clients the following Product lists with Product details, minimum order quantity and images:

- Online Product catalogues that allow Clients to preview full Produce offerings before executing a CSA; and
- Standard Product catalogues in printed or electronic format (e.g., PDF).

## 6.4.2 PRODUCT ORDER PLACEMENT

### 6.4.2.1 ONLINE ORDERING

- GSS/GSC requires an online store/website that would have multi-level access e.g. for employees, sites, special events Workplace and Safety rewards program etc.,
- The Employee Rewards program should allow employees to choose from designated apparel items and various promotional items. The selected firm should work with GSS/GSC to implement a custom online store/website that promotes GSS/GSC's values along with Health and Safety through a user base and points allocation system

Clients may use the Supplier's website to place orders where available. The Supplier's online ordering website is expected to meet the following requirements at the minimum (please fill out **Schedule B**):

- Must be secure and user friendly;
- Must be accessible from a standard web browser;
- Must allow individual user login ID and password;
- Contains Product offerings;
- Features search function to allow easy Product lookup by category and description;
- Shall allow for Client internal approval for purchases as required;
- Allows for Client confirmation before check out; and
- Allows for Client payment at order check out.

Clients may request the Supplier to set up a trial account for testing the system before executing a contract to ensure the website meets Client's specific requirements.

### 6.4.2.2 ELECTRONIC COMMERCE

If Client is using the Supplier's e-commerce tool, where applicable, the Supplier shall provide Client training including training materials (e.g., user guide) at no extra cost.

### 6.4.2.3 MINIMUM ORDER

The Supplier shall use the lowest quantity published on the catalogue (i.e., left hand column) as the minimum order quantity.

### **6.4.3 ORDER ACKNOWLEDGEMENT AND CONFIRMATION**

The Supplier shall acknowledge orders within one (1) Business Day upon order receipt, in addition, the Supplier shall confirm all relevant ordering information with Client prior to the production of any order, including but not limited to the following:

- Product information (e.g., catalogue number, image, material, quality level);
- Colour availability;
- Sizing information for clothing and accessories;
- Decoration location, method, and size;
- Itemized cost including set up charges and any ancillary charges that may be applicable as outlined in the Agreement; and
- Shipping weight and associated costs if applicable.

### **6.4.4 PROOFS**

The Supplier shall provide appropriate pre-production proofs to Clients for approval. Orders without preproduction approval may be rejected by Client.

### **6.4.5 SAMPLES**

The Supplier shall provide Product samples to Clients during the Term, samples may also include preproduction samples with Client's specific artwork when requested by Client.

### **6.4.6 ORDER QUANTITY OVERRUN / UNDERRUN**

The Supplier shall ensure order quantity overrun and underrun is within five per cent (5%). The Supplier shall work with Client to minimize the order quantity overrun and underrun.

## **6.5 DELIVERY**

The Supplier should deliver orders with correct Products and quantities within the lead time.

All Products will be delivered inside the door of a Client's locations (e.g., reception). Clients may have more than one (1) location within their organization. Where bulky or heavy Products are delivered, the Supplier shall make appropriate delivery arrangement to ensure Products are delivered to Client's specified location.

Deliveries must be made by a reputable transportation company or the Supplier's own fleet and allow for tracking of the shipments. When required by Clients, the

Supplier shall use Client's own delivery service providers, details shall be outlined in the Client Service Agreement.

The Supplier shall charge Client only the actual delivery costs charged by all delivery service providers, there shall not be mark up on the delivery costs.

From time to time Clients may require rush delivery to meet certain deadlines, the Supplier will identify and communicate all applicable costs and obtain prior approval from Clients before shipping out the Products.

Products will be packaged and labelled appropriately to ensure safe delivery. All deliveries must include a packing slip specifying the Client's required information (e.g. name of the employee who placed the order, purchase order number, Products and quantities ordered and shipped, back ordered Products and quantities, if any).

## **6.6 PRODUCT WARRANTY & RECALL**

### **6.6.1 PRODUCT WARRANTY**

The Supplier shall warrant all its Products from the date of receipt against, but not limited to the following conditions:

- Design deficiencies;
- Faulty material;
- Manufacturing defects (e.g., incorrectly applied artwork, poor print quality);
- and
- Poor workmanship (e.g., damaged Products).

All costs related to the warranty including Product and shipping costs will be at no charge.

### **6.6.2 Product Recall**

The Supplier shall ensure all Products meet all safety standards and regulations.

The Supplier shall communicate all Product recalls to Clients who purchased the specific Products being recalled immediately and GSS/GSC within thirty (30) days of such recall, advising Product details including but not limited to:

- Product including description;
- Hazard identified;
- Model and/or Supplier's part number;
- Serial, lot number and/or manufacturing date;

- Corrective measurements (e.g., repair, replace);
- Quantities sold; and
- Affected Clients.

All costs related to the recall including associated Product repair and/or replacement as well as shipping costs will be at no charge to Clients.

## **6.7 SELL-OFFS AND END-OF-LINE ITEMS**

The Supplier shall make any sell-offs and/or end-of-line Products available to Clients. In addition, the Supplier shall communicate discontinued Products to Clients who purchase these Products on a regular basis before discontinuation. When requested, the Supplier shall provide supporting documentation for such discontinuation (e.g., manufacturer's letter).

## **6.8 ADDITIONAL PRODUCTS AND/OR SERVICES**

During the Term of the Agreement, new Products and/or Services (e.g., new decoration methods) may be added to the Agreement as they become available or to meet Clients' needs.

## **6.9 TRANSITION AND IMPLEMENTATION**

The Supplier shall provide Client transition and implementation support on account setup, ensuring seamless transition and minimal service disruption, at no cost.

## **6.10 INVOICING**

The Supplier shall submit to the Client invoice upon order delivery, Client may request consolidated monthly invoice. The invoices will be in either paper or electronic format, as detailed in the Client's CSA.

The invoice shall be itemized and contain, at a minimum, the following information:

- Invoice number;
- Full name of the person who placed orders, if applicable;
- Client's purchase order number, if applicable;
- Client's cost centre number, if applicable;
- Delivery address;
- Product with description;
- Product part number and/or manufacturer's part number if applicable;
- Unit of measure;
- Pack size;

- Quantity ordered and shipped;
- Unit price;
- Extended total;
- Applicable Service with description;
- Service charge; and
- Freight charge if applicable.

## **6.11 PAYMENT TERMS AND METHODS**

The Client's common payment terms are net thirty (30) days, some Clients may have longer payment terms such as net forty-five (45) days. Different payment terms may be agreed to when executing CSAs.

Note – Client's payment terms will not be in effect until the Supplier provides an accurate invoice.

The Supplier shall accept payment from Clients by cheque, Purchasing Card ("P-card") or electronic funds transfer.

### **6.11.1 Electronic Fund Transfer**

The Supplier shall provide Client and GSS/GSC with the necessary banking information to enable electronic fund transfers ("EFT") for any related payments, as requested.

The necessary information is a void cheque (if at all possible) including, but not necessary limited to:

- Financial institution's name;
- Financial institution's transit number;
- Financial institution's account number; and
- Email address for notification purposes.

## **6.12 CUSTOMER SUPPORT TO CLIENT**

The Supplier shall provide effective customer support to Clients including, but not limited to:

- A responsive account executive (or a team of personnel lead by an account executive) assigned to the Client to support their needs by providing day-to-day and ongoing administrative and operational support;
- The Supplier's team must be responsive to the needs of the Clients (i.e. same Business Day response), provide requested information and documentation in a timely manner and issue resolution;



- Easy access to the Supplier (i.e. by toll free telephone number, email, voicemail, and fax);
- Establishing an ongoing communications program with the Client (e.g. proofing process, new Products and Services available);
- Attending quarterly business reviews with Clients or other meetings, as requested;
- Providing reports to Clients, upon request;
- We would like a vendor ideally who would store items for us and maintain an inventory list that is easy for us to access. We would like a vendor to be able to ship us items as needed out of our inventory promptly and to multiple locations across Alberta and British Columbia; and
- We would like a vendor to allow returns to go back directly to them instead of back to head office where we have to ship out to the vendor.

### 6.13 PRICING

GSS/GSC has an average spend of approximately \$285,000 per year over various programs and requires a pricing strategy to meet our needs.

Please recommend and supply samples (along with pricing) for the following items, which will be returned when an award is made.

- Promotion items to give for Golf Tournament Fund Raiser Participants (approximately 100 guests, Budget of \$1000.00)
- Promotional items for give to Career Fair Participants (approximately 500-\$5-\$10 each)
- Items for Employee (\$50.00 to \$500.00 based on years of service)
- Volunteer Recognition (approximately 500-\$5-\$10 each)
- Ball Cap, T-shirt, pen, coffee mug, ear buds, tumblers

## SECTION 7 – 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 Request for

Proposal.

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

## SCHEDULE A

### LISTING OF GSS/GSC Locations

Location Name	Address	City	Prov
<b>Edmonton and area:</b>			
Dr. Gerald Zetter Centre	9649 71 Ave NW	Edmonton	AB
Good Samaritan Place	8425 83 St NW	Edmonton	AB
Mill Woods Care Centre	101 Youville Dr E	Edmonton	AB
Southgate Care Centre	4225 107 Street	Edmonton	AB
Good Samaritan Head Office	8861 75 Street	Edmonton	AB
Wedman House and Village	10525 19 Ave NW	Edmonton	AB
Spruce Grove Care Centre	415 King St	Spruce Grove	
Stony Plain Care Centre	4800 55 Avenue	Stony Plain	AB
George Hennig Place	4808 57 Avenue	Stony Plain	AB
Clearwater Care Centre	5615 60 St	Rocky Mountain House	AB
Pembina Village	5225 50 Street	Evansburg	AB
Good Shepherd Home	4702 Northmount Dr	Wetaskiwin	AB
Edmonton Programs for Persons with Developmental Disabilities (PPDD)		Edmonton	AB
Edmonton Seniors' Clinic	8861-75 Street	Edmonton	AB

#### **Southern Alberta:**

Lee Crest	989 1st St E	Cardston	AB
Park Meadows Village	1511 15 Ave N	Lethbridge	AB
West Highlands Centre & Estates	2687 Garry Dr W	Lethbridge	AB
Garden Vista	37 E 2nd Ave N	Magrath	AB
South Ridge Village	550 Spruce Way	Medicine Hat	AB
Vista Village	1240 Ken Thornton Blvd	Pincher Creek	AB
Prairie Ridge	328 Broadway S	Raymond	AB
Linden View	4700 64th Ave	Taber	AB

#### **British Columbia:**

Christenson Village	585 Shaw Rd	Gibsons	BC
Mountainview Village	1540 KLO Rd	Kelowna	BC
Victoria Heights	230 Ross Dr	New Westminster	BC
Village by the Station	270 Hastings Ave	Penticton	BC
Hillside Village	2891 15 Ave NE	Salmon Arm	BC
Pioneer Lodge	1051 6 Ave NE	Salmon Arm	BC
Heron Grove	4900 20 St	Vernon	BC
Delta View	9321 Burns Dr	Delta	BC

## SCHEDULE B

### 1. Solution

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

**M** = Solution Meets Requirements

**C** = Solution Can Meet Requirements with Development or Enhancement

**DN** = Solution Does Not or Cannot Meet Requirement

An omitted response will be assumed to be the same as a response of DN, solution does not or cannot meet requirement.

Only one response per requirement will be accepted. Multiple responses may be evaluated at the discretion of the Society.

Functional Requirement		Vendor Response
Website		
<b>a.</b>	<b><u>General Functionality</u></b>	
a.1	<b>GSS/GSC website for employees, departments, programs and sites</b>	
a.2	<b>Online Catalogue with approved GSC/GSS items</b>	
a.3	<b>Online Store for GSS/GSC locations (to be billed to GSS/GSC</b>	
a.4	<b>Online Store for GSS/GSC employees to order goods for personal use (to be billed to the individuals)</b>	
a.5	<b>Website for Workplace and Safety Rewards program</b>	
a.6	<b>Secure and friendly to use</b>	
a.7	<b>Accessible from a standard web browser</b>	
a.8	<b>Allow individual login and password</b>	
a.9	<b>Robust search function</b>	
a.10	<b>Allow for Client internal approval for purchases</b>	
a.11	<b>Allow Client confirmation before check out</b>	
a.12	<b>Allow for individuals to pay at order check out</b>	