



**REQUEST FOR PROPOSAL (“RFP”)**  
**Mobile Kitchen- Temporary**  
**RFP# MOBKIT2019.04.01.DL**

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

Good Samaritan website:

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

RFP Issue Date: April 10, 2019  
RFP Closing Date: April 26, 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. .

### 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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The Good Samaritan Stony Plain Care Centre located at 4800 – 55 Avenue, Stony Plain, AB T7Z 1P9 requires a Temporary Kitchen to be set up on site to accommodate Food Service of 3 meals per day to 156 residents between 15 May 2019 and 30 July 2019 while their kitchen is being renovated.

**For the purposes of this RFP, the proponent must meet the following criteria:**

- 1.3.1 Contractor must provide a fully functional kitchen trailer that includes cooking range; griddle; convection oven; microwave; steamer; freezer; fridge; hand wash sink; 2-compartment dish wash sink; commercial dishwasher (must reach 180 degree final rinse or chlorine sanitizer dispensed on final rinse)
- 1.3.2 Kitchen trailer must be in serviceable and fully operational condition. It must be also be clean and available for inspection by the Hospitality and/or Site Manager prior to delivery if possible
- 1.3.3 The contractor must ensure that the trailer and the equipment within meets relevant safety standards and national and local laws as well as environmental regulations
- 1.3.4 The contractor is responsible for obtaining any permits and/or licenses that may be required
- 1.3.5 Kitchen trailer must be a minimum of 28' and a maximum of 35' and able to support 3 meals per day to 156 residents between 15 May 2019 and 30 July 2019
- 1.3.6 Kitchen trailer must be on site and fully operational by 15 May 2019 and must remove it on 30 July 2019, unless otherwise requested
- 1.3.7 Installation and demobilization of the trailer is the responsibility of the contractor
- 1.3.8 Contractor is responsible for arranging and setting up any utilities required to operate the trailer; i.e. propane, water hook up, sewage, electrical requirements
- 1.3.9 Contractor is to provide a safe ramp from the trailer to the ground to transport the food from the trailer to the building
- 1.3.10 Contractor must arrange for fencing around trailer to ensure safety of staff and avoid any vagrancy and/or damage to the unit
- 1.3.11 The Contractor must provide a single point of contact to liaise with the Hospitality and/or Site Manager. This individual must be available twenty-four (24) hours a day, seven (7) days a week by cell phone. This individual must also have the authority to make decisions on behalf of the Contractor
- 1.3.12 The contractor must repair or replace, without delay, any equipment found to have any problems, defects or damage if so requested by the Hospitality and/or Site Manager. No extra charges shall be incurred during the replacement or repair of the equipment, as it is the sole responsibility of the Contractor to deliver trailers and equipment in good operating condition.
- 1.3.13 Repair and recovery of the trailer and equipment from the site to the contractors repair facility in case of breakdown to include:

- In the case that the trailer/equipment cannot be repaired within twenty-four (24) hours, the Contractor shall bring a replacement trailer
- All maintenance and repairs (parts and labour) are the responsibility of the Contractor
- The Contractor must allow the trailer to be inspected by the Hospitality and Site Manager prior to acceptance

## 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 26, 2019. Proposals must be to the attention of:

The Good Samaritan Society  
Attn: Denise Lischuk, Senior Buyer, Materials Management  
8861 - 75 Street  
Edmonton, Alberta, Canada T6C 4G8  
Phone: 780-431-4839  
Email: [dlishuk@gss.org](mailto:dlishuk@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 [dlishuk@gss.org](mailto:dlishuk@gss.org) will be accepted and must be submitted up to April 18, 2019 to allow sufficient time to include all Proponents in the answer(s). The Society will provide no further answers after 1400hrs MDT April 23, 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 26, 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 for the project by 01 May 2019 to allow for the proponent to be on site and fully operational for 15 May 2019

A tentative RFP timeline would be:

|                                      |   |
|--------------------------------------|---|
| RFP Issue Date                       | April 10, 2019                                  |
| Site Visit (Stony Plain Care Centre) | April 15, 2019 13:00 hours MDT                  |
| Deadline for receiving questions     | April 18, 2019 Closing time: 14:00:00 hours MDT |
| Deadline for responding to questions | April 23, 2019 Closing time: 14:00:00 hours MDT |
| RFP Closing Date (submissions due)   | April 26, 2019 Closing time: 14:00:00 hours MDT |
| Award of contract                    | on or before May 01, 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 rentals.
2. **Equipment, Features and Technical Specifications** - quality of the proposed kitchen equipment and ability to meet requirements identified by the Society.
3. **Pricing** – total cost to meet requirements.
4. **Maintenance & Support** – support availability, responsiveness
5. **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 Denise Lischuk by email: [dlishchuk@gss.org](mailto:dlishchuk@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 Denise Lischuk by email: [dlishchuk@gss.org](mailto:dlishchuk@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.

## 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. Equipment and Technical Specifications    | 30                |
| 3. Pricing                                   | 20                |
| 4. Equipment Delivery, set up and removal    | 10                |
| 5. Equipment 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 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\_\_\_\_\_

Name (Print): \_\_\_\_\_

Title: \_\_\_\_\_

Signed: \_\_\_\_\_



## APPENDIX A – RFP RESPONSE TEMPLATE

| 1. Experience, Qualifications and References (maximum 2 pages) |   |
|--|---|
| a.   | Briefly describe your corporate history.  |
| <b>Proponent Response</b>                                      |   |
| b.   | Provide examples of similar set-ups for other customers                               |
| <b>Proponent Response</b>                                      |   |
| 2. Equipment and Specifications                                |   |
| a.   | Provide Trailer dimensions and kitchen equipment specifications                       |
| <b>Proponent Response</b>                                      |   |
| b.   | Provide details of placement and removal of unit and all security measures            |
| <b>Proponent Response</b>                                      |   |
| 3. Pricing   |   |
| a.   | Outline rental charges, including any additional charges that may be incurred         |
| <b>Proponent Response</b>                                      | Monthly rate:<br>Weekly rate:<br>Daily rate:<br>Additional charges (please describe): |
| 4. Maintenance and Support                                     |   |
| a.   | Describe action plan for repairs to equipment if necessary                            |
| <b>Proponent Response</b>                                      |   |
| 5. Value Adds  |   |
| a.   | Please describe any value adds offered to us  |
| <b>Proponent Response</b>                                      |   |