



**REQUEST FOR PROPOSAL
HS2019.07.30DL**

**Hospitality Services
Chef Jacket & Apron Rental Program**

**The Good Samaritan Society
(A Lutheran Social Service Organization)**

Good Samaritan Canada

Good Samaritan Canada Delta View Care Home

**Issue Date: 30 July 2019
Closing Date: 23 August 2019
Closing Time: 1400hrs MDT**

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SECTION 1 – INTRODUCTION

1.1 BACKGROUND

The Good Samaritan Society (A Lutheran Social Service Organization) and Good Samaritan Canada (A Lutheran Social Service Organization) are not-for-profit, registered charities whose mission is to extend Christian Hospitality through a continuum of care to those in need or at risk. The two entities are related and economically dependent on one another and are collectively referred to as “the Society”. In its history of 70 years creating specially designed and caring environments for the elderly or disabled, the Society has played a key role in development of new and innovative programs – ones that are becoming industry standards throughout Canada.

The Society operates a wide range of programs in Alberta and British Columbia which include Long Term Care (LTC), Complex Care (CC), Supportive Living (SL), Assisted Living (AL), Programs for Persons with Developmental Disabilities (PPDD), Life Lease Apartments, Supportive Housing, Adult Day Programs, a Seniors Health Clinic and TeleCare® Personal Emergency Response Services.

The Society has more than 6,000 clients who are being served by 4100 employees and more than 1,900 volunteers. We are one of the largest not-for-profit Care Providers in Alberta & British Columbia. The Society generated annual consolidated revenue of \$225million for the year ended March 31, 2018.

The Society’s facilities are listed in Schedule A and B

1.2 MISSION, VISION AND VALUES

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:

The Good Samaritan Society will grow in strength, excellence and creativity in caring for others.

Our Values:

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

- Servant leadership
- Healthy relationships and
- Hospitable environments

1.3 OBJECTIVES

The Society is issuing a Request for Proposal (RFP) from Facility Services Providers for a three (3) year term, with the option of extending by two (2) additional one (1) year terms. The term will begin on October 01, 2019

This RFP includes the supply/rental of Chef Jackets and Kitchen Staff Aprons as per Schedule 'C' and 'D' to the GSS sites listed in Schedule 'A' and/or to the GSC sites listed in Schedule 'B' GSS may award this RFP for GSS sites and GSC sites together or separately.

SECTION 2 – PROPOSAL SUBMISSIONS

2.1 PROPOSAL SUBMISSION

2.1.1 General

To be eligible for consideration in this RFP process, Proposals must be mailed or hand delivered in a sealed package (indicating Proponents Name, Address and RFP number) before the closing time of 1400hrs MDT 23 August 2019 to the attention of:

Denise Lischuk
Senior Buyer, Materiel Management
The Good Samaritan Society
8861 75 Street
Edmonton, AB. T6C 4G8
Phone: 780-431-4839
Fax: 780-431-4868
Email: dlishuk@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 dlishuk@gss.org will be accepted and must be submitted up to August 7, 2019 to allow sufficient time to include all Proponents in the answer(s). The Society will provide no further answers after 1400hrs MDT 09 August 2019 to allow time for submission of proposals.

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

2.2 PROPOSAL FORMAT

2.2.1 General

Proposal responses must adhere to the format requirements as set out in this RFP. Responses must be limited to 20 pages, or less, including appendices.

RFP response Proposals must be comprised of:

- 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, implementation and any other costs
- Response to the requirements detailing the organization's capability to satisfy our needs that will include one (1) hard copy original, clearly identified as "original", three (3) additional hard copies and one (1) electronic copy (PDF)
- Signed copy of Article 5 the Certification Schedule accepting the terms and conditions of this RFP
- Three references, including company/organization name, contact name and contact phone number, as well as a brief description of services performed

2.2.2 Corrections

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

2.3 AMENDMENT OF PROPOSAL

The Proponent can amend their Proposal after submission, but only if the Proposal is amended and resubmitted before the closing date by notice to Denise Lischuk delivered in writing and replaced with a revised Proposal, in accordance with the provisions of this RFP.

2.4 OPENING PROPOSALS

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

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 Denise Lischuk 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

All written inquiries and the replies thereto will be posted to the Society's website at www.gss.org. 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

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

Proponent Presentations will be held after the Closing Date. Presentations are intended to provide the Society with an opportunity to acquire additional information on the proposed services and to look at samples. Selection of proponents for presentation will occur first week of September, 2019. Only successful proponents will be notified.

SECTION 4 – RESPONSE REQUIREMENTS

4.1 TERM OF THE AGREEMENT

The term of the agreement will be for a three (3) year term with the possibility of extending by two (2) additional one (1) year options.

4.2 DELIVERABLES

- 4.2.1** Supply of rental Chef Jackets as per Schedule ‘C’ and ‘D’. Jackets will be changed out on a weekly basis.
- 4.2.2** Supply of rental Aprons as per Schedule ‘C’ and ‘D’. Aprons will be changed out on a weekly basis.

4.3 REQUIREMENTS

- 4.3.1** Supply chef jackets that are durable, breathable, and free of wrinkles and stains to all of the facilities within the Good Samaritan as per Schedule ‘A’ and ‘B’ on a weekly basis and in a professional manner. Jackets are to be white in color, available in short and long sleeve, in sizes X-Small to 4X-Large, must have pockets sewn shut and the GSS/GSC logo sewn onto the left chest.
- 4.3.2** Supply kitchen staff aprons that are white in color with white stitching, durable, wrinkle free, with no pockets, and adjustable neck.
- 4.3.3** Perform necessary repairs to jackets and aprons as required, or replace with new as required.
- 4.3.4** Able to service all GSS and/or GSC sites on a weekly basis.

4.4 AGENTS/SUBCONTRACTORS

Proponents must indicate whether they intend to use agents or subcontractors to perform the services outlined in the Agreement and shall provide details on who they are and the service(s) the agent/subcontractor shall perform.

The successful Proponent shall remain responsible for the performance of the Agreement notwithstanding its use of agents or subcontractors as approved by the Society.

4.5 MANDATORY REQUIREMENTS

Proponents **MUST** comply with all Mandatory Requirements identified in 4.3. Mandatory requirements will be evaluated on a pass / fail (i.e. compliant or noncompliant) basis. Proponents that fail to meet a Mandatory Requirement will be deemed non-compliant and the response will not be further considered.

4.7 SELECTION CRITERIA

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

- | | |
|--|------------|
| 1. Quality, sizing & variety options available of Chef Jackets and Aprons | 30% |
| a. Jackets – breathability, durability, appearance, sizing | |
| b. Aprons - durability, appearance | |
| 2. Ability to service all GSS a/o GSC sites on a weekly basis | 35% |
| 3. Pricing structure | 35% |

SECTION 5 – 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 _____

Print Name: _____

Title: _____

Signature: _____

SECTION 6 – TERMS AND CONDITIONS

6.1 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. 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.

6.2 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 the Society. The Proponent agrees to be bound by this provision regardless if its Proposal is accepted or rejected.

6.3 CONFIDENTIALITY

6.3.1 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

6.3.2 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.

6.3.3 Personal Information

6.3.3.2 Use

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.

6.3.4 Non-Disclosure Agreement

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

6.4 COSTS

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.

6.5 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.

6.6 INTELLECTUAL PROPERTY

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.

6.7 ACCEPTANCE OF PROPOSALS

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 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.

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

6.8 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.

6.9 INDEMNIFICATION

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.

6.10 INSURANCE

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 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.

6.11 ASSIGNMENT

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.

6.12 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.

6.13 NO LIABILITY

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

6.14 ENTIRE RFP

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

6.15 CONTRACT

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.

SCHEDULE A

LISTING OF SOCIETY FACILITIES FOR GSS

Site Name	Address	City	Prov
Edmonton and area:			
Dr. Gerald Zetter Centre	9649 71 Ave NW	Edmonton	AB
Good Samaritan Place	8425 83 St NW	Edmonton	AB
Millwoods Care Centre	101 Youville Dr E	Edmonton	AB
Southgate Care Centre	4225 107 Street	Edmonton	AB
Corporate Office	8861 75 Street	Edmonton	AB
Wedman House & 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 Lutheran Home	4702 Northmount Dr	Wetaskiwin	AB

Southern AB:

Lee Crest	989 1st St E	Cardston	AB
Park Meadows Village	1511 15 Ave N	Lethbridge	AB
West Highlands Centre	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

SCHEDULE B

LISTING OF SOCIETY FACILITIES FOR GSC

Site Name	Address	City	Prov
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British Columbia:

Christenson Village	585 Shaw Rd	Gibsons	BC
Mountainview Village	1540 KLO Rd	Kelowna	BC
Mountainview Village	3070 Burtch Road	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 Drive	Delta	BC

SCHEDULE C

SITE	CHEF COAT QTY/DAY	CHEF COAT QTY/WEEK	APRON QTY/DAY	APRON QTY/WEEK
LEE CREST	1	7	10	70
WEST HIGHLAND	2	14	6	42
PARK MEADOWS	1	7	2	14
GARDEN VISTA	1	7	4	28
SOUTH RIDGE	2	14	8	56
VISTA VILLAGE	2	14	6	42
PRAIRIE RIDGE	1	7	8	56
LINDEN VIEW	2	14	6	42
MILLWOODS	2	14	8	56
CORP BISTRO	1	7	1	7
SOUTHGATE	4	28	22	154
GSPLACE	1	7	0	0
ZETTER CARE	4	28	24	168
WEDMAN	1	7	6	42
SPRUCE GROVE	1	7	2	14
STONY PLAIN	3	21	16	112
GEORGE HENNIG	1	7	2	14
PEMBINA VILLAGE	1	7	4	28
GOOD SHEPHERD	1	7	10	70
CLEARWATER	1	7	2	14

SCHEDULE D

SITE	CHEF COAT QTY/DAY	CHEF COAT QTY/WEEK	APRON QTY/DAY	APRON QTY/WEEK
CHRISTENSON	2	14	6	42
VICTORIA HEIGHTS	1	7	2	14
VILLAGE BY THE STATION	2	14	8	56
MOUNTAINVIEW 1/2	1	7	6	42
MOUNTAINVIEW 3	2	14	10	70
HERON GROVE	1	7	4	28
HILLSIDE VILLAGE	1	7	4	28
PIONEER LODGE	1	7	2	14