



REQUEST FOR PROPOSAL (RFP)

For

THE GOOD SAMARITAN SOCIETY and GOOD SAMARITAN CANADA (Good Samaritan) & GSC Delta View

For

Document Shredding Services

Locations: Alberta and British Columbia

RFP Number: P103-2022-003

RFP Closing Date: 22 MARCH 2022

Time: 23:59:59 P.M. Mountain Standard Time (MST).

Proposal Submission:

Attention: Rick Hessels, Manager- Procurement & Contracts Management

Address: Purchasing@gss.org

Inquiries Contact:

Same as above

Email Address: Purchasing@gss.org

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1. BACKGROUND

- 1.1 The Good Samaritan has 29 care homes across British Columbia and Alberta. The Good Samaritan is a non-profit, charitable organization that provides specialized care services for the elderly, disabled and those in need or at risk.
- 1.2 Good Samaritan's **Mission** is:
 - (a) To extend Christian hospitality through a continuum of care to those in need or at risk, regardless of race or religious belief.
- 1.3 **Our Vision** - To grow in strength, excellence and creativity in caring for others.
- 1.4 **Our Values** - Reflecting Christian hospitality, the values of the Good Samaritan are:
 - (a) **Healthy Relationships:** In a spirit of compassion, we work in supportive partnerships and open our hearts to others by affirming their goodness and potential.
 - (b) **Hospitable Environments:** We provide safe, comfortable communities inspiring involvement, where people experience a sense of caring, belonging and purpose.
 - (c) **Servant Leadership:** We lead through giving of ourselves in service to others, by acting with courage in a trustworthy and ethical manner.
- 1.5 Good Samaritan continuously build on aspects of “safety, quality, integrity, open and honest communications” with all stakeholders and support the protection of environment, particularly as they relate to the communities we work in and the people that may be touched by our projects.
- 1.6 Additional information regarding Good Samaritan could be found at our website through the following link: <https://gss.org/>

2. INTENT

The Society is issuing a Request for Proposal (RFP) from NAID/i-Sigma AAA certified providers to perform secure and confidential document shredding services and destruction of other related recording media as requested by GS. There shall be no minimums or guarantee of volumes

The term of contract will be for three (3) years, with the possibility of extending by two (2) two additional one-year options.

3. PROJECT DELIVERABLES/SCOPE OF WORK

- 3.1 The Services to be completed may include, but not limited to, the following:
 - a) Provide all necessary labour, supplies and equipment necessary to perform collection, removal, on-site shredding and secure destruction of confidential documents from multiple GSS locations;

- b) Include all costs covering and not limited to licenses, lockable on-site collection bins, mileage, truck charges, fuel costs and surcharges, parts, transportation, environmental protection and safety measures, sub-contractors, etc; if fuel cost is adjusted on each invoice based on date of service include base price of fuel assumed in response to RFQ and adjustment formula that will be used to calculate fuel surcharges.
- c) Provide a schedule modified by GSS as requested indicating facilities bi-weekly/monthly service schedules; Provide at least 48 hours notice of any adjustments to collection schedules
- d) Provide environmentally preferred records destruction processes including recycling of materials to reduce carbon footprint;
- e) Provide a service plan to address site specific needs and ensure compliance with provincial privacy legislation;
- f) Provide a dedicated account representative acting as the single point of contact;
- g) Provide regular reports outlining billing, current services, cost analysis, quantity of shredding, and recycling information per location;
- h) Ensure a secure chain of custody from pick up to destruction;
- i) Provide an itemized certificate of destruction after each service pickup date.
- j) Capacity to provide additional services as requested including yearly purges.
- k) No extra cost for delivery of new bins of any configuration and no cost for set up of new bins;
- l) All Services to be completed must be accepted best practices for high quality and sustainable records destruction.
- m) GSS must be allowed to perform yearly audits on shredding services in both Alberta and BC
- n) Must be able to provide a mutually agreeable contingency plan to deal with unforeseen circumstances eg. COVID-19

4. RFP KEY DATES

Good Samaritan anticipates following the below procurement schedule:

| Description | Anticipated Date |
|---------------------------|-----------------------|
| RFP Issue Date | 8 March 2022 |
| RFP Closing Date and Time | 22 March 2022 |
| Notification of Selection | Week of 28 March 2022 |
| Project Commencement Date | 1 April 2022 |

5. SUBMISSION REQUIREMENTS

1. Proponents are required to organize their Submission clearly and succinctly, to present the required information. Use the main headings and present the information substantially in the order provided.
2. Proposals must be submitted by email to Purchasing@gss.org. The Proponent is responsible for ensuring the Proposal is received before the RFP Closing Date and Time.
3. To maintain the integrity of the process, any Submission received after the RFP Closing Date and Time will be rejected. Good Samaritan assumes no responsibility for server availability or any other technical problem that may prevent a Submission from being received by Good Samaritan prior to the RFP Closing Date and Time.
4. The official time for receipt of Submissions will be as determined by Good Samaritan.
5. Proponents are advised to pay careful attention to the wordings used throughout the RFP, as failure to satisfy any term, condition or requirement may result in the rejection of the Proposal.
6. Proponents are responsible for examining the complete RFP document (including Addendum(s), if any), and shall fully inform themselves of all conditions which may affect their Submission and performance of the project deliverables.
7. The RFP Submission should be limited to no more than twenty (20) single-sided, 8½" x 11" pages or equivalent (e.g. 11" x 17" fold out sheets for charts, schedules, etc. count as 2 pages).
8. The page limit excludes a cover letter, table of contents and individual's resumes.
9. Proponents should use an easy to read font type and size, such as 11-point Calibri or 12 points Times New Roman.
10. Proponents may amend, and/or withdraw their Submission prior to the RFP Closing Date and Time by submitting a clear and detailed written notice of change to Good Samaritan.
11. Clarifications requested by Proponents must be in writing and made no later than three (3) Business Days prior to the RFP Closing Date and Time. The reply, if any, may be provided directly to the enquirer or sent to all Proponents of record, in the form of an addendum (if required).
12. Good Samaritan may in its sole discretion, extend the RFP Closing Date and Time, or amend, suspend, postpone or cancel the RFP, wholly or partially, at any time before or after the RFP Closing Date and Time, without incurring liability whatsoever to any interested party, Proponent, Team Discipline, Key Individuals or other persons.

13. All Proposals become irrevocable after the RFP Closing Date and Time. Submitted Proposals shall be final and binding on the Proponent for sixty (60) days from the RFP's Closing Date and Time and may not be altered by subsequent offerings, discussions, or commitments unless the Proponent is asked to do so by Good Samaritan.
14. The Proponent is responsible for all costs associated with preparing and submitting its Proposal to Good Samaritan under this RFP.
15. No verbal agreement or conversation made or had at any time with any officer, employee, contractor, agent or consultant of Good Samaritan, nor any oral representation by any such officer, employee, contractor, agent or consultant, shall add to, detract from, affect or modify the terms of the RFP or the Contract, or be relied upon in any way whatsoever, unless specifically incorporated in a written addendum to the RFP and issued by Good Samaritan.

6. CORPORATE PROFILE

The Proposal must include the following:

| REQUIREMENTS | PROponents RESPONSE |
|--|---------------------|
| .1 The legal name of the Proponent with organizational chart; | |
| .2 Proponent's contact for all questions and clarifications arising from the Proposal and for ongoing account management. The contact information should include the person's title, address including email, telephone and facsimile number; and Accounts Receivable contact for all invoicing inquiries. | |
| .3 Provide details of any subcontracting arrangements proposed by the Proponent, including subcontractor's legal name and address. | |
| .4 Proponent must be NAID/i-Sigma certified. Please provide evidence of Certification. | |

7. PROJECT EXPERIENCE AND PAST PERFORMANCE

| REQUIREMENTS | PROPOSERS RESPONSE |
|--|--------------------|
| <p>.1 Demonstrate experience with performing previous projects of this scale and size, similar to this project, by providing summaries of three (3) reference projects, completed within the last five (5) years. For each referenced project, provide the:</p> <p>(a) Title and brief description of project</p> <p>(b) Project value</p> <p>(c) Project location</p> <p>(d) Client for which the project was performed</p> <p>(e) Client contact details that have working knowledge of the project's quality, budget and schedule, including the names and phone numbers of references. By submitting those references, the Proponent authorizes GSS to contact these references on behalf of this project.</p> <p>(f) Reference projects may include previous similar jobs performed for the Good Samaritan.</p> | |
| <p>.2 Identify any special needs, risks or considerations that Good Samaritan may not have identified and suggest approaches for addressing them.</p> | |

8. PRICING

- 12.1 The Proponent shall propose the sum of their project contribution in **Proposal Sheet Summary**, attached. In the event of inconsistency between the words and the amount, the words shall prevail. The breakdown of the pricing and additional hourly rates are to be detailed in Appendix A.

- 12.2 The completed **Proposal Sheet Summary** must be signed by the authorized representative of the Proponent, and submitted with the Proposal.
- 12.3 The Proponent, its personnel and providers are not Good Samaritan employees, therefore, they are responsible for their own personal income tax, Canada Pension Plan (CPP), Employment Insurance (EI), disability insurance and any other payroll burdens, or deductions required to be deducted by law.
- 12.4 The Proposal rates shall be firm for the duration of the Contract term, and shall be unaffected by fluctuations in foreign exchange.

9. PROPOSAL EVALUATION

The Evaluation Committee will use the following evaluation criteria to rate Proposals. The ratings are confidential, and no totals or scores of the ratings will be released to any party, outside Good Samaritan and the Evaluation Committee, strictly on a need to know basis.

| EVALUATION CRITERIA | | |
|---------------------|---|-------------|
| (a) | Corporate Profile | 10% |
| (b) | Scope of Work Compliance (Schedule A) | 30% |
| (c) | Project Experience and Past Performance | 30% |
| (d) | Pricing | 30% |
| | TOTAL: | 100% |

APPENDIX 'A' – PROPOSAL SHEET SUMMARY
(To be signed by the Proponent and submitted with the Proposal)

1. FROM (Proponent):

(Proponent Legal Name)

(Proponent Operating Name)

(Mailing Address)

(City, Province, Postal Code)

(Email Address)

(Telephone)

2. TO: ATTENTION: Rick Hessels
Email: Purchasing@gss.org
RE: REQUEST FOR PROPOSAL (RFP)
for
Project Location: Good Samaritan Head Office
for
Project Name: External Audit Services

3. By submitting this Proposal, I/We agree to be bound by the terms and conditions of the RFP and declare that I/We:

(a) examined and read the RFP document for the above noted project;

- (b) understands the RFP documents, including the terms and conditions;
- (c) confirm receipt of all addenda issued for the RFP, if any;
- (d) considered those addenda in the preparation of this Proposal;
- (e) declare that no person, firm or corporation other than the undersigned has any interest in this Proposal or in the proposed Contract for which this Proposal is made;
- (f) have noted no discrepancies, errors or omissions in the RFP except those previously brought in writing to the attention of Good Samaritan and which have been clarified by an addenda, if any;
- (g) am/are competent to undertake and complete the project deliverables;
- (h) have relied upon our own examination of the project deliverables, and have informed ourselves fully as to all conditions, contingencies, risks and circumstances, local or otherwise, which might influence or affect the performance or the cost of the project;
- (i) in good faith, agree to work towards executing a formal agreement with Good Samaritan for the project if selected as the successful Proponent under this RFP.
- (j) agrees to carry out the Services in accordance with the pro forma Contract issued with the RFP Documents,
- (k) for the total price of:

\$

(amount in numbers)

(amount in Words)

Which amount(s) include taxes as separate line item(s) on this Submission.

I/We agree:

- (a) Reimbursable expenses will be paid in accordance with the terms of the Contract.
- (b) to execute a formal agreement with Good Samaritan for the performance of the Services and for the above stated compensation if selected as the successful Proponent.

Submitted this _____ day of _____, 2020.

Signed: _____

(Name and Title of the Proponent's authorized individual)

APPENDIX 'B' – PRO-FORMA CONTRACT TEMPLATE

SCHEDULE- 'A'- SCOPE OF WORK

| Section | Description | Compliance (Yes or No) |
|------------|--|------------------------|
| 1. Service | <ul style="list-style-type: none"> a) Provide locked and secured containers as requested by GSS Authorized User; b) Must have the ability to provide service times tailored to site needs, from bi-weekly, monthly, or on an as needed basis (eg. yearly purge); c) Servicing to sites must be between 9:00 am to 3:00 pm (local time), Monday to Friday excluding lunch between 12 to 1 pm and Statutory Holidays; d) Must have the ability to bill by bin type for scheduled shred service or by banker box on the monthly invoices; e) Must be able to generate a single invoice broken down by site; f) Must be able to add customizations to the invoices for required GSS information; g) Contractor must provide consistent bi-weekly/monthly on-site service; h) Must be able to provide as needed on-site shredding service to accommodate large volumes of boxes of records for shredding generated by destruction projects, in addition to the sites regular bi-weekly/monthly service (eg. yearly purge); i) The turnaround time for as needed pick-up requests should be within two weeks of order placement; j) Site name and address services must be specified on monthly invoices; k) Ability to shred or destroy related media such as compact discs, computer drives, backup magnetic tapes, floppy and zip disks, optical media, other electronic data storage devices, and other media as needed; l) Ability to shred and destroy records and media made of different material, material size, material dimensions etc. as needed without incurring additional fees or special rates; m) Ability to shred records without prior removal of staples, paper clips or other fasteners; n) Ability to provide box shredding services; o) Provide paper document cross shredding to 1/8" cuts or better. Smaller shred sizes are acceptable for | |

| | | |
|-----------------------|---|--|
| | <p>destruction; however larger shred sizes are not acceptable;</p> <p>p) There must be a process in place to obtain access to the secured bin by authorized personnel at site.</p> | |
| 2. Security | <p>a) Must be NAID certified;</p> <p>b) Must provide details about Secure Chain of Custody for on-site shredding services from pick up to time of disposal;</p> <p>c) Must provide Certificate of Destruction for all shredded material;</p> <p>d) Must allow GSS staff to witness collection from the bins if requested;</p> <p>e) All material must not leave Canada ;and must be shredded in Canada,</p> <p>f) Must provide keys to bins via a key waiver.</p> | |
| 3. Environment | <p>a) Shredded paper must be recycled;</p> <p>b) Must provide green reports showing number of trees saved upon request;</p> <p>c) Demonstrate and advise on how GSS is able to capture "carbon credits".</p> | |