



REQUEST FOR PROPOSAL (RFP)

For:

**THE GOOD SAMARITAN SOCIETY, A LUTHERAN SOCIAL SERVICE ORGANIZATION; AND
GOOD SAMARITAN CANADA, A LUTHERAN SOCIAL SERVICE ORGANIZATION; AND
GOOD SAMARITAN DELTAVIEW**

For:

PRIME VENDOR MEDICAL SUPPLIES DISTRIBUTOR AND STOCKLESS PROGRAM

Location: All Care Homes and Programs in Alberta and British Columbia, Canada

RFP Number: P103-2023-002

RFP Closing Date: 31 March 2023

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

Proposal Submission:

Email Address: Purchasing@gss.org

Inquiries Contact: Karen Fleming: Buyer, Procurement & Contracts Management

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1. BACKGROUND

1. The Good Samaritan Society (A Lutheran Social Service Organization) and Good Samaritan Canada (A Lutheran Social Service Organization) have 29 care homes across western Canada. Good Samaritan is a non-profit, charitable organization that provides specialized care services for the elderly, disabled and those in need of care or at risk.
2. Good Samaritan' 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.
 - (b) **Our Vision** - To grow in strength, excellence and creativity in caring for others.
 - (c) **Our Values** - Reflecting Christian hospitality, the values of the Good Samaritan Society and Good Samaritan Canada are:
 - i. **Healthy Relationships:** In a spirit of compassion, we work in supportive partnerships and open our hearts to others by affirming their goodness and potential.
 - ii. **Hospitable Environments:** We provide safe, comfortable communities inspiring involvement, where people experience a sense of caring, belonging and purpose.
 - iii. **Servant Leadership:** We lead through giving of ourselves in service to others, by acting with courage in a trustworthy and ethical manner.
3. 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.
4. Good Samaritan encourages the participation of local businesses in the communities that it serves, where possible, Proponents are encouraged to work with local businesses in delivering Services to any Good Samaritan facility.
5. Good Samaritan acknowledges that every purchase has an economic, environmental, and social impact, whether intended to or not. Reconciliation in Procurement is designed to intentionally leverage the purchasing activities of Good Samaritan to achieve positive social value outcomes for Indigenous Peoples and Communities.
6. Good Samaritan Society is a member in good standing with SGP Purchasing Partner Network, a division of Extencicare. Pricing for items included in this offering must reflect current SGP pricing,
7. Additional information regarding the Good Samaritan could be found at our website through the following link: <https://gss.org/>

2. INTENT

1. The intent of this RFP is to find qualified firms specializing in the distribution of medical supplies, including catheters, wound care, dressings, incontinent supply, ostomy care, etc. In addition, specialized in the provision and maintenance of stockless inventory at its warehouse. The successful Proponent(s) is expected to provide the Services to all of the Good Samaritan Facilities listed in **Appendix E**, Proponents are required to add its delivery timeline to each of the Facility in the **Appendix E**.
2. Good Samaritan's annual expense for all the products is approximately **\$3M**. Partial Submission to this RFP by city, region and/or Facility is acceptable. However, Good Samaritan's objective is to have one distributor for all of its Facilities to maintain uniformity and consistency of products and services.
3. Proposed medical Goods and supplies provided under this RFP must be approved for use in Canada by Health Canada and all other required provincial and jurisdictional authorities.
4. Proponents interested in providing the distribution Services are encouraged to provide their rates for each of the item in **Appendix B**, including rates for delivery to each floor of a Facility.
5. The Services term will begin from May 1, 2023. The Contract will be for a five (5) year period, with the possibility of extension to a seven (7) year period based on yearly renewals, and successful distributorship.
6. On an annual basis, GSS will be provided with the top 10 items used by the Organization by both volume and cost. GSS will solicit pricing from competitors to ensure that pricing to GSS remains competitive,
7. The successful Proponent is the one deemed to have submitted the most advantageous Proposal to the Good Samaritan and capable of delivering on the Project; this will be determined by the evaluation committee during the evaluation process.
8. The successful Proponent will be required to appoint a project leader who will interface with Good Samaritan. This interface will be the formal and principal point of contact and communication between the successful Proponent and Good Samaritan with respect to this Project

3. SERVICES

1. **Stockless Program:** - The successful Proponent(s) will be required to develop, implement, maintain and provide a list of Good Samaritan's general inventory at its warehouse through a stockless program. Distribution of products will be in the lowest unit of measure without compromising the integrity of the products and achieve a 98.5% Service Level

- a) Good Samaritan and the successful Proponent(s) will work together to agree on the items that are to be stored as part of the stockless program, including the minimum and maximum (min/max) quantity for each of the products and for each of the Care Homes Par Level Inventory. As well, to identify and develop acceptable substitutes for contracted items to ensure a Service Level of 98.5%
 - b) The expectation is that as long as the Good Samaritan items are separated from the successful Proponent(s) other warehouse items, and kept exclusively for the use and at the Good Samaritan will, Good Samaritan will purchase its entire approved products list at the end of the Contract term.
 - c) The successful Proponent(s) will manage the expiry dates of the products under the stockless inventory to ensure that the items distributed with a minimum of 12 months shelf life. In addition, the Good Samaritan's overall goal with respect to stockless program is to maintain or improve service levels with a reduction to administrative and overall costs for this services, hence the successful Proponent(s) will need to:
 - a. Provide innovative solutions to the work requirements that offer seamless delivery of services emphasizing simplicity to the staff members ordering medical supplies
 - b. Demonstrate a commitment to quality standards and systems
 - c. Provide automated systems for management information, monitoring orders, contract compliance etc. this may include identifying acceptable substitutes for items under contract to ensure continuity of supply to achieve 98.5% Service Levels.
 - d. Provide ongoing product training to Good Samaritan staff and be available for questions.
 - e. Assure quality and best value throughout the process.
2. Additional Services required by Good Samaritan includes but are not limited to:
- (a) being considered first priority in order process,
 - (b) the capability to expedite orders as necessary,
 - (c) comprehensive and cohesive support and excellent customer service,
 - (d) Constant communication with respect to status of placed orders and back-ordered items,
 - (e) Dedicated Customer Service Support for Stockless Ordering, including backup contingency,
 - (f) the successful Proponent(s) is to constantly monitor orders including back-orders to automatically move items as required and ensure that Good Samaritan stocks at its warehouse are kept to its optimum required level at all times,
 - (g) Substitution of ordered products for an equivalent, without the Good Samaritan approval, is not acceptable,

(h) Orders cancelled by the Good Samaritan will remain cancelled. Orders fulfilled by the successful Proponent after Good Samaritan cancellation will be at the Proponents expense. The Good Samaritan reserve the right to reject all goods provided after the cancellation dates and to cancel items on back-order if the orders are not going to be filled by the successful Proponent(s) within a reasonable time.

4. REPORTING

In addition, the successful Proponent is expected to provide reports, which include but are not limited to the following:

Item Nos.	Description	Timeline
(a)	Attend meetings, including Care Home meetings, to review inventory usage. <ul style="list-style-type: none"> - Par Level Review - Identify Items with no inventory turns - Propose items to be added to Supply Area Profile 	Semi Annually
(b)	<ul style="list-style-type: none"> - Business reviews to be scheduled to review - Service Levels, - Spend by Category, - Spend by Care Home, 	Quarterly
(c)	Provide: <ul style="list-style-type: none"> - On going reviews and support - Exception/incident reports - Audit reports (if required) 	On going and as required.

5. RFP KEY DATES

1. GOOD SAMARITAN ANTICIPATES FOLLOWING THE BELOW PROCUREMENT SCHEDULE:

Description	Anticipated Date
RFP Issue Date	24 February 2023
Deadline for Questions	23 March 2023
RFP Closing Date and Time	31 March 2023
Presentation by Shortlisted Proponents	5 April 2023
Notification of Selection	14 April 2023

6. 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 may 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 thirty (30) 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 may include additional information and innovative ideas that they consider relevant to this Project, but the maximum number of pages should not be exceeded.
10. Proponents should use an easy to read font type and size, such as 11-point Calibri or 12-point Times New Roman.
11. 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.
12. 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).
13. 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.
14. 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.

- 15. The Proponent is responsible for all costs associated with preparing and submitting its Proposal to Good Samaritan under this RFP.
- 16. 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.

7. CORPORATE PROFILE

The Proposal must include the following:

REQUIREMENTS	PROPONENTS RESPONSE
1. The legal name of the Proponent;	
2. Proponent’s contact for all questions and clarifications arising from the Proposal. The contact information should include the person’s title, address including email, telephone and facsimile number; and	
3. Provide details of any subcontracting arrangements proposed by the Proponent, including subcontractor’s legal name and address.	
4. Provide details of your business continuity plan in the event of an emergency, i.e. fire, earthquake, pandemic, viral outbreaks etc. How do you ensure that Good Samaritan receives essential delivery for its residents and clients?	
5. Provide details of being the certified distributor with distributorship license with relevant manufacturers. If not the manufacturer’s distributor, demonstrate Proponent intends to ensure the Good Samaritan is getting the best possible value and support from the manufacturers.	
6. Detail how long Proponents have been in the stockless inventory business and provide details of your distribution locations.	

8. PROJECT COMPREHENSION

REQUIREMENTS	PROPOSERS RESPONSE
1. Based on the proponent's understanding and from the information provided in this RFP, provide a brief description of Proponent understanding of the RFP requirements.	
2. Provide details of your delivery schedule to services all of the 29 Good Samaritan locations listed in Appendix E , including days, timelines etc.	
3. Detail all assumptions the proponents may have with respect to this RFP and its expectation from the Good Samaritan.	
4. Provide detailed implementation plan for including resource allocation and how Proponent intends towards quality assurance, control, and management, responsibilities of assigned resources and management of personnel.	

9. PROPOSED METHODOLOGIES

REQUIREMENT	PROPOSERS RESPONSE
1. Provide details of your proposed transition plan assuming Proponent is the successful Proponent under this RFP, demonstrating how Proponent's transition plan will ensure effective and uninterrupted services for Good Samaritan during the handover period from the incumbent to the successful Proponent.	
2. Provide details of Proponent stockless inventory program, the benefits to the Good Samaritan and the process for releasing and re-stocking inventory items from the warehouse.	

<p>3. Provide details of your communication plan that explains the communication process between Proponent and Good Samaritan.</p>	
<p>4. Describe Proponents strategies for dealing with interaction with all user groups including Good Samaritan Site, Care and Program Managers, residents, staff and the public.</p>	

10. PROPONENTS TEAM DISCIPLINE

REQUIREMENT	PROPONENTS RESPONSE
<p>1. Demonstrate that the Proponent has the capacity to manage and provide all the required Project deliverables. Capacity includes having sufficient qualified staff, warehouse space, resources and expertise to deliver on time, budget and maintain the stockless inventory;</p>	
<p>2. Provide details of the Team Discipline Proponent is proposing to use for the Project including:</p> <ul style="list-style-type: none"> (a) a description of the Team Discipline structure, (b) Key Individuals names (c) their roles and reporting relationships 	

11. PROJECT EXPERIENCE AND PAST PERFORMANCE

REQUIREMENTS	PROPONENTS RESPONSE
<p>1. Demonstrate experience with performing previous stockless inventory distribution of this scale and size, similar to this Project, by providing summaries of two (2) reference projects, completed within the last five (5) years. For each referenced project, provide the:</p> <ul style="list-style-type: none"> (a) Title and brief description of project 	

<p>(b) Project value (c) Project location (d) Client for which the project was performed (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 Good Samaritan to contact these references on behalf of this Project. Reference projects may be past projects for Good Samaritan or for others.</p>	
<p>2. Has the Proponent ever had a contract declared in default, terminated or not renewed due to poor performance or other issues and action taken by the Proponent to address the issue(s), in the last five years? If yes, please provide detailed information regarding the circumstances.</p>	
<p>YOUR ADVANTAGE</p> <p>3. In your Proposal, create the heading “Why We Should Be Successful Proponent” and briefly summarize why the experience of your organization, methodology of your team, your incentives towards supporting the Good Samaritan’s mission, vision and value is an advantage over other Proponents.</p>	

12. PRICING

1. The Proponent shall propose the sum of their Project contribution in **Appendix ‘A’ – Proposal Sheet Summary** and **Appendix B**, including the rates for optional years. In the event of inconsistency between the words and the amount, the words shall prevail.
2. The completed **Appendix ‘A’ – Proposal Sheet Summary** should be signed by the authorized representative of the Proponent, and submitted with the Proposal.

3. The Proponent and its qualified 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.
4. The Proposal rates shall be firm for the duration of the Project, and shall be unaffected by fluctuations in foreign exchange.

13. PROPOSAL EVALUATION

1. 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		WEIGHT
(a)	Corporate Profile	10
(b)	Project Comprehension	15
(c)	Truth & Reconciliation	5
(d)	Proposed Methodologies	25
(e)	Proponent’s Team Members	10
(f)	Project Experience and Past Performance	15
(g)	Your Advantage	5
(h)	Pricing	15
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:** **Karen Fleming**
 Email: Purchasing@gss.org

RE: **REQUEST FOR PROPOSAL (RFP)**

For

Project Location: Various Locations – AB. and BC., Canada

Project Name: Prime Vendor Medical Supplies Distributor and Stockless Inventory

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 prices of listed in Appendix B;

Which amount(s) exclude taxes on this Submission?

4. 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.

5. Submitted this _____ day of _____, 2020.

Signed:

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

APPENDIX 'B' – PRICING ([attached separately](#))

APPENDIX 'C' – SAMPLE CONTRACT TEMPLATE

Attached separately to the RFP.

APPENDIX 'D' – RFP TERMS AND CONDITIONS

Attached separately to the RFP.

APPENDIX 'E' – SITE LISTING

Attached separately to RFP