



**REQUEST FOR PROPOSAL (RFP)**

For

**THE GOOD SAMARITAN SOCIETY and GOOD SAMARITAN CANADA and GOOD SAMARITAN DELTA VIEW CARE CENTRE LTD. (Good Samaritan)**

For

**Group Purchasing & Tendering Services Partnership**

**Locations:** Alberta and British Columbia

**RFP Number:** P103-2023-005

**RFP Closing Date:**

**Time:** 4 May 2023 23:59:59hrs Mountain Standard Time

**Proposal Submission:**

**Attention:** Rick Hessels, Manager- Procurement & Contracts Management

**Address:** [Purchasing@gss.org](mailto:Purchasing@gss.org)

**Inquiries Contact:**

Same as above

**Email Address:** [Purchasing@gss.org](mailto:Purchasing@gss.org)

TABLE OF CONTENTS

**1. BACKGROUND .....3**

**2. INTENT .....3**

**3. PROJECT DELIVERABLES/SCOPE OF WORK..... ERROR! BOOKMARK NOT DEFINED.**

**4. ADDITIONAL REQUIREMENTS: ..... ERROR! BOOKMARK NOT DEFINED.**

**5. PROJECT MANAGEMENT..... ERROR! BOOKMARK NOT DEFINED.**

**6. RFP KEY DATES .....6**

**7. SUBMISSION REQUIREMENTS .....6**

**8. CORPORATE PROFILE ..... ERROR! BOOKMARK NOT DEFINED.**

**9. PROJECT COMPREHENSION ..... ERROR! BOOKMARK NOT DEFINED.**

**10. PROPONENT’S TEAM ..... ERROR! BOOKMARK NOT DEFINED.**

**11. PROJECT EXPERIENCE AND PAST PERFORMANCE..... ERROR! BOOKMARK NOT DEFINED.**

**12. PRICING .....7**

**13. PROPOSAL EVALUATION.....8**

**APPENDIX ‘A’ – PROPOSAL SHEET SUMMARY (TO BE SIGNED BY THE PROPONENT AND SUBMITTED WITH THE PROPOSAL).....9**

**APPENDIX ‘B’ – PRO-FORMA CONTRACT TEMPLATE ..... ERROR! BOOKMARK NOT DEFINED.**

## **1. BACKGROUND**

- 1.1 Good Samaritan has 29 care homes across British Columbia and Alberta that provide specialized care services for the elderly, disabled and those in need or at risk. The Good Samaritan Society and Good Samaritan Canada are registered charities with CRA. Good Samaritan Delta View Care Centre Ltd. is a taxable Canadian corporation wholly owned by Good Samaritan Canada.
- 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 builds 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 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.
- 1.7 Additional information regarding Good Samaritan could be found at our website through the following link: <https://gss.org/>

## **2. INTENT**

The Good Samaritan Society is looking to become a member of a Group Purchasing Organization (GPO) that purchases a range of acceptable products and/or services either directly from suppliers (including manufacturers) or product distributors or warehousing and delivery agents, under pre-established contracts. The Good Samaritan Society will have anonymity and sole discretion over which categories of products are purchased through the GPO and will retain the right to purchase equipment, food and supplies from other suppliers as it deems appropriate. The Respondent will not be liable for any issues, damages, claims or actions by any Party that arise from the Good Samaritan Society's use of food products from other suppliers.

These products and/or services are required to ensure the continuity of the daily operations of The Good Samaritan Society's locations across Alberta and British Columbia

The Program must assist Good Samaritan Society to meet the requirements of provincial regulations, policies, and the day-to-day needs of the residents, customers and staff. The Good Samaritan Society requires a program that offers minimal risk and an assured, reliable source of supply for these products and services at the best possible price.

### **3. RFP SUBMISSION CONTENT**

#### **1. PROGRAM OVERVIEW**

- a) Provide an overview of your unique offerings and programs that differentiate you from other GPOs.
- b) Describe the expertise and experience providing GPO services to Long Term Care Homes and Retirement Communities.
- c) Provide organizational charts and key contacts information.
- d) Explain what membership options are available.

#### **2. PURCHASING METHODS**

Provide a list of the GPO's suppliers, describe the contract scope and provide contract expiry dates for each program category below:

- a) Food Services
  - Provider of Food must have the ability to provide menu software.
- b) Medical Supply
  - I. Including Incontinence products
  - II. Including wound care, ostomy and prevention products
- c) Resident Patient Handling and Hygiene Systems
- d) Oxygen and Respiratory Therapy
- e) Furniture and Fixtures
- f) Staff Uniforms and Safety Apparel
- g) Housekeeping, Laundry, Linens and Chemical Supplies
- h) Capital Equipment - Used in the delivery of resident care
- i) PPE (Product and Distribution)
- j) Pharmacy Distributor
- k) List **all other** categories and suppliers the GPO has on contract.
- l) Explain your supplier selection process and how you obtain the most competitive pricing.
- m) Explain how vendor performance is monitored and what support is provided to members for dealing with vendor performance and product quality issues.
- n) Explain how contract prices are benchmarked to ensure market competitiveness throughout the contract term.
- o) Describe the learning, development, educational and networking opportunities that are provided to your members.
- p) Provide any other pertinent information regarding your GPO that may be beneficial to The Good Samaritan Society

**3. PRICING**

- a) Provide current contract pricing and mark-up, total rebates earned and GSS rebate by line item for the items listed in Appendix 'A'
- b) Provide samples of current pricing contracts, tier level pricing and pricing comparisons that demonstrate the GPO's ability to negotiate and substantiate cost savings from suppliers.
- c) Describe any enhanced pricing programs offered and explain any requirements for the attainment of the enhanced pricing programs.
- d) Describe the tools and methods to ensure supplier pricing is accurate to contracts and how this will be communicated to The Good Samaritan Society
- e) Provide the value added opportunities, products and services that the GPO will provide in addition to pricing via key supplier partners

**4. REBATE PROGRAM**

- a) Detail the GPO's available rebate programs. Please indicate if the rebates are through GPO or through the suppliers directly.
- b) Provide a flow chart of the rebate program(s) from item selection to fulfillment with total vendor rebates listed
- c) Describe how the GPO manages the rebate program(s) and ensures The Good Samaritan Society's compliance with the program(s) to maximize cost saving opportunities.
- d) Explain how GPO will ensure The Good Samaritan Society understands and fully benefits from the rebate program(s) and how to maximize
- e) Explain any additional support the GPO will provide to The Good Samaritan Society

**5. GPO SUPPORT AND COMMUNICATION**

- a) Describe the customer support the GPO will provide The Good Samaritan Society including key contacts, their purpose and statement of response times.
- b) Provide a detailed explanation of communication to The Good Samaritan Society when there are contract tier level changes, contract extensions, discontinuation of items and/or new expiration dates.
  - I. Include forms of communication for this process and timelines
- c) Describe the GPO's electronic catalogue system containing the full contract portfolio and the access The Good Samaritan Society will have to it. Please include if it includes access to:
  - I. Terms and conditions
  - II. Shipping or restocking charges
  - III. On-line ordering with vendors
  - IV. Other (please list)
- d) Explain how the GPO will support The Good Samaritan Society with emergency deliveries, pandemic planning/ support and disaster recovery.
- e) Explain and list opportunities for The Good Samaritan Society to access "best in class" subject matter experts through the GPO's contracts.
- f) What is the transition plan for the 90 day implementation of the GPO.
- g) Provide detailed events, milestones and estimated timelines.

## GROUP PURCHASING & TENDERING SERVICES PARTNERSHIP

RFP Number: P103-2023-005

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- I. Between GPO and Suppliers
- h) Explain how the GPO will ensure suppliers are aware The Good Samaritan Society is a GPO member and has access to enhanced pricing and rebate programs.
  - i) Explain your dispute resolution process for discrepancies between The Good Samaritan Society and Suppliers.
  - j) How will the GPO ensure The Good Samaritan Society has access to current supplier key contact information?

### 6. SHIPPING AND WAREHOUSING

- a) Explain the available “Just in Time” opportunities the The Good Samaritan Society may access as a GPO member
- b) Explain all discount structures for bulk orders and any requirements or limitations with the GPO’s contracted suppliers.
- c) Provide examples of minimum order sizing for free shipping for all contracts

### 7. PAST EXPERIENCE

- a) Proponents shall identify three (3) references as a minimum with names, titles and phone number of clients to whom the Proponent has provided Group Purchasing and Tendering Partnerships in a similar capacity as that required by Good Samaritan. A Proponent may use separate sheets and attach to the Proposal.

### 4. RFP KEY DATES

Good Samaritan anticipates following the below procurement schedule:

Description	Anticipated Date
RFP Issue Date	20 April 2023
RFP Closing Date and Time	4 May 2023
Notification of Selection	8 May 2023
Project Commencement Date	1 June 2023

### 5. SUBMISSION REQUIREMENTS

- a) 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.
- b) Proposals must be submitted by email to [Purchasing@gss.org](mailto:Purchasing@gss.org). The Proponent is responsible for ensuring the Proposal is received before the RFP Closing Date and Time.

- c) 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.
- d) The official time for receipt of Submissions will be as determined by Good Samaritan.
- e) 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.
- f) 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.
- g) 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).
- h) The page limit excludes a cover letter, table of contents and individual's resumes.
- i) Proponents should use an easy to read font type and size, such as 11-point Calibri or 12 points Times New Roman.
- j) 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.
- k) 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).
- l) 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.
- m) 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.
- n) The Proponent is responsible for all costs associated with preparing and submitting its Proposal to Good Samaritan under this RFP.
- o) 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. 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.

**7. 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.

<b>EVALUATION CRITERIA</b>		
(a)	Corporate Profile	10%
(b)	RFP Comprehension	30%
(c)	Project Experience and Past Performance	30%
(d)	Pricing	30%
	<b>TOTAL:</b>	<b>100%</b>



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

1. **FROM (Proponent):**

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(Proponent Legal Name)

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(Proponent Operating Name)

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(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:** Alberta & British Columbia Locations

for

**Project Name:** Group Purchasing & Tendering Services Partnership

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;

**GROUP PURCHASING & TENDERING SERVICES PARTNERSHIP**

**RFP Number: P103-2023-005**

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- (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,
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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 \_\_\_\_\_, 2023.

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

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

**APPENDIX 'B' - PRICING**

**1. WHAT IS THE MARK-UP COST (COST PLUS) FOR EACH CATEGORY LISTED BELOW, ASSUMING VENDOR IS SYSCO**

<b>#</b>	<b>CATEGORY</b>	<b>MARK UP %</b>	<b>#</b>	<b>CATEGORY</b>	<b>MARK UP %</b>
1	MEAT, SEAFOOD, POULTRY		6	ICE CREAM	
2	FROZEN PRODUCE		7	SMALLWARES	
3	FRESH PRODUCE		8	CHEMICAL/JANITORIAL	
4	EGGS & CHEESE		9	NUTRITIONAL SUPPLEMENTS	
5	PAPER & DISPOSABLES		10	MEDICAL SUPPLY (INCLUDES INCONTINENCE AND WOUND CARE)	

**2. SEE ATTACHMENT B-2**