ST. LAWRENCE LODGE



FOR IT COMES FROM WITHIN®

REQUEST FOR PROPOSAL FOR THE PROVISION OF HAIRDRESSING – BARBERING SERVICES ST. LAWRENCE LODGE, BROCKVILLE, ONT

ISSUE DATE: March 29, 2018

CLOSED DATE/TIME: Friday April 20th, 2018 @ 3:00 pm

DELIVERY

LOCATION: 1803 County Road 2 East

Brockville, Ontario

K6V 5T1

LATE SUBMISSIONS WILL NOT BE ACCEPTED. LOWEST OR ANY PROPOSAL NOT NECESSARILY ACCEPTED.

HAIRDRESSING – BARBERING SERVICES TERMS OF REFERENCE

1.1 **INTRODUCTION**

St. Lawrence Lodge is a modern 224 bed Long Term Care Home overlooking the majestic St. Lawrence River. Serving the citizens of the City of Brockville, the Separated Town of Prescott, the Separated Town of Gananoque, and the United Counties of Leeds and Grenville, the Lodge holds high value in its vision which calls the Home to strive to be viewed as a provider of progressive long term care. St. Lawrence Lodge continuously endeavors to fulfill its mission to provide for the physical, social, emotional, and spiritual needs of those persons needing long term residential services, in partnership with their families and personal care givers. The primary Resident Home Areas (RHAs) are located on first, second, and third floor levels. The hairdressing salon is located on the first floor. We are seeking the services of a contracted licensed barber/hairdresser who has the capacity to render high quality hairdressing and barbering services which meet the needs of the 224 residents at St. Lawrence Lodge.

A complete, salon is available onsite for use by the successful applicant which includes all necessary equipment, utilities, housekeeping, and laundry services.

1.2 **SCOPE**

An onsite salon with all utilities, housekeeping, and towel service will be provided by the home. The home will also assume billing responsibility and reimburse the provider for services rendered. Future requests for price increases must be submitted in writing and approved by the Administration of the Home.

The proponent will be required to post a list of services and their associated prices on the hair salon entrance so that residents and families can view them. Any changes to the price structure will require at least a ninety (90) day notice and must be reviewed and approved by the Administrator prior to the changes taking effect.

Hair services will be provided in the hair salon. In exceptional circumstances, arrangements may be made with the nursing staff to provide service to a specific resident in his/her residential unit. It is to be noted that some residents may have to use specialized seating for their hair care services. The proponent will be responsible for transporting residents to and from appointments at no additional charge.

1.3 **QUALIFICATIONS**

This request for proposal is addressed to all interested licensed hairdressers with expertise and experience working with the elderly. This Request For Proposal provides Applicants with information for use in determining if they possess the resources and skills necessary to ultimately submit an effective proposal. Submissions are requested only from those Applicants who are able to meet the criteria outlined in this document. This document and attached schedules are to be used as a tool in forming the basis for submission of the Proposal. The successful Respondent should be prepared to begin service as scheduled.

Preferably, the successful candidate should have the following qualifications:

• Completion of Hairstylist Trade Certificate of Qualification or equivalent.

- 3-5 years experience as a hairstylist.
- Able to work independently and with others to provide a good customer experience in a professional manner.
- Able to efficiently organize work routines, as well as, perform within changing circumstances.
- · Good written and oral communication skills.
- Good problem solving skills to meet client preferences and expectations.

As part of the submission, bidders must also complete and submit Schedule A – Respondent's Ability and Experience Form which includes a list of three (3) references for which services have been provided.

1.4 REGULATION COMPLIANCE AND LEGISLATION

The successful Respondent shall ensure all services and products provided in respect to this Proposal are in accordance with, and under authorization of all applicable authorities, Municipal, Provincial and/or Federal legislation and Standards.

1.5 **TERM OF CONTRACT**

It is the intention of the St. Lawrence Lodge to enter into an Agreement with the successful Applicant for a one (1) year term with the option for an additional two (2) year extension at the discretion of the Home.

1.6 **CURRENT RATES – Include HST**



St. Lawrence Lodge Hairdressing and Barbering Services

2018 Prices

Service Provided	Price
Shampoo	\$ 6.00
Cut (Blow Dry/Finish Included)	\$20.00
Cut, Shampoo, Set	\$30.00
Shampoo, Blow Dry, and Iron	\$23.00
Cut (without Shampoo – Ladies)	\$17.00
Perm	\$45.00
Oil	\$10.00
Barber – Men's Cut	\$15.00
Special Shampoo	\$10.00
Shampoo and Set	\$20.00
Shampoo and Blow Dry	\$17.00
Shampoo, Blow Dry, Iron, and Cut	\$30.00
Colour (Blow Dry/Finish Included)	\$40.00
Protein Pack	\$25.00
Beard Trim	\$ 7.00
Hair Nets	\$ 3.00
	Effective January 3, 2018

1.7 **SAFETY**

The successful Respondent is responsible for completing the work in a manner that no one is put at risk.

The successful Respondent shall comply with Ontario's Workplace Hazardous Materials Information System 2015 (WHMIS 2015) wherever controlled products are used during the work of this contract.

1.8 **INSURANCE**

As a condition of award and on an ongoing basis, the successful Respondent must keep in force for duration of the contract Public Liability and Property Damage Insurance in a amount not less than \$2,000,000.00 liability for any one occurrence or accident for all claims arising out of bodily injury, property damage, personal injury and non-owned automobiles. Without limiting the forgoing, such Insurance Coverage shall include Comprehensive General Liability; Contractual Liability; Personal Injury; and Contingent Liability with respect to Subcontractors. Submit proof of same in the form of an Insurance Certificate with proposal.

1.9 WORKPLACE SAFETY AND INSURANCE BOARD (WSIB)

If applicable, the Bidder must provide their Workplace Safety and Insurance Board (WSIB) account number, Clearance Certificate, and maintain active status throughout term of contract.

The successful Respondent will submit, evidence of compliance with all of the requirements of the Workplace Safety and Insurance Board (WSIB) of Ontario, including payments due there under. Such evidence must be furnished to the Owner before payment is made.

1.10 **NON – PERFORMANCE**

St. Lawrence Lodge reserves the right for determination of non-performance or if poor quality of goods and/or services have been rendered, and further reserves the right to cancel the contract. The opinion of St. Lawrence Lodge shall be final in all instances.

The contract may be cancelled by St. Lawrence Lodge upon non-performance of contract terms or failure to furnish satisfactory insurance certificate and WSIB Certificate within (15) days from the date request.

1.11 **SUB - CONTRACT**

Work shall not be sub-contracted out to a third party, except with the Home's express written consent given in advance.

1.12 **PRICING**

No variation in the price bid will be permitted after a sealed bid has been submitted.

Prices Shall:

- be fixed as quoted for the term of the contract.
- not include applicable taxes.

include all work and supplies.

1.13 CRIMINAL REFERENCE CHECK - VULNERABLE SECTOR

Respondents must include a recent completed CRC – Vulnerable Sector (within last 6 months) with their sealed proposal. Any Shop Assistants used will also require a CRC.

INSTRUCTIONS TO REPONDENTS

2.1 **FORM OF PROPOSAL**

All Proposals must be upon the forms provided at the back of this document, submitted in a sealed package, clearly marked as to contents and, should include one (1) original and 2 (two) additional copies of the complete submission and shall include (at a minimum):

Bid Submission Mandatory requirements include the following:

Schedule A Proposal Form

Schedule B Respondent References and Experience Form

Schedule C Respondent Information Form

Schedule D Fees Schedule (Pricing Proposal)

Schedule E Summary of Conditions & Provisions – Agreement to Operate

A completed Criminal Reference Check - Vulnerable Sector.

The bid envelope should be labeled as follows:

Business Office Front Desk – St. Lawrence Lodge

1803 County Road 2 East Brockville, Ontario K6V 5T1

PROPOSAL DOCUMENTS ENCLOSED

RFP – STLL –Mar 29/18 – PROVISION OF HAIRDRESSING/BARBERING SERVICES

2.2 **PROPOSAL CLOSING**

Proposal submissions must be received at St. Lawrence Lodge Business Office no later than:

3:00 p.m. Local Time, Friday April 20, 2018

The Home is not responsible for Submissions which are not properly marked and/or delivered to any other location, than that specified.

2.3 **LATE SUBMISSIONS**

Proposals received after the official closing time will **NOT** be considered during the selection process and will be returned unopened to the respective Respondent.

2.4 <u>ELECTRONIC SUBMISSIONS – (e.g.: e-mail, fax, etc.)</u>

Electronically transmitted submissions (e-mail, fax, etc.) will **NOT** be accepted for this Proposal.

2.5 **PROPOSAL OPENING**

Respondent's are advised there will **NOT** be a public opening for this RFP. Submissions received, by the date and time of closing, will be opened administratively by a respective member of the Home at a time subsequent to the closing.

2.6 **COMPLETION OF THE PROPOSAL**

The Respondent's submission must be completed in hard copy. All entries shall be clear and legible, and made in a non-erasable medium, and signed in ink. All items shall be submitted according to any instruction in the Request for Proposal Documents.

Alterations may be made, providing they are legible and initialed by the Respondent's signing officer.

2.7 **PROPOSAL WITHDRAWAL**

Any Proposal may be withdrawn prior to the scheduled time for Proposal Closing, or authorized postponement thereof. Withdrawals received verbally are not acceptable. Withdrawals must be received in writing.

2.8 **RESPONDENT EXPENSE**

Any expenses incurred by the Respondent in the preparation of the Proposal submission are entirely the responsibility of the Respondent and will **NOT** be charged to the Home.

2.9 **EXAMINATION OF REQUEST FOR PROPOSAL DOCUMENTS**

Each Respondent must satisfy himself/herself by a personal study of the RFP documents, by calculations, and by personal inspection of the site, respecting the conditions existing or likely to exist in connection with the proposed work. There will be no consideration of any claim, after Submission of Proposals, that there is a misunderstanding with respect to the condition imposed by this RFP.

2.10 **ENQUIRIES, DISCREPANCIES AND INTERPRETATIONS**

Should a Respondent find omissions from or discrepancies in any of the RFP documents, or should the Respondent be in doubt as to the meaning of any part of such documents, the Respondent shall notify the designated person and office without delay. If the designated person considers that a correction, explanation or interpretation is necessary or desirable, an addendum will be issued to all who have received RFP documents.

No oral explanation or interpretation will modify any of the requirements or provisions of the Proposal documents.

2.11 ACCEPTANCE OR REJECTION OF PROPOSALS

2.11.1 The Home reserves the right to reject any or all Proposals, and to waive formalities as the interests of the Home may require, without stating reasons therefore.

Notwithstanding and without restricting the generality of the statement immediately above, the Home shall not be required to award or accept a Proposal, or recall the Proposals at a later date:

- a) When only one Proposal has been received as a result of the Proposal call.
- b) Where the lowest responsive and responsible respondent substantially exceeds the estimated cost of the goods or service.
- c) When all Proposals received fail to comply with the Specifications or Proposal Terms and Conditions.
- d) Where a change in the scope of work or specifications is required.

The Home shall not be responsible for any liabilities, costs, expenses, loss or damage incurred, sustained, or suffered by any Respondent by reason of the acceptance or the non-acceptance by the Home of any Proposal or by reason of any delay in the acceptance of a Proposal, except as provided in the Proposal document.

- 2.11.2 Each Proposal shall be open for acceptance by the Home for a period of sixty (60) calendar days following the date of closing.
- 2.11.3 Where the Proposal documents do **NOT** state a definite delivery/work schedule and a submitted Proposal is based on an unreasonable delivery/work schedule, the Proposal may be rejected.

2.12 **ADDENDA**

If required by the Home, addenda will be distributed to all Proponents registered as a document taker for this Proposal. Addenda will be distributed using the latest contact information as provided by the Proponent. It is the Proponent's responsibility to notify the Home of any changes to their e-mail or mailing address. It is the Proponent's ultimate responsibility to ensure all addenda have been received.

Proponents shall be required to acknowledge receipt of addenda on the Proponent's Information/Addenda Acknowledgement Form contained in the Proposal document.

2.13 **SCHEDULE**

The following schedule is proposed for the selection of the successful Respondent for this assignment.

Activity	Date
Request for Proposal Issued.	March 29, 2018
Request for Proposal Closed and	
Submissions Received	Friday April 20, 2018 at 3:00 pm.
Presentations/Interviews	Week of April 30th
Selection of Successful Respondent	Not more than 2 weeks from the interview time period.

^{*} Note: Although every attempt will be made to meet all dates, the Home reserves the right to modify any or all dates at its sole discretion.

2.14 **SELECTION PROCESS**

Proposals will be assessed on the basis of information provided by the Respondent at the time of submission. The evaluation of Proposals will be conducted by an evaluation team comprised of staff members from the Home. Once all submissions have been evaluated, a short list of respondents will be selected and subsequent meetings and presentations will be given by the Respondents chosen. Based on the presentations, a respondent will be selected.

2.15 **EVALUATION CRITERIA**

Proposals will be assessed against the following criteria. The Home reserves the right to shortlist firms for further evaluation and interviews which may alter the final scoring results. Proposals will be scored based on meeting or exceeding the expectations of the established evaluation criteria.

	Scoring Process	Scoring Percentage
1.	Qualifications and Experience	40
2.	References	20
3.	Services Provided	20
4.	Rates Proposal	20

The Home reserves the right to reject any or all proposals. The Home also reserves the right to not proceed with the project without stating reason thereof.

Selection of a proposal(s) will be based on all the above criteria and any other relevant information provided by the Respondent(s).

All proposals are to be submitted with the understanding that the selection of a proposal for discussion by the Evaluation Committee shall not thereby result in the formation of a contract. Nor shall it create any obligation on the Home to enter into further discussions.

The assessment of past experience will include evaluation of the Respondent's success with previous experience of this nature, the previous experience of proposed staff, and the stability and reputation of the Respondent.

Respondents shall include in their proposal a minimum of three (3) past references demonstrating these attributes.

The position will be awarded to the respondent who, in the sole judgment of the Home, provides the best overall value. The Home will not be obligated to select the lowest cost or any proposal.

The Home reserves the right to conduct references on the Respondents, the results of which may affect the award decision.

2.16 **PROPOSAL AWARD PROCEDURES**

Unless stated otherwise, the following procedures will apply:

The Home will notify the Successful Respondent of the award within 30 calendar days of the Proposal Closing.

Notice of Acceptance of Proposal will be by telephone and by written notice.

Immediately after acceptance of the Proposal by the Home, the Successful Respondent shall provide the Home with the Certificate of Liability Insurance, if required, and any other required documents within fourteen (14) calendar days of the date of Notification of Acceptance & Award.

Following receipt of the required documents, the Successful Respondent will receive written authority, in the form of a Professional Services Agreement to proceed with the Work.

2.17 **ABILITY AND EXPERIENCE OF RESPONDENT**

The Home will not award this contract to any Respondent who does not furnish satisfactory evidence of possessing the ability and experience in this class of work and sufficient capital and equipment/manpower to ensure acceptable performance and completion of the Proposal. Any proposal/tender will be considered non- compliant if reference checks or past experience is deemed unsatisfactory.

2.18 CHARACTER AND EMPLOYMENT OF WORKERS

The successful respondent shall employ only orderly, competent, and skilful employees to ensure that the services are carried out in a respectable manner.

In the event that any person employed by the Successful Respondent in connection with the service arising out of this Proposal gives, in the opinion of the Home, just cause for complaint, the successful Respondent upon notification by the Home in writing, shall not permit such person to continue in any future service arising out of the Proposal.

2.19 **FREEDOM OF INFORMATION**

All correspondence, documentation and information provided shall become the property of the Home. Any personal information required on the documentation presented is received under the authority of the Municipal Freedom of Information and Protection of Privacy Act, 1989, RSO, 1990. This information will be an integral component of the quote submission.

All written Proposals received by the Home become a public record, once a Proposal is accepted by Home and a contract is signed, all information contained in them is available to the public, including personal information.

Questions about collection of personal information and the Municipal Freedom of Information and Protection of Privacy Act, 1989, R.S.O. 1990, Chapter M.56 as amended, should be directed to:

Tom Harrington
Administrator
St. Lawrence Lodge
1803 County Rd., #2 East
Brockville, Ont. K6V 5T1

2.20 **NOTIFICATION OF AWARD**

The Home will notify only the company presenting the awarded proposal in writing. Staff will make a final recommendation 30 days if required, and make the award immediately thereafter. Your proposals to offer products and services in accordance with this RFP are to be held firm for a minimum of sixty (60) days.

2.21 HARMONIZED SALES TAX (HST)

The current rate schedule includes HST and is the responsibility of the provider to remit HST as required. This practice will continue.

2.22 **PAYMENT**

Invoices will be payable bi-weekly.

2.23 **ASSIGNMENT OF CONTRACT**

The successful Respondent shall not assign transfer, convey, sublet or otherwise dispose of this contract or his/her right, title or interest therein, or his power to execute such contract, to any other person, company or corporation, without the previous consent, in writing, of the Home's officials, which consent shall not be unreasonably withheld.

2.24 **CONTACT**

All enquiries relative to the "Proposal and Award Process" shall be directed to:

Main Contact

Dawn Dodge Co-ordinator Activation/Volunteers 613-345-0255 Ext. #4122 ddodge@stll.org

Supplementary Contact

Tom Harrington Administrator 613-345-0255 Ext. #4106 tharrington@stll.org

Respondents shall submit enquiries via e-mail to the "Main Contact" with a copy to the "Supplementary Contact".

Questions of clarification will be answered individually, but response(s) to any question that modifies the scope of the RFP will be circulated in writing as a RFP Addendum to all respondents who have received the RFP document from the Home.

Enquires must be received no later than three (3) working days prior to the closing date of the RFP; otherwise, a response may not be provided.

All enquiries relative to the "Terms of Reference" shall be directed to:

Dawn Dodge
Co-ordinator - Activation/Volunteer Services, St. Lawrence Lodge, Brockville ON
ddodge@stll.org

Schedule A - PROPOSAL FORM

(This Schedule must be returned as part of the Proposal Submission)

FOR THE PROVISION OF:	HAIRDRESSING SERVICES	
AS SUPPLIED BY:	NAME	
(HEREINAFTER CALLED THE BIDDER)	ADDRESS	POSTAL CODE
180	LAWRENCE LODGE 03 County Rd., #2 East Brockville, Ontario K6V 5T1	

THE RESPONDENT DECLARES

- 1. No person(s), firm or corporation, other than the Respondent, has any personal interest in this Proposal or in the award for which this Proposal is made.
- No officer is or will become interested directly or indirectly as a contracting party, shareholder, and surety or in any portion of the profits thereof, or in any of the monies to be derived, there from.
- 3. This Proposal is made without any connection, comparison of figures, or arrangements with, or knowledge of any other Home, firm or person making a Proposal for the same and is in all respects without collusion or fraud.
- 4. By signing this submission, I confirm I have read and understood the content and requirements of this Proposal document.

(Lowest or any proposal not necessarily accepted)

ACKNOWLEDGEMENT TO RECEIPT OF ADDENDA

This will acknowledge receipt of the following addenda and, that the pricing quoted includes the provision set out in such addenda.

ADDENDUM #	DATE RECEIVED
#	
#	
\square Check here if NO Addenda	received
Dated at; this	Day of 2018
Signature of Respondent	Witness

By my signature, I hereby confirm I am a principal, or have been duly authorized by the principal/home, to sign on behalf of the above named.

Schedule B - RESPONDENT'S REFERENCES AND EXPERIENCE FORM (This Schedule must be returned as part of the Proposal Submission)

Respondents shall provide information on three references in space below.

respondents shall provi		cicicioco in opace below.
CONTACT #1		
Customer/Salon		
Contact (Including Telephone #)		
Additional Comments (Optional)		
CONTACT #2		
Customer/Salon		
Contract (Including Telephone #)		
Additional Comments (Optional)		
CONTACT #3		
Customer/Salon		
Contract (Including Telephone #)		
Additional Comments (Optional)		
I,, organization listed on the Ability References for the purpose of c	and Experience Form a	Lodge to contact the person or sindicated with respect to nation relating to the Bidder.
Respondent	Signature	 Date

<u>Schedule C - RESPONDENT INFORMATION FORM</u>
(This Schedule must be returned as part of the Proposal Submission)

Respondents must complete this form and include with the Proposal Submission.

Please ensure all information is legible.

Name		
Firm's Name (If applicable)		
Mailing Address		
_		
Phone #		
Cell #		
Email Address		
Insurance Provider/Policy #		
WSIB Account # (If applicable)		
Qualifications		
Education & Training		
Mode Evertions		
Work Experience		
(Employer, Duration)		
Respondent	Signature	Date

Schedule D - FEE SCHEDULE (This Schedule must be returned as part of the Proposal Submission)

Respondent to list proposed pricing for each service to be offered under this RFP.

Service Provided	Price (including HST)
Shampoo	
Cut (blow dry/finish included)	
Cut, Shampoo, Set	
Shampoo, Blow Dry, and Iron	
Cut (without shampoo – Ladies)	
Perm	
Oil	
Barber – Men's Cut	
Special Shampoo	
Shampoo and Set	
Shampoo and Blow Dry	
Shampoo, Blow Dry, Iron, and Cut	
Colour	
Protein Pack	
Beard Trim	
Hair Nets	
Please list additional services to be included	Price (including HST)

This proposal is firm, irrevocable and open to acceptance by the Owner for 60 Days from date of Proposal closing.

I confirm that I have examined the Request for Proposal documents provided by St. Lawrence Lodge. I, also, confirm that the Mandatory Documentation is included as shown in the checklist below.

Mandatory Documentation to be Submitted with Proposal

Schedule A	Proposal Form
Schedule B	Respondent Ability and Experience Form
Schedule C	Respondent Information Form
Schedule D	Fee Schedule
Schedule E	Summary of Conditions and Provisions – Agreement to Operate
Criminal Refe	erence Check – Vulnerable Sector

Schedule D - (Cont'd)

Respondent Name (Print)	Respondent Signature	Date

Schedule E - SUMMARY OF CONDTIONS AND PROVISIONS - Agreement to Operate

(This Schedule must be returned as part of the Proposal Submission)

- 1. St. Lawrence Lodge will provide a working area with electricity and water as required to perform the functions of hairdressing, working space, utilities, linen, upright hair dryers, styling chairs.
- 2. St. Lawrence Lodge will provide and maintain all equipment as attached to the premises.
- 3. The Operator is responsible for scheduling appointments, transporting and assisting those who require assistance with the exception of special circumstances, which will be addressed individually.
- 4. The Operator will provide all other hair salon equipment and supplies required and maintain the Premises on a day to day basis.
- 5. The Operator will assure continuity of service when absent, (i.e. vacation).
- 6. The Operator is to respect and retain in confidence any information or discussion during the course of the performance of work.
- 7. A request to increase rates must be submitted in writing to and approved by St. Lawrence Lodge prior to implementation. Requires ninety (90) day notice.
- 8. Operator to provide annual proof of registration with WSIB as an Independent Operator, as applicable, and proof of Liability Insurance.
- 9. The Operator shall provide St. Lawrence Lodge with a list of clients served daily including fees payable. St. Lawrence Lodge shall issue payment to the Operator. Payment to Operator shall be made bi-weekly by cheque.
- 10. The Operator may terminate the agreement with St. Lawrence Lodge with notice in writing 90 days prior to intent.
- 11. The Home may terminate the Beauty Shop Operation upon 90 days notice in writing to the Operator.

I have read and agree with the Terms of the Agreement.			
Date	Signature	-	