



Surrey Place Centre

Application Guidelines

Request for Proposals (RFP)

To Provide Office Products

Issued: Friday, July 28, 2017

Application Deadline: Friday, August 18, 2017 at 5:00PM EST

Please Direct Submissions to:

Edwin Cui
Financial Analyst and Procurement Officer
Surrey Place Centre
2 Surrey Place
Toronto, ON M5S 2C2
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Living Your Potential – All Your Life!
Enabling full participation for people with developmental disabilities.

2 Surrey Place, Toronto, ON M5S 2C2 / **T:** 416-925-5141 / **F:** 416-925-5645 / **W:** www.surreyplace.on.ca

Surrey Place Centre is Accredited with Accreditation Canada and Achieved Exemplary Standing 2012 - 2016



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1. Background

This Request for Proposals (RFP) is issued by the Surrey Place Centre (SPC) for the purpose of selecting a company to provide office products.

Surrey Place Centre's **mission** is to support people of all ages with developmental disabilities and autism spectrum disorder to lead healthy and socially inclusive lives using our exemplary skills in interdisciplinary clinical services, education and research. Our **vision** is "Living Your Potential – All Your Life!"

With a compassionate commitment to improving the lives of people with developmental disabilities and autism spectrum disorder and their families, **we believe in:**

- **Collaboration.** We succeed by working together with our clients, families and community and government partners.
- **Accountability.** We do what we say we will do and deliver the best possible results for the people we serve.
- **Innovation.** We develop new ideas and approaches to share with the world.
- **Respect.** We seek to understand before being understood and accept differences in a professional and caring manner.
- **Responsiveness.** We respond to the needs of our clients and partners promptly with excellence.

Our **2015-2020 strategic directions** are:

- **Strengthening Our Capacity.** We will strategically invest in our people and infrastructure to provide the highest standards of service for our clients and their families.
- **Bridging the Gaps in the System.** We will improve the quality and efficiency of developmental services locally and provincially by strengthening and expanding our collaboration with the health system.
- **Building Upon and Leveraging Our Life-Span Model.** We will expand and share our interdisciplinary expertise for all ages with our community partners and improve our best practices through research and education for the benefit of our clients throughout their life-span.
- **Shaping the Future.** We will partner with government to enhance the provincial system of services and play a role in influencing government policy related to developmental, autism spectrum disorder and health services.
- **Building a Centre of Excellence.** We will enhance our profile and overall effectiveness by focusing on quality of care, applying best practices, creating and sharing knowledge and promoting innovations provincially, nationally and internationally.

SPC offers a variety of groups and workshops for clients, families and caregivers, as well as extensive education and consultation services to community agencies. Our comprehensive programs and services range from assessment, diagnosis, and one-on-one treatment, to family counselling and group support and is provided by a broad network of clinicians and professionals.

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SPC is affiliated with the University of Toronto and other academic institutions and is a teaching site for students in a variety of health care professions.

SPC is accredited by Accreditation Canada.

SPC has approximately 400 employees located at 13 sites in the Greater Toronto Area.

For additional information on SPC, please refer to:

- SPC's most recent Annual Report [Website Link To Annual Report](#)
- SPC's most recent Audited Financial Statements [Website Link To Audited Financial Statements](#)

SPC currently receives quality office products from Staples and this request for proposals process has been initiated as a standard procurement procedure to meet the requirements of the Broader Public Sector Accountability Act, 2010 and its associated Procurement Directive, 2011.

2. Scope of Services

SPC is requesting proposals from firms to provide office products, including standard office supplies, print and copy paper, laser toner and housekeeping supplies.

SPC will consider entering into a Supply Agreement with one firm for a 3 year term with the option to renew the Agreement for an additional 1 year period. Extension will be determined through a vote at SPC's Annual General Meeting.

3. Form of Proposals

All proposals are required to include:

3.1 An Overview Your Organization

A detailed overview of your organization, including:

- The age of the organization, number of employees, number of clients and the number of those clients in the non-profit sector
- Evidence of qualifications to provide the services described in section 2. Scope of Services
- References from at least three (3) current comparable clients of similar size and scope of SPC, where possible. This should include the contact person's full name, title, name of company, email address, phone number and year that the most recent services were provided.
- Provide account team structure and roles (including description of sales contacts, account team support, and periodic account review process).

3.2 Service Approach

Describe the approach used by your organization and the expectations you would have of SPC.

- Electronic Ordering System (EOS): Describe EOS and electronic reporting functions.
- Delivery Time: Specify typical delivery turn around time for orders.
- Client Service: Describe the ability to provide quality client service, including procedures and will ensure consistency and problem resolution.
- Warrantees: Describe what warranties are provided that is over and above those offered by the manufacturers of the various products being sold. Clearly indicate any limitations, exceptions or conditions that would void any of the warranties.
- Billing: Describe the invoicing control process.

3.3 Pricing Proposal

Please provide your price list for SPC core products listed in Appendix A. Please also provide price list for your core products with discount percentage schedule for the products listed on your catalogue. The discounts shall be the percentage off the unit listed price in your catalogue, exclusive of all taxes and/or delivery charges.

4. Evaluation Criteria

Proposals will be evaluated based upon the following criteria:

- Professional qualifications and experience
- Demonstrated experience in providing services for similar sized company
- Organizational reputation in its industry and particular areas of expertise which may be of value beyond the normal engagement
- Pricing
- Degree of fit between both organizations and willingness to contribute to the organization's vision and mission
- The quality of the proposal submitted in meeting the scope requirements
- Quality of presentation to the SPC Finance Committee and SPC Board of Directors
- Reference checks

Please note that:

- Submissions that do not meet the evaluation criteria will be disqualified.
- In order to be fair to all proponents, late submissions and phone calls or emails to discuss the applications status will not be accepted.
- Only short listed applicants will be contacted.
- All short listed applicants will be notified of the status of their application.

5. Terms and Conditions

5.1 Delivery of Proposal

Sealed envelopes containing five (5) hard copies of your proposal must be received at the address noted below by Friday, August 18, 2017 at 5:00pm EST.

Edwin Cui
Financial Analyst
Surrey Place Centre
2 Surrey Place, Toronto, ON, M5S 2C2

Please also submit one (1) electronic copy to: edwin.cui@surreyplace.on.ca.

5.2 Proposal Time Limit

Each bidding company shall commit that the proposal is valid and accurate for 120 days from the closing date Friday, August 18, 2017.

5.3 Selection Process

SPC reserves the right to accept or reject any proposals. SPC will review all applications. The award will be based on a review of the proposals against all evaluation criteria and will not necessarily be awarded based on the lowest price offered. Each firm will be provided with fair access to information, as requested by e-mail or in writing (see Key Dates). Additional written materials, to ascertain the qualification of applicant may be requested.

5.4 Inquiries

Respondent should e-mail (please do not telephone) all questions to: edwin.cui@surreyplace.on.ca.

5.5 Liability Insurance

All firms are requested to warrant that the firm does not currently have any outstanding liability claims that may impact on the future health of the firm. Additionally, the firm must maintain sufficient liability insurance relevant for a client of our size. The liability coverage must be confirmed.

5.6 Conflict of Interest

Applicants responding Applicants responding to this RFP may not have any personal or business interest that would present an actual, potential or apparent conflict of interest with the performance of the contract to be awarded.

5.7 Distribution of the Invitation for Proposals

This invitation has been released:

1. By notice to potential applicants identified by Surrey Place Centre using the Government of Ontario's Vendor of Records system
2. By publication on Surrey Place Centre's website and MERX.COM
3. By invitation

5.8 Surrey Place Centre is not Committed to Applicant's Expenses

The application process will not necessarily result in a commitment to sign a contract with the Applicant. SPC shall not be liable for any expenses incurred by any Applicant, including the expenses associated with the cost of preparing the Application.

5.9 Expense claim and reimbursement rules

SPC will not pay or reimburse an applicant for any hospitality, incidental or food expenses, including but not limited to expenses in respect of meals, snacks, beverages, gratuities, laundry or dry cleaning, valet services, dependent care, home management and personal telephone calls. Reimbursement for allowable expenses can be claimed and reimbursed only when the contract specifically provides for it.

5.10 External Factors

SPC reserves the right to withdraw this RFP or terminate the resulting contract within the terms of the contract without penalty.

5.11 Bid dispute resolution process and procedure

Unsuccessful vendors can request a debriefing within 60 calendar days following the date of the contract award notification. The request should be submitted to Procurement Officer. The Procurement Officer will respond to the vendor and arrange a vendor debriefing with 10 business days of receiving the request.

When conducting vendor debriefings, SPC will:

- Confirm with each vendor the date, time and location of the debriefing session in writing;
- Conduct separate debriefings with each vendor;
- Not disclose information concerning other vendors, other than the names and addresses of vendors who participated in the competitive process
- Not answer questions unrelated to the competitive process;
- Provide a general overview of the evaluation process set out in the procurement document;
- Discuss strengths and weaknesses of a vendor's submission in relation to the specific evaluation criteria.
- Provide suggestions on how the supplier may improve future submissions;
- Address questions and issues raised by the supplier in relation to their submission.

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Subsequent the vendor debriefing, if a vendor wishes to dispute the outcome of the procurement process, the aggrieved party is to file the bid protest in writing, with Vice President, Finance and Administration, by registered mail, within 10 business days of the debriefing meeting. A protest in writing shall include the following:

- The name and address of the Complainant;
- Identification of the contract or bid solicitation being protested;
- The date of debriefing and name of procurement officer who conducted the debriefing;
- Detailed and factual statement of the grounds for protest;
- The Complainant's arguments and supporting documentation; and
- The Complainant's requested remedy.

The Vice President, Finance and Administration will respond, in writing, to the Complainant within 10 business days of receiving the protest. The final decision on the issue will come from the Vice President, Finance and Administration, in consultation with the Chief Executive Officer and shall be considered final and conclusive.

5.12 Information disclosure

Any confidential information supplied to Surrey Place Centre may be disclosed by Surrey Place Centre where it is obliged to do so under the Freedom of Information and Protection of Privacy Act (FIPPA), by an order of a court or tribunal or otherwise required at law.

6. Key Dates and Contact Information

RFP Issue Date	Friday, July 28, 2017
Bidder's questions deadline	Wednesday, August 9, 2017 at noon EST
Deadline for proposals	Friday, August 18, 2017 at 5:00pm EST

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Appendix A

SPC Core Products	Catalogue Price	Price Offered	Discount Percentage
Print and Copy Paper			
Embossing Tape			
D-Ring Binder			
Report Cover			
Clear Plastic Portfolio			
Hanging Folders, Letter Size			
Hanging Folders, Legal Size			
3 Ring Binder			
File Folders, Letter Size			
File Folders, Legal Size			
X-wide Index			
Duracell Procell Alkaline Battery			
Duracell Copper Top Battery			
Duracell Quantum Battery			
Storage File			
2 Pocket Portfolio			
Wood Pencil			
Mechanical Pencil, .7mm			
Durable Tab for Filing			
Fineliner Marker			
Flip Chart Marker			
Frixion Pen, .7mm, Red, Gel			
Glue Stick, 22g			
Sheet Protector			
Flash Drive, 4GB			
Cartridge Tape,12mm			
Prong Fastener			
Binder,5.5x8.5,1"			
Fine Ink Pen, Black			
Board Cleaner			
Tally Counter			
Pencil Sharpener, 2 Holes			
Wall Sign holder, 8 1/2x11			