



Richmond Hill Hockey Association

Request for Proposal

RFP # RHHA 2020-1

Preferred Provider Program – Apparel and Equipment

TABLE OF CONTENTS

Section 1	Background and Objectives	1
Section 2	RFP Timeline of Events.....	1
Section 3	General Instructions and Proposal Stipulations.....	2
3.1	Pre-Proposal Conference.....	2
3.2	Questions	2
3.3	Submittal Procedure.....	2
3.3.1	Delivery to the RHHA Hockey Office	3
3.3.2	Mail to the RHHA Post Office Box.....	3
3.3.3	Email to the RHHA Email Address	3
3.4	Modification or Withdrawal of Proposals.....	4
3.5	Late Proposals.....	4
3.6	Irregularities in Proposals	4
3.7	Oral Presentations.....	4
3.8	Proposal Award Procedure.....	5
3.9	Price Adjustments	5
3.10	Amendments to the RFP	5
3.11	Retention of Proposals.....	5
3.12	Incurred Expenses	5
3.13	Conflict of Interest Provision.....	5
Section 4	Proposal Requirements.....	5
4.1	Company History	5
4.2	Pricing and Order Fulfilment Timeframe.....	6
4.3	Ordering Process	6
4.4	Customer Service Strategy.....	6
4.5	Invoicing Procedure	7
4.6	Payment of Royalty Fees.....	7
4.7	Subcontractors / Manufacturers.....	7
4.8	Term of Contract.....	7
4.9	Offer Period.....	7

TABLE OF CONTENTS

4.10	Availability of the Proposal	7
4.11	References.....	7
4.12	Financial Information.....	8
4.13	Signature Page.....	8
Section 5	Proposal Evaluation Process.....	8
Section 6	Product and Service Requirements	9
6.1	Rep Player and Goalie Equipment.....	9
6.1.1	Player Gloves	9
6.1.2	Player and Goalie Hockey Pants.....	9
6.1.3	Player Pant Shell	9
6.1.4	Hockey Bags.....	10
6.2	Team Apparel and Accessories	10
6.3	Fan Wear.....	11
6.4	Coaching Accessories	11
6.5	Goalie Equipment for RHHA's On-Loan Program	11
Section 7	Proposal Pricing Reply Page.....	13
7.1	Rep Player and Goalie Equipment.....	13
7.2	Team Apparel and Accessories	14
7.3	Fan Wear.....	15
7.4	Coaching Accessories	16
7.5	Goalie Equipment for RHHA's On-Loan Program	17
Section 8	Proposal Contents.....	18
Section 9	Signature Page	19

Section 1 Background and Objectives

The Richmond Hill Hockey Association Incorporated (RHHA) is a volunteer based not-for-profit organization responsible for providing minor hockey programming to eligible players within the city of Richmond Hill.

The organization is led by a volunteer Board of Directors, each of whom has a specific role within the organization. The RHHA is a member of the Ontario Minor Hockey Association (OMHA) and Hockey Canada.

The RHHA currently consists of approximately 1250 players ranging in age from 4 to 19 who compete at the competitive and recreational levels. These numbers include 21 Representative teams, 16 Local League teams, 39 House League teams (including introductory levels), and 4 Roster Select teams. The number of teams in House League and Roster Select fluctuate from year to year.

Historically, the RHHA has had partnerships with several vendors, each serving different groups within our organization. Each group has different procurement needs, so we will likely continue with this model. However, a formal vendor assessment has not been done in numerous years.

For this reason, RHHA is inviting interested companies, herein after referred to as “Vendors”, to submit proposals for procurement of items and services in each of the categories detailed in Section 6 of this Request for Proposal (RFP).

Section 2 RFP Timeline of Events

Refer to Section 3Section 3 for specific times of deadlines.

Request for Proposal Packet Issue Date	February 20, 2020
Pre-Proposal Conference	February 27, 2020
Receive Questions from Prospective Vendors	March 3, 2020
Distribution of Response to Questions	March 6, 2020
Submit Final Proposal	March 18, 2020
Anticipated Short-list Notification	March 23, 2020
Anticipated Oral Presentations	March 30, 2020 to April 9, 2020 by Invitation and Appointment
Anticipated Award Date	Contingent on Board Approval

Section 3 General Instructions and Proposal Stipulations

3.1 Pre-Proposal Conference

The pre-proposal conference is scheduled for **February 27, 2020 at 7:00 p.m.** in the **RHHA Office** located in the **Tom Graham Arena Complex, 1300 Elgin Mills Road East, Richmond Hill, ON L4S 1M5.**

The purpose of the pre-proposal conference is to give interested and eligible Vendors the opportunity to ask questions and to clarify any concerns they may have with the solicitation documents, and product and service requirements. Vendors will not be allowed to present or display products during this conference. Vendors who are invited for an oral presentation will have the opportunity to present their products at that time.

Although not mandatory, it is strongly recommended that Vendors attend the pre-proposal conference as this will be the only opportunity Vendors will have to verbally communicate with RHHA regarding any aspect of this RFP. For Vendors not attending the pre-proposal conference, or for additional questions, Vendors shall follow the process detailed below in Section 3.2

3.2 Questions

Deadline for Questions from Vendors: March 3, 2020 by 2:30 p.m. EST. Questions received after this deadline will not be replied to.

All questions concerning the RFP specifications must be submitted in writing to the RHHA Equipment Manager listed below. To ensure receipt of all questions in a timely manner, the preferred method is via email.

Iris Murphy, RHHA Equipment Manager Email: richmondhillstars@outlook.com

Questions will be posted, along with the replies, on the RHHA website. There will be no individual replies to Vendors.

Distribution of Response to Questions: March 6, 2020, by 5:00 p.m. EST.

3.3 Submittal Procedure

A person or officer of the company submitting the proposal, who is authorized to enter into contractual agreements on behalf of the company, must sign the proposal, subject to all conditions and specifications attached hereto, in INK.

Proposals received unsigned will be deemed non-responsive and will not be accepted.

Deadline to submit "Final Proposal" is March 18, 2020, by 2:30 p.m. EST. Proposals can be submitted in ONE of the following three manners.

1. Delivery to the RHHA Hockey Office. See section 3.3.1 for detailed instructions.
2. Mail to the RHHA Post Office Box. See section 3.3.2 for detailed instructions.
3. Email to the RHHA Email Address. See section 3.3.3 for detailed instructions.

No proposal will be accepted after the stated deadline.

The RHHA will not be responsible for any proposal(s) that is (are) lost in the mail, or not delivered to the RHHA Hockey Office, or not received in our email account the stated deadline for any reason.

Proposals shall include all documentation as requested in this Request for Proposal.

3.3.1 Delivery to the RHHA Hockey Office

The original proposal, signed in ink, and three (3) additional photocopies should be submitted in a SEALED ENVELOPE and **DELIVERED** to:

Richmond Hill Hockey Association
ATTN: Iris Murphy, Equipment Manager
Tom Graham Arena, RHHA Hockey Office
1300 Elgin Mills Road East, ON L4S 1M5

Label the outside of the sealed envelope: Preferred Provider Program – Apparel and Equipment

3.3.2 Mail to the RHHA Post Office Box

Do not mail the “Final Proposal” to the address provided in section 3.3.1 above as there is no mail service to that address.

The original proposal, signed in ink, and three (3) additional photocopies should be submitted in a SEALED ENVELOPE and **MAILED** to:

Richmond Hill Hockey Association
10620 Yonge Street
PO Box 30556
Richmond Hill, ON L4C 3C8

Label the outside of the sealed envelope: Preferred Provider Program – Apparel and Equipment

3.3.3 Email to the RHHA Email Address

The proposal should be submitted as **one (1) PDF document** named: RFP RHHA 2020-1 <Vendor name>. For example, a vendor named ACME Inc. would name the document RFP RHHA 2020-1 ACME.

The document **must be signed** on the Signature Page as explained in Section 9 and sent as an attachment. Any additional information provided in the email will not be considered as part of the proposal and will be ignored.

Email the single signed pdf document to richmondhillstars@outlook.com.

3.4 Modification or Withdrawal of Proposals

Any proposal may be modified or withdrawn prior to the deadline, provided such modification or withdrawal is submitted prior to the deadline. For all modifications and withdrawals, Vendors shall follow the submittal procedure detailed in Section 3.3 of this RFP. Any modification received after the deadline shall be deemed late and will not be considered.

All modified proposals must include a revision date and time on the title page. This will ensure RHHA considers the correct proposal from the Vendor.

3.5 Late Proposals

Proposals received after the stated deadline shall be deemed late and will not be considered.

3.6 Irregularities in Proposals

Except as otherwise stated in this RFP, evaluation of all proposals will be based solely upon information contained in the Vendor's response to this RFP. RHHA shall not be held responsible for errors, omissions, or oversights in any Vendor's response to this RFP. RHHA may waive technical irregularities that do not alter the price or quality of services.

RHHA shall have the right to reject proposals containing a statement, representation, warranty, or certification that is determined by RHHA and its counsel to be materially false, incorrect, misleading, or incomplete.

The inability of a Vendor to provide one or more of the required components or specified features or capabilities required by this RFP does not, in and of itself, preclude acceptance by RHHA of the proposal. All proposals will be evaluated as a whole and in the best interest of RHHA.

3.7 Oral Presentations

Any Vendor that submits a proposal in response to this RFP may be required to make an oral presentation for further clarification upon RHHA's invitation. Vendors will be invited to an oral presentation based on the merits of the submitted written proposal. Vendors will be able to showcase their products at the oral presentation.

3.8 Proposal Award Procedure

It is anticipated that a recommendation for award for this proposal will be made no more than thirty (30) days after the completion of the last oral presentation. RHHA, in its sole and absolute discretion, shall have the right to award an agreement for any or all products/services listed in each proposal, shall have the right to reject any and all proposals as it deems to be in its best interest, to waive formalities and reasonable irregularities in submitted documents, shall not be bound to accept the lowest priced proposal, and shall be allowed to accept the total proposal of any one Vendor, or parts of proposals of multiple Vendors.

3.9 Price Adjustments

Vendor will be required to honour its proposed prices for the term of the contract period.

3.10 Amendments to the RFP

If it becomes necessary to revise any part of this RFP package, or if additional information is necessary to clarify any provision, the revision and/or additional information will be posted on the RHHA website. As a courtesy, RHHA will notify any Vendors that have attended the pre-proposal conference, or have otherwise indicated their interest to reply to this RFP. Nevertheless, it is the Vendor's responsibility to monitor the website for revisions and additional information.

3.11 Retention of Proposals

All proposals submitted to RHHA shall become the property of RHHA and shall not be returned.

3.12 Incurred Expenses

RHHA shall not be responsible for expenses incurred by a Vendor in the preparation and submission of a proposal. This provision also includes any costs involved in providing an oral presentation of the proposal.

3.13 Conflict of Interest Provision

Any Vendor that participates in the development of draft specifications, requirements, statement of work, and/or the RFP for a proposed procurement shall be excluded from submitting a proposal to compete for the award of such procurement.

Section 4 Proposal Requirements

All proposals shall include the following information.

4.1 Company History

Provide a brief history of company and ownership, date business started, current total number of employees

4.2 Pricing and Order Fulfilment Timeframe

Each Vendor shall provide pricing and delivery timeframe responses to this RFP in the format provided on the “Proposal Pricing Reply” page. See Section 7 of this RFP for sample of required format. A copy of the “Proposal Pricing Reply” Page in Microsoft Word format can be provided to Vendors upon request.

Vendors are required to incorporate the “Proposal Pricing Reply” page into their proposal. **Submission of only the “Proposal Pricing Reply” page will be deemed non-responsive and will not be accepted.**

Vendors are permitted to add items to the Proposal Pricing Reply page within the applicable subsection, however, items should not be deleted. If a quote is not provided for a particular item, then enter N/A in the “Detailed Description” column.

RHHA charges a 10% franchise royalty on the pre-tax price of all items where the RHHA franchise logos are used, and in exchange the RHHA will provide exclusivity to authorized Vendors on the sale of those items to our teams. The Vendor shall include this cost in all price quotes.

Order fulfillment timeframe can be either a specific date, or amount of time required for fulfillment from the date order is placed.

The “Proposal Pricing Reply” page includes the column “Rational for proposing specific product with regards to product quality at quoted price point”. This can be based on Vendor’s reject rate of items received from a manufacturer, returns by customers, customers’ overall satisfaction with fit, protection (with regards to wearable equipment), durability of item, and/or any other relevant parameter that provides information on the quality of the item.

For Vendors providing quotes on more than one subsection of Section 6 of this RFP, Vendor will provide a separate “Proposal Pricing Reply” page for each subsection.

For the purposes of this RFP the RHHA franchise logos shall include the RHS logos, ORD logos, and other wording typically associated with RHHA including, but not limited to “Richmond Hill Stars” and “Oak Ridges Kings”.

4.3 Ordering Process

Vendor must document their ordering process as it specifically applies to the Product and Service Requirements of this RFP detailed in each subsection of Section 6 of this RFP.

4.4 Customer Service Strategy

Vendor must document their customer service strategy which defines the standards of care and service they will offer RHHA.

4.5 Invoicing Procedure

Vendor is to submit properly completed invoice(s) to the address specified in the contract. To ensure prompt payment, each invoice should include Vendor's name, remittance address, GST/HST number, Vendor's invoice number, details of the products or services being invoiced, including product identification number, description of product or service, quantity, unit price, extended price, sub-total, HST, and final total.

4.6 Payment of Royalty Fees

Vendor must define the process to track and pay royalty fees to RHHA. Payment must be made at minimum once annually which must occur prior to March 31st.

4.7 Subcontractors / Manufacturers

All provisions and/or stipulations with this RFP package also apply to any authorized subcontractors and/or manufacturers. Vendor shall state that Vendor shall assume full responsibility and liability for the work and actions of all sub-contractors with respect to Vendor's obligations to RHHA.

4.8 Term of Contract

The intent of this RFP is to award the contract to the qualified Vendor or Vendors who can provide and meet all specified requirements within any of the five subsections of Section 6 of this RFP. The contract shall commence with a tentative award date for a one (1) year base period with three (3) one-year renewal options at the sole discretion of RHHA based at minimum upon satisfactory performance, which will be reviewed on an annual basis.

4.9 Offer Period

All proposals must be an irrevocable offer valid for ninety (90) days after the proposal due date.

4.10 Availability of the Proposal

No proposal shall be open to public inspection. Each Vendor must request confidentiality for its proposal, in part or in its entirety, to ensure that information is not inadvertently disbursed.

4.11 References

All Vendors are required to submit, with their proposal, a minimum of three (3) references where Vendor has provided products and services (within the last twelve months) that pertain to the technical requirements of this RFP. References shall include company name, address, telephone number, contact person, and email address. Vendors must agree to authorize clients to furnish any information required by RHHA to verify references provided, and for determining the quality and timeliness of products and services provided.

Vendor shall submit with their proposal testimonials from current customers that document past performance in delivery of products and services, similar to those required by RHHA, and resulting customer satisfaction particularly in the areas of professionalism, contract performance, quality of the products and services, timeliness of delivery, responsiveness and flexibility, etc.

4.12 Financial Information

Vendor must submit a copy of their last AUDITED financial statement. For non-public companies, a letter from the Vendor’s CPA is an acceptable alternative, and must include a statement that financial solvency is adequate to meet expenditures for at least one year.

4.13 Signature Page

Vendor must include a signature page with the contents provided in Section 9 of this RFP.

The signature page must be signed by an authorized representative in INK

Section 5 Proposal Evaluation Process

Not all evaluation factors are equal in importance and each factor is weighted in accordance with its importance to the RHHA. Each item has been assessed a percentage upon which the final score will be determined. A total of 100 percentage points for the following items will be considered a perfect score.

The following will be significant factors in evaluating proposals, but the evaluation may not be limited to these items when making a final decision.

	Criteria	Weight	Description
A	Product Quality	20	Established through Brand of product, and vendor documentation of the following parameters: <ul style="list-style-type: none"> · consistency of quality from the manufacturer (low reject rate) · customer satisfaction of product (minimal returns) · fit (for wearable equipment) · protection (with regards to wearable equipment) · other parameters as applicable <i>Include in Section 2</i>
B	Product Selection	20	Established through the number of items being offered, per subsection, as defined in the RFP; assumes RHHA expects ONE vendor to provide all items within a subsection <i>Include in Section 2</i>

C	Order Fulfillment Process:		
i	Delivery Timeframe	10	Established through proposed delivery timeframe <i>Include in Section 2</i>
ii	Ordering Process	10	Established through vendor's description of their proposed order fulfillment process, feedback from references, RHHA's past history with vendor's order fulfillment process <i>Include in Section 3</i>
iii	Order Delivery	10	Established through information provided by references, including RHHA's past history with vendor's ability to deliver orders on time, with all items in excellent condition <i>Include in Section 11</i>
D	Customer Service	20	Established through vendor's description of their customer service strategy and customer testimonials included in the references. <i>Include in Section 4</i>
E	Pricing	10	Established through vendor's price quotes. <i>Include in Section 2</i>
TOTAL		100	

Section 6 Product and Service Requirements

All references to RHS and ORD logos shall be crested to RHHA standards to meet brand management objectives.

6.1 Rep Player and Goalie Equipment

Ordering of Rep Player and Goalie Equipment is the responsibility of each RHHA Rep team.

Define the process for team orders taking into consideration the possibility that two other separate vendors may be providing apparel and uniforms.

6.1.1 Player Gloves

Provide black player gloves with RHS logo.

6.1.2 Player and Goalie Hockey Pants

Provide custom fit, black, player and goalie hockey pants with RHS logo.

6.1.3 Player Pant Shell

Provide black pant shell with RHS logo for players that don't want to replace their hockey pants but need to have the same look as the rest of the team.

RHHA is considering phasing out the “Stars” down the side of the pants; in order to support the teams that predominantly still have the “Stars”, provide black pant shells with RHS logo and also the “Stars” on the side.

6.1.4 Hockey Bags

Provide hockey bags for players and goalies with RHS logo, and player number. Provide option of wheels or no wheels.

6.2 Team Apparel and Accessories

Ordering of Team Apparel and Accessories is the responsibility of each RHHA team. Rep teams initially order team apparel and accessories shortly after try-outs that are held in May. Team apparel and accessories orders must be fulfilled by the first week in September prior to the RHHA Tournaments.

Define the process for team orders taking into consideration the possibility that two other separate vendors may be providing apparel and uniforms.

Provide apparel for any RHHA team to include appropriate RHS or ORD logo or wording, such as “Richmond Hill Stars”, Oak Ridges Kings”, etc. Items shall have option to include player number. Apparel and accessory items will include but not be limited to the following items.

- Track suit jacket
- Track suit pants
- Fall jacket
- Winter jacket
- Hoodie
- Long sleeve tee shirt
- Short sleeve tee shirt
- Shorts
- Toque
- Ball cap
- Individual garment bag
- Practice jersey
- Floor mat
- Helmet Sticker
- Skate guards
- Water bottle

6.3 Fan Wear

Provide products for purchase by RHHA team fans. RHHA is particularly interested in fans being able to purchase online, however, still have the flexibility of a store front where they can view the merchandise. Products shall include appropriate RHS or ORD logo or wording, such as “Richmond Hill Stars”, Oak Ridges Kings”, etc. Apparel and accessory items may include but not be limited to the following items.

- Fall jacket
- Winter jacket
- Hoodie
- Long sleeve tee shirt
- Short sleeve tee shirt
- Toque
- Ball cap
- Blanket
- Seat cushion
- Scarf
- Gloves / mittens
- Water bottle

6.4 Coaching Accessories

Ordering of coaching accessories for House League Teams is the responsibility of the RHHA Equipment Manager; all other teams are responsible for purchasing their own accessories.

Provide hockey accessories (not included in Section 6.2 of this RFP) for any RHHA team, with the option to include appropriate RHS or ORD logo or wording, such as “Richmond Hill Stars”, Oak Ridges Kings”, etc. as required. Coaching accessories will include but not be limited to the following items.

- Black pucks
- Blue pucks
- Pylon / cones
- Puck bags
- Coach bags
- Mini white boards

6.5 Goalie Equipment for RHHA’s On-Loan Program

Ordering of goalie equipment for RHHA’s On-Loan Program is the responsibility of the RHHA Equipment Manager.

Provide goalie equipment for RHHA’s On-Loan Program to include the following items.

- Goalie pads
- Knee pads
- Catcher
- Blocker
- Chest protector
- Throat protector
- Goalie stick
- Hockey Bag (with & without logo)

Additional inventory of the above items is added on an annual basis to replace worn equipment; however, items may need to be purchased on an ad-hoc basis throughout the season.

Section 7 Proposal Pricing Reply Page

For contract period – Initial (One Year) Ending 2021

7.1 Rep Player and Goalie Equipment

Item – All to include RHS logo	Detailed Description (Brand; Style, etc.)	Minimum Quantity	Unit Pricing (pre-tax)	Fulfilment Timeframe	Rational for proposing specific product with regards to product quality at quoted price point
Player Gloves with RHS logo					
Custom-fit black, player hockey pants with RHS logo					
Custom-fit black, goalie hockey pants with RHS logo					
Black pant shell with RHS logo					
Black pant shell with RHS logo AND “Stars” on side					
Black hockey bag for players with RHS logo and player number					
Black hockey bag with wheels for players with RHS logo and player number					
Black hockey bag for goalies with RHS logo and player number					
Black hockey bag with wheels for goalies with RHS logo and player number					

7.2 Team Apparel and Accessories

Item - All to include RHS / ORD logo	Detailed Description (Brand; Style)	Minimum Quantity	Unit Pricing (pre-tax)	Fulfilment Timeframe	Rational for proposing specific product with regards to product quality at quoted price point
Track suit jacket					
Track suit pants					
Fall jacket					
Winter jacket					
Hoodie					
Long sleeve tee shirt					
Short sleeve tee shirt					
Shorts					
Toque					
Ball cap					
Individual garment bag with player number					
Practice jersey					
Floor mat					
Helmet sticker					
Skate guards					
Water bottle					

7.3 Fan Wear

Item - All to include RHS / ORD logo	Detailed Description (Brand; Style)	Minimum Quantity	Unit Pricing (pre-tax)	Fulfilment Timeframe	Rational for proposing specific product with regards to product quality at quoted price point
Fall jacket					
Winter jacket					
Hoodie					
Long sleeve tee shirt					
Short sleeve tee shirt					
Toque					
Ball cap					
Blanket					
Seat cushion					
Scarf					
Gloves / mittens					
Water bottle					

7.4 Coaching Accessories

Item	Detailed Description (Brand; Style)	Minimum Quantity	Unit Pricing (pre-tax)	Fulfilment Timeframe	Rational for proposing specific product with regards to product quality at quoted price point
Black pucks					
Blue pucks					
Pylon / cones					
Puck bags with RHS / ORD logo					
Coach bags with RHS / ORD logo					
Mini white boards					

7.5 Goalie Equipment for RHHA's On-Loan Program

Item	Detailed Description (Brand; Style)	Minimum Quantity	Unit Pricing (pre-tax)	Fulfilment Timeframe	Rational for proposing specific product with regards to product quality at quoted price point
Goalie pads					
Knee pads					
Catcher					
Blocker					
Chest protector					
Throat protector					
Goalie stick					
Goalie hockey bag without logo					
Goalie hockey bag with RHS / ORD logo					

Section 8 Proposal Contents

All proposals must be typed.

All proposals shall follow the following format.

Title Page: Must include the following information:

- Name of Vendor
- RFP number listed on this package
- Mailing address
- Contact Name
- Telephone number
- Fax number
- Email address

For modified proposals only

- Revision Date and Time

Table of Contents: All proposals must provide clear identification of information by section and page.

Proposal Details: All proposals must include the following information, as detailed in Section 4 of this RFP, in the specified section order listed below.

1. Company History
2. Pricing and Order Fulfilment Timeframe
3. Ordering Process
4. Customer Service Strategy
5. Invoicing Procedure
6. Payment of Royalty Fees
7. Subcontractors / Manufacturers
8. Term of Contract
9. Offer Period
10. Availability of Proposal
11. References
12. Financial Information
13. Signature Page

Section 9 Signature Page

RHHA, in its sole and absolute discretion, shall have the right to award an agreement for any or all products/services listed in each proposal, shall have the right to reject any and all proposals as it deems to be in its best interest, to waive formalities and reasonable irregularities in submitted documents, shall not be bound to accept the lowest priced proposal, and shall be allowed to accept the total proposal of any one Vendor, or parts of proposals of multiple Vendors.

This submission is guaranteed as an irrevocable offer valid for ninety (90) days after the proposal due date.

Authorized Signature

Vendor/Provider's Name

Typed or Printed Name

Number and Street Address

Title

City, Province, Postal Code

Telephone Number

Email Address