



Richmond Hill Hockey Association

Questions and Answers for RFP # RHHA 2020-1

Preferred Provider Program – Apparel and Equipment

First release date: March 2, 2020
Second release date: March 6, 2020

This document includes all questions received as of 2:30 p.m. March 3, 2020. Since this is the deadline for questions from Vendors, no additional questions will be answered. Questions are grouped by RFP Section, not by date received. All changes and additions from the prior release are in blue.

Question	Answer	Date Asked
General		
Would it be possible to get a hires image of your logos to create some renderings?	Vendors are welcome to copy the RHS or ORD logos from our website, solely for the purpose of renderings that a vendor may choose to include in a proposal in response to RFP # RHHA 2020-1. The absence or inclusion of RHHA logos will not be considered in the evaluation of proposals.	2020/2/21 Email
Is it possible to get a good copy of current logos?	Vendors are not permitted to apply our logos on any product until vendors have been awarded a contract with RHHA.	2020/2/22 Email
Who is your current supplier for team apparel and fan wear?	RHHA does not see the relevance to vendors having this information and their ability to provide a complete and competitive proposal.	2020/2/28 Email
Section 1 - Background and Objectives		
Is the RHHA looking for responses from suppliers that are able to meet all of the needs listed in the RFP?	The RFP has 5 sub-sections 6.1 to 6.5. It is preferable for a vendor to be able to provide all products within ONE subsection but it is not mandatory. Vendors are welcome to respond to multiple subsections.	2020/2/26 Email
Can one supplier tender on two tender categories – for example team apparel and fan wear.	Yes. Note that Section 6, Product and Service Requirements, has five (5) subsections (categories) and each will be evaluated individually.	2020/2/28 Email
Can you bid on just the Apparel and not the Equipment.		2020/3/3
Would a report be available from the RHHA in regards to units sold of each item in the program for 2019-2020?	The Vendor Selection Committee is not able to obtain this information at this time.	2020/2/28 Email
Please provide an overall total of Rep		2020/2/28 Email

Question	Answer	Date Asked
<p>Team product purchases by category by association (Richmond Hill & Oak Ridges).</p>		
<p>Section 6 – Product and Service Requirements</p>		
<p>Who places orders?</p>	<p>Ordering of Rep Player and Goalie Equipment is the responsibility of each RHHA Rep team.</p> <p>Ordering of Team Apparel and Accessories is the responsibility of each individual RHHA team. This can include Rep, LL, Select, and HL teams.</p>	<p>2020/2/27 Pre-Proposal Conference</p>
<p>What is the current form of ordering from your current supplier for team apparel and fan wear – on line ordering or members walk in to store and buy?</p>	<p><u>Team Apparel</u> Team Coaches / Managers are expected to pre-select what team apparel their team members will be purchasing. For the 2019-2020 Season a team appointment, for each Rep team, was scheduled with the vendor for player sizing and ordering. In prior seasons, a fitting day was scheduled by RHHA at one of the arenas so that all teams could order team apparel, team uniforms, and team equipment from each of the three vendors.</p> <p>Both of these formats have their advantages and challenges. With the change in process for this last season, families were not pleased with having to go to three different locations for fittings. RHHA is asking vendors to provide their options and recommendations on how the fitting/ordering process can be improved for our membership. RHHA will work with the vendors that are awarded contracts to ensure RHHA establishes internal procedures to support our vendors and for vendors to have their own established procedures to maximize customer service satisfaction.</p> <p><u>Fan Wear</u> Currently RHHA does not have specific fan wear as such. Our current supplier hosts an “apparel day” at one of the arenas in the fall so that anyone can order</p>	<p>2020/2/28 Email</p>

Question	Answer	Date Asked
	<p>RHHA apparel which is the same made available to Rep teams with some additional options. Often families purchases items at this time as holiday gifts for their players and other family members. The current vendor has a store front, but no on-line ordering. RHHA members would like to see flexibility in timing and fan wear items available for ordering.</p>	
<p>Could the current program items and pictures be provided regarding the current program 2019-2020?</p>	<p>We are able to provide these lists of current program items.</p> <p><u>Team Apparel</u></p> <ul style="list-style-type: none"> • Stealth Tracksuit Jacket + Performance Warmup Pant • Geneva biz Tech Soft Shell + Performance Warmup Pant 	<p>2020/2/28 Email</p>
<p>Please provide a list of the items, by brand, that are in this year's program.</p>	<ul style="list-style-type: none"> • Bauer Flex Jacket + Bauer Flex Pant • Canada Sportswear Tracksuit • Bauer Flex Bubble Jacket • Canada Sportswear Peacoat Jacket • Luguano Insulated Jacket • Canada Sportswear Insulated Jacket • Stormtech 3-in-1 • Green Custom Sublimated Hoodie • Hoodie with STARS Twill • Gildan Hoodie • Long Sleeve Cotton Tee (White or Black) • Pro Team Long Sleeve Tee • Gym set (White t-shirt decorated with chest logo and short) • Pom Pom Toque • Brimmed Toque • Toque • Ball Cap • New Era Cap • Kobe Individual Garment bag • Practice Jersey (for Select/LL/HL teams, not Rep teams) • Floor Mat • Helmet Sticker <p><u>Team Equipment</u></p> <ul style="list-style-type: none"> • Warrior Custom Alpha/Covert Pro Gloves • Bauer Custom Pants / Shells 	<p>2020/2/28 Email</p>

Question	Answer	Date Asked
	<ul style="list-style-type: none"> • GSW Youth/Junior/Senior Player Bag • GSW Garment Bag • GSW Accessories Bag • Grit Player Wheel Bag • Warrior Goalie Wheel Bag 	
<p>Has the membership requested certain apparel or equipment brands?</p>	<p>Specific brands have not been requested. Some RHHA members have expressed the following concerns/disappointments.</p> <ol style="list-style-type: none"> 1. RHHA has not reviewed the offerings of apparel for several years, so the membership is asking for apparel items that represent more current styles, etc. 2. the apparel prices are expensive; yet, for example, when two tracksuits options are available, teams choose the higher price one and then complain about the price - so this issue might be somewhat of an outlier <p>RHHA is looking to address these concerns through this RFP process with the following outcomes.</p> <ol style="list-style-type: none"> 1. asses the apparel offerings and consider more contemporary / fresher look items 2. confirm all items are sold at a fair price; we expect vendors to make a profit while still offering prices to our membership that are competitive 	<p>2020/2/28 Email</p>
<p>How are payments made? Cheque; credit card? Who pays for orders?</p>	<p>Currently some teams pay the vendor for the entire order while others have each family pay the vendor for their own part of the order. Teams often pay using team cheques, however, personal credit cards may also be used.</p> <p>Once proposals are awarded, RHHA will work with Vendors to establish a process that works for all parties. Vendors should include order, invoicing, deposit, and payment options/requirements in their proposal.</p> <p>Purchases made by the Equipment Manager can be either invoiced to RHHA for payment by cheques or the Equipment Manager or the assigned designate may pay by credit card.</p>	<p>2020/2/27 Pre-Proposal Conference</p>

Question	Answer	Date Asked
Will RHHA ensure payment if a team has not paid?	<p>RHHA expects that vendors will have their own strategy on minimizing non-payment problems, which may include requiring deposits, and full payment prior to or at time of product pickup.</p> <p>The reason of non-payment by a team/family will need to be considered and will guide RHHA as to how to help resolve the issue. Vendors can specify in their proposal how they expect this issue to be managed with RHHA's support. Alternatively, it can be discussed during contract negotiations once the proposals are awarded.</p>	2020/2/27 Pre-Proposal Conference
When is delivery of products required?	<p>Please refer to the Order and Delivery Timeframes below for RFP Sub-Sections 6.1 and 6.2</p> <p>RFP Sub-Sections 6.3, 6.4, and 6.5 do not have specific delivery timeframes. Vendors should state "Fulfilment Timeframe" as it relates to order placement. E.g. "3 weeks after order is placed" and should reflect a timeframe that the vendor can consistently meet for that item.</p>	2020/2/27 Pre-Proposal Conference
What items are mandatory for teams, versus optional?	<p>RHHA expects Rep teams to have a uniform look amongst their players on the ice, thus player gloves, hockey pants/pant shells are mandatory. However, only some players may order as they may already have the items from the prior season.</p> <p>Hockey bags are optional as are team apparel and accessories. Any items a team decides to purchase may still not be purchased by all players if they already own that item.</p>	2020/2/27 Pre-Proposal Conference
Is there a policy for logo placement on items?	<p>RHHA has a standard for the logo colours and vendors awarded contracts will receive jpg files of our logos. There is no policy on sizing. Actual sizing and placement of logo(s) would be based on recommendations from the vendor and approved by the RHHA Equipment Manager or their designate. It's expected the vendor would then maintain this information so the logo can be consistently sized and</p>	2020/2/27 Pre-Proposal Conference
Are there strict policies regarding decoration of logo size – for example	<p>recommended by the vendor and approved by the RHHA Equipment Manager or their designate. It's expected the vendor would then maintain this information so the logo can be consistently sized and</p>	2020/2/28 Email

Question	Answer	Date Asked
every left chest logo must be 4" x 4" and every back logo is 10" x 10" in order to have a uniform look throughout the program on items decorated the same?	place throughout all orders for each specific item.	
Is the logo on hockey bags screened or embroidered? One side or two?	The hockey bags have an embroidered logo on both sides. A number ID window allows the option to add number/name if the team requests.	2020/2/27 Pre-Proposal Conference
6.2 Team Apparel and Accessories		
Are coaches required to wear specific items for games or practices?	Rep Coaches should wear a black jacket with the RHS logo, however, the decision to purchase jackets for bench staff is decided by the team and is dependent on their agreed upon budget.	2020/2/27 Pre-Proposal Conference
Section 6.3 Fan Wear		
What is RHHA's expected ordering time-frame for on-line store items?	Anytime throughout the year would be optimal, however, it's anticipated that start of season, Christmas/Holiday gift season, and possibly playoff season would be timeframes when purchases would be most likely to occur. Vendors are encouraged to provide their recommendations to maximize sales while managing their inventory risk and product prices.	2020/2/27 Pre-Proposal Conference
Section 6.5 - Goalie Equipment for RHHA's On-Loan Program		
Define On-Loan Program	RHHA provides sets of goalie equipment (comprised of the items listed in Section 6.5 of the RFP) to all HL teams in the Tyke, Minor Novice and Novice divisions. All players rotate through as goalies in these divisions so it is expected that goalie equipment will be provided. Currently Novice teams each get two sets; the other divisions get one set per team, however, this may be changed to two sets for the 2020/21 season. Due to a shortage of goalies, we also provide sets or	2020/2/27 Pre-Proposal Conference

Question	Answer	Date Asked
	<p>partial sets to goalies in any other HL division and to any LL or Select team. This is seen as an incentive to goalies' families as it helps defray the equipment cost of being a goalie. This is available to Rep team goalies as well, though often those families prefer to ultimately purchase their own.</p>	
<p>Section 7 - Proposal Pricing Reply Page</p>		
<p>Can more than one item be quoted for any given item type?</p>	<p>Yes. For example: Vendor may want to quote two styles of Winter Jackets, so "Winter Jacket" should use two rows where each row identifies the item's uniqueness (brand / style / size/ etc. in the "Detailed Description" column.</p>	<p>2020/2/27 Pre-Proposal Conference</p>
<p>When submitting the proposal can we use or expand on the detailing of the products we offer? For example we can offer a high end tracksuit as well as a price point tracksuit?</p>	<p>Vendors should provide a reason for quoting two or more options for the same item; this information should be included in the "Rational ..." column.</p>	<p>2020/3/3</p>
<p>Your forms do not allow for a lot of room for product description, but you want and need detail.</p>	<p>Although the Proposal Pricing Reply Page has one line for each item, a large description or comment can certainly be included as it can be set up as a table – similar to the method used for these Questions & Answers. Thus, yes, full descriptions, including sizing (if it changes the price), can and should be included.</p>	<p>2020/3/3</p>

Order and Delivery Timeframes

These timeframes are estimates only. Finalized timeframes will be communicated to the vendors once a contract has been awarded with the understanding that vendors will have a minimum lead time for fulfilling orders.

“AA” and “A” delivery time-frames apply to the following RFP Sub-Sections:

- 6.1 Rep Player and Goalie Equipment
- 6.2 Team Apparel and Accessories*

“Select” delivery time-frames apply to the following RFP Sub-Section:

- 6.2 Team Apparel and Accessories*

*It is possible for some teams to order some of their team accessories later in the season for a later delivery time-frame. That would be established when the order is placed and agreement reached between the RHHA Team and the Vendor.

Category	Divisions	Anticipated Tryout Timeframe	Anticipated Ordering Timeframe	Required Delivery Timeframe
AA	Minor Peewee to Midget	Late April to Mid May	Mid May	Late August (Prior to AA Tournament)
A	Minor Peewee to Midget	Late April to Mid May	Mid May	Early September (Prior to A Tournament)
AA	Novice to Atom	Mid September	Mid September	Early to mid October
A	Novice to Atom	Mid September	Mid September	Early to mid October
Select+	Minor Atom to Midget	September / October	September / October	November

+Not all divisions may have a team every season; 2019/20 only has 4 Select teams