

INVITATION TO TENDER

CMHA APPAREL/EQUIPMENT

NOVEMBER 19, 2017



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Additional Documents

Appendix A – Current Apparel Contract

Part 1 – Background Information

1.1 Current Apparel Arrangements

At present all apparel fittings and arrangement of goods is done typically in May (prior to season start) at either location of supplier and or at an offsite location In order to accommodate players and members (usually presidents building) 150 Queen St South, Bolton, Ont.).

1.2 Objectives of Tender

There are several key objectives for this tender process:

- To Appoint a supplier who will provide a first-class service to customers
- To ensure value for money, while maintaining quality of product to customers
- To appoint a professional, reliable and innovative supplier for both the customer and CMHA, S benefit.
- To ensure a high level of service for the next 3 years (period of contract).
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1.3 Instructions to Tenderers

Please ensure you read this section carefully as any deviation from the instructions given below will result in your tender being marked down.

1.3.1 Acknowledgement of receipt of Invitation to Tender

Receipt of this Invitation to tender must be acknowledged within 5 working days of the date of this document by email to Art Nelson (VP Admin) at the following address: vpadmin@caledonminorhockey.ca

In this email all tenderers should confirm their intention to submit a bid.

1.3.2 Tender Queries

If Tenderers have queries regarding the invitation to tender, they should be submitted in writing to Art Nelson no later than (10 days) from confirmation of your intent to submit.

1.3.3 Tender Bulletins

At any time after the issue of the invitation to Tender (and up to 3 days prior to the Tender submission date) CMHA May issue a Tender Bulletin which revises, adds to or clarifies the original invitation to Tender Document. These bulletins will often be prompted by queries received from tenderers. Answers to any questions raised by Tenderers will be communicated to all companies involved in the invitation to tender via a Tender Bulletin.

1.3.4 Response Format

To ensure all suppliers responses are provided in an identical format (to facilitate easy comparisons) tenderers must provide the required information in the fields (e.g. PDF brochures etc.,) should be added as appendices and referenced.

Please be as detailed as possible in your responses in this document to avoid the need for clarification,

If a supplier wishes to provide additional details they may do so within the constraints of the Return of Tender conditions.

1.3.5 Completion of Tenders

Tenders must be submitted in accordance with all instructions contained within this document. Please read the Invitation to Tender document very carefully and answer all questions asked and provide all of the required information in sufficient detail to allow the project team to make an informed decision. Failure to comply with these instructions will result in your tender being marked down and could result in your expulsion from the process.

1.3.6 **Return of Tender**

Tenders must be returned no later than 4:00pm on January 31st, 2018 and should be sent to the attention of:

Art Nelson, CMHA
48 Marilyn Street,
Caledon East, ON L7C 1H5

Your tender submission must not be emailed to any member of the CMHA Executive prior to the Tender Submission Date. It is mandatory that the envelope containing your response is clearly marked “Team Apparel Tender” to ensure it is not opened accidentally prior to the tender submission date.

1.4 **Award Criteria**

The CMHA will be selecting a supplier based on the most economically advantageous tender. The criteria used to select the supplier will be:

- Service
- Price
- Quality
- Sustainability

1.5 **Contract Duration**

The CMHA intends to sign a three-year agreement with the successful supplier. The first year will be probationary and monitored by set criteria agreed between the supplier and CMHA

Part 2 - Specifications

2.1 Service Requirements

2.1.1 Service Level to Customers

The following are the minimum standards required by CMHA to ensure a high level of service.

- Have samples on site for CMHA members to view for ordering
- Provide and maintain an online uniform ordering portal.
- Provide a reasonable delivery time for items.
- To provide CMHA members a hassle-free money back guarantee if items have not met customers expectations.

2.1.2 Staff Conduct

The conduct of all the supplier's staff must be appropriate always as this will directly impact not only the reputation of the suppliers, but also of the CMHA. All the supplier's staff must act in a professional, courteous, friendly manner to all children, parents and coaches.

Please describe how you will ensure that staff conduct meets the requirements of the CMHA:

2.1.3 Product Quality

To allow the CMHA to assess the quality of, Apparel suppliers are asked to provide, as part of their tender submission, samples of various Apparel. The evaluation team will score these based on visual appearance and product quality.

2.2 CMHA Requirements

2.2.1 Quality Assurance/Monitoring

Maintaining the high standard of both products and service will be extremely important throughout the life of the contract. Please indicate what quality control processes are in place and how you would ensure the required standards are met, or even exceeded.

It is also important the supplier can objectively measure their performance in certain key areas (for example, customer satisfaction, turnaround time etc.).

Please provide details of the quality assurance processes you have in place which will ensure standards are maintained. Please also describe how you would measure your performance and report this back to the CMHA.

2.2.2 Terminations

If the supplier's performance falls below that described in the service level agreement and as measured by the key performance indicators, CMHA reserves the right to terminate the contract within 30 days notice.

Please confirm your acceptance of this requirement:

2.3 Financial Arrangements

2.3.1 Customer Pricing

CMHA is particularly keen to ensure the prices charged to its families remains competitive and represents best value for money. Therefore, each supplier's tender submission will be assessed on their proposed pricing for representative samples of apparel. A template has been provided (see Appendix A) in which suppliers should submit their pricing.

2.3.2 Price Changes

The prices provided by each supplier as part of this tender process must be fixed for at least the first year of the contract. Pricing can thereafter be reviewed on an annual basis. Increases will only be accepted if the supplier can demonstrate an increase in their own costs.

Please confirm your agreement with this requirement.

Part 3 – Supplier Proposals

To ensure that your proposal incorporates all the elements required by the CMHA a checklist has been included below.

3.1 Service & Technical Proposals

Suppliers are required to submit their proposal for the provision of this service using the fields provided in this document. If you need to include additional documentation such as service level agreements etc. then please ensure these are added as appendices and are clearly referenced.

3.2 Samples

As indicated in Section 2.1.7 above the evaluation team will need to see samples of the products you provide to assess their quality. The samples should be sent at the same time as your tender submission.

Part 4 – Declaration

I certify that the information submitted is correct.

I understand that the information will be used to assess my organization's suitability to become a supplier to Caledon Minor Hockey – House League and Rep Divisions – and that the information will be held on computer and on paper for this purpose.

A director or other authorized senior representative of your organization must complete this declaration. By completing this declaration, you are agreeing with the comments above.

DETAILS OF PERSON COMPLETING THE DECLARATION:	
Name:	
Position:	
For and on the Behalf of:	
Telephone Number:	
Signature:	Date:

SCHEDULE "A"

ITEM	BRAND	SIZE	PRICE OF EMBROIDERY	PRICE OF APPAREL	PRICE (EXTENSION PERIOD)	OTHER
JERSEY PLAYER	KOBE					
JERSEY GOALIE	KOBE					
JERSEY PRACTICE	KOBE					
SPONSOR BAR						
JACKET WINTER	CCM					
JACKET WARM UP	CCM					
SOCKS						
PANT SHELL	KOBE					
HOCKEY BAG 1	WARRIOR					
HOCKEY BAG 2	KOBE					
HOCKEY BAG 3	CCM					
WARM UP PANTS	CCM					
DELIVERY						
EXTRAS						
HOUSELEAGUE JERSEYS	KOBE					
HOUSELEAGUE SOCKS						

A minimum of 1 presentation/year (January) must be given by the awarded supplier.

Signature: _____ Date: _____