

# **LETHBRIDGE SCHOOL DISTRICT # 51**



## **REQUEST FOR QUOTATION**

**HOME STAY SERVICES FOR INTERNATIONAL STUDENTS**

**FILE NO. 269**

---

**LETHBRIDGE SCHOOL DISTRICT NO. 51  
REQUEST FOR QUOTATION FILE NO. RFQ 269**

**DATE OF INVITATION: FEBRUARY 11, 2015  
DATE OF RFQ CLOSING: FEBRUARY 26, 2015**

**AUTHORIZED SIGNATURE**

Company Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone Number \_\_\_\_\_

Fax Number \_\_\_\_\_

Email \_\_\_\_\_

\_\_\_\_\_  
Name of Company Official

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature of Company Official

\_\_\_\_\_  
Date

---

**SECTION I – Administrative Terms and Conditions**

---

**INTRODUCTION****DEFINITIONS**

- Competition  
“Tender”, “Request for Quotation” (RFQ), “Request for Proposal” (RFP), however defined by the Title Page.
- Owner  
The Board of Trustees, Lethbridge School District No. 51.
- “Proponent”, “ Bidder”  
An individual company, organization or other interested party that submits or intends to submit a bid in response to this competition.
- “Must”, “ Shall”, “Mandatory”  
A requirement that must be met in order for a bid to be compliant to the material requirements of the competition.
- “May”, “ Should”  
A requirement having significant degree of importance to the objectives and requirements of the competition, but subject to evaluations, as opposed to being mandatory.

**PURPOSE/SCOPE**

Lethbridge School District No.51 (hereafter referred to as the “Owner”) is seeking bids from qualified bidders to provide home stay recruitment, placement and supervision for Lethbridge School District No. 51 International Students.

Following the evaluation of bids received in response to this competition, the Owner reserves the right to make changes in the final contract with the successful bidder (if any) from what was originally sought or offered in this competition.

---

**TERM OF CONTRACT**

The term of any contract signed as a result of this Competition shall be for a period of three (3) fixed years, March 1, 2015 through February 28, 2018 with three (3) one year renewal options that may be exercised by mutual consent of the parties.

**Extension Option:**

In the event the successful Bidder and the Owner hereby undertake and agree to the full performance of their respective obligations under the contract, and further undertake and agree that the provisions of this contract, unless it is otherwise agreed between the parties, shall apply to any extension of the contract

**THE OWNER'S AUTHORIZED REPRESENTATIVE****Joe Perry, Coordinator of Purchasing**

The Owner's Authorized Representative

433 15 Street South

Lethbridge AB T1J2Z4

Phone: 403-382-2161 or 403-382-2160

Fax: 403-327-5520

Email: [joe.perry@lethsd.ab.ca](mailto:joe.perry@lethsd.ab.ca) or [cathy.widmer@lethsd.ab.ca](mailto:cathy.widmer@lethsd.ab.ca)

**INQUIRIES**

All inquiries and other communications relating to this competition and any subsequent Contract are to be directed in writing only to the above named person, who is the Owner's Authorized Representative.

Any inquiry regarding this competition or its subject matter should be made not less than seven (7) days prior to the closing date so as to allow the Owner sufficient time to reply.

Depending on the nature of the inquiry, the Owner may respond to the inquirer in writing or if appropriate, issue a written addendum to the competition to all bidders.

The Owner shall have no responsibility for, and all bidders agree not to rely upon, communications, representations or statements from any other person regarding this competition, its subject matter or any subsequent contract.

---

## **INSTRUCTIONS TO BIDDERS**

### **CLOSING DATE AND TIME**

Complete bids must be delivered to and received by the Owner on or before Thursday the 26<sup>th</sup> day of February 2015, by no later than 2:00pm,  
(Day of week) (Month/year)  
Alberta Time at the office of:

Joe Perry, Coordinator of Purchasing  
Lethbridge School District No.51  
433 15 St South  
Lethbridge AB T1J 2Z5

Lethbridge School District No.51 Purchasing Office Clock shall be used to determine the time of receipt: once the clock rolls to the next minute after the closing time, no bids shall be accepted.

Late or misdirected, or mis-delivered bids shall not be accepted and will be returned to the bidder.

Bids will not be publically opened.

The Owner reserves the exclusive rights to extend the Closing Date prior to the Closing Date and Time without notice to bidders. The Owner will endeavor to notify bidders as soon as practically possible in the event of any extension of the Closing Date.

### **SIGNATURE**

All bids shall be signed by a duly authorized official of the company.

### **SUBMISSION OF BIDS**

Bidders must submit one (1) copy of their bid prior to Closing Date and Time to the Authorized Representative of the Owner.

The Owner reserves the right to make additional copies of all or part of the bidders' response, for internal use or for any other purpose required by law.

### **ELECTRONIC BIDDING (FACSIMILE AND EMAIL)**

As a convenience to bidders, the Owner is prepared to allow bids to be submitted electronically to Joe Perry, Email: [joe.perry@lethsd.ab.ca](mailto:joe.perry@lethsd.ab.ca), Fax: 403-327-5520, upon the following conditions:

- the Owner accepts no responsibility or liability for misdirected, incomplete, unreadable, or otherwise garbled bid or electronic transmissions;

- it is the sole responsibility of the bidder to ensure their complete electronic transmissions have been received in a timely manner by the proper representative of the Owner.
- by submitting its bid electronically the bidder waives any claim of or breach of confidentiality in their bid submission.

Failure by the bidder to comply with all of the above conditions may result in the disqualification of the bid without further evaluation in the sole discretion of the Owner.

### **WITHDRAWAL OF BIDS**

Bids may be withdrawn by a bidder at any time up to but not after the Closing Date and Time, upon written notice to the Owner.

Following the Closing Date and Time, all bids received shall become irrevocable for a period of not less than sixty(60) calendar days and may not be withdrawn for any reason during that period of time.

### **OMISSIONS AND DISCREPANCIES**

Should the bidder be in doubt as to the meaning or interpretation of anything in the competition, find any discrepancies in, or, find omissions from the competition, the bidder should immediately contact the Owner's Authorized Representative.

The bidder shall be solely responsible for any errors, omissions, discrepancies or misunderstanding resulting from the bidders' failure to examine thoroughly the bid documents and from the bidders' failure to enquire further with the Owner.

### **CHANGES TO BIDS**

The bidder shall not change the wording of his/her submission after the Closing Date, and no words or comments shall be added to the general conditions or specifications unless requested by the Owner for the purpose of clarification.

### **ACCEPTANCE OF TERMS**

All terms and conditions of this competition are assumed to be accepted by the bidder and incorporated in his/her submission except those conditions and provisions that are expressly excluded by the bidders wording.

---

**BID INELIGIBILITY**

Bids which are incomplete, conditional or obscure, which in any way fails to conform to the requirements of the competition, or which contain alterations, erasures or irregularities of any kind may be rejected.

**LOWEST OR ANY TENDER**

The Owner reserves the right to award that bidder who offers the best value to the Owner and the Owner is not bound to award to the lowest priced bid.

The Owner further reserves the right in its sole discretion to cancel the competition, in whole or in part, without any award, for any reason, at any time.

Thereafter, the Owner may, in its sole discretion, re-tender, and sole source or do nothing further.

**WAIVER OF NON-COMPLIANCE**

Bids which fail to conform to the requirements of Competition in form or in content, may be disqualified as non-compliant in the Owners sole discretion.

However the Owner may, in its sole discretion, retain, for consideration and possible award, bids which do not conform in minor ways to the Competition in form or content.

Bidders are cautioned that any such retention of non-conforming bids for evaluation and possible award will not include material non-compliance to the mandatory requirements of the competitive bid process.

**BIDDERS ARE URGED TO ENSURE THEIR BID IS FULLY COMPLIANT WITH ALL REQUIREMENTS OF THE RFQ.**

**CLARIFICATION OF BIDS**

The Owner reserves the right in its sole discretion to clarify any Bid after close of bidding without becoming obligated to clarify any other bid.

**ADDITIONAL INFORMATION FROM BIDDERS**

The Owner reserves the right, in its sole discretion, during evaluation of bids to seek further information from any Bidder and to utilize that information in evaluation and award without becoming obligated to seek further information from any other Bidder.

---

## **NEGOTIATIONS WITH BIDDERS**

The Owner reserves the right in its sole discretion to negotiate the final terms and conditions of the project contract with the most probable candidate for award prior to award of the project contract.

## **ENTIRE AGREEMENT**

The bidders shall agree that the terms and conditions and all documents forming this competition constitute and govern the entire agreement between bidder and the Owner, superseding, terminating and otherwise rendering null and void any and all prior agreements, understandings, negotiations, contracts, whether written or oral between the bidder and the Owner.

## **PRICING**

Bids shall be priced:

- In Canadian funds
- Inclusive of Duty and Brokerage fees
- Delivered, FOB Destination, Freight included
- Exclusive of GST and Provincial sales Taxes

## **CONFIDENTIALITY AND FREEDOM OF INFORMATION**

All documents submitted to the Owner as a result of this competition become the property of the Owner and as such, shall be subject to the disclosure provisions of the Freedom of Information and Protection of Privacy Act of Alberta. A copy of the FOIP Act can be obtained from the Queen's Printer.

Bidders making their entire bid response proprietary or confidential shall be neither accepted nor honored. Bidders shall identify which portion(s) of their submission is confidential and what harm could reasonably be expected from disclosure of those portions.

## **TERMINATION**

Any agreement entered into between the Owner and the successful bidder may be terminated by either party by giving sixty (60) days written notification.



**EVALUATION/REJECTION OF BIDS**

Bids shall be evaluated only on the basis of information available in the bidders' submission and reference checks.

Quotes shall be evaluated for compliance to mandatory requirements. Failure to meet all material mandatory requirements shall result in automatic rejection of the quotation without further consideration.

Those quotes that meet all mandatory requirements shall be evaluated and scored based on responses to requirements in the RFQ. Therefore, it is important that responses be clear, concise, and comprehensive, so that evaluators can adequately understand and assess all aspects of the quotation.

The evaluation process is designed to award the acquisition, not necessarily to the bidders of least cost, but rather to the bidder with the best combination of attributes based on the evaluation criteria.

**EVALUATION CRITERIA**

Bids shall be evaluated using the following set of criteria:

1. Recruitment Capabilities
2. Placement Capabilities
3. Monitoring Capabilities
4. Program Management Capabilities
5. Qualifications, Abilities and Skills
6. Pricing
7. References
8. Value Add

**REJECTION OF BIDS**

The owner reserves the right to reject responses which, in its opinion, are clearly non-viable from an implementation, operational, environmental, scheduling, technological or financial point of view.

---

## **SECTION II - REQUIREMENTS**

### **I. Lethbridge School District No. 51 Homestay Background**

The Lethbridge School District No. 51 is located in the city of Lethbridge, Alberta, with a population of 93,000 people.

Our school district consists of 21 schools. In our schools we have up to 100 different international students from around the world who study with us for short-stay, five months, or 10 months per year. The international student population consists primarily of students at the high school level (grades 9-12), but is expanding to include middle school (grades 6-8) students, mostly for short-stay experiences.

The advertised rates for the 2014-2015 school year are:

- \$75.00 one-time placement fee for short-term students
- \$250 one-time placement fee for long-term students
- \$725 per month homestay fees (the full amount going to the family)
- \$200.00 per pick-up or drop-off at the Calgary Airport

**We would require a homestay agency to undertake the placement and custodianship of minor student typically aged 12-18 year old while they attend Lethbridge School District No. 51 schools.**

### **II. Responsibilities of Homestay Agency**

#### **A. Overview**

Actively sources, recruits, and inducts homestay providers from the local community for international students.

Manages the international student homestay program.

Provides a conduit for communication between international students, their homestay families, and the school.

Contributes to the provision of a successful experience for international students at Lethbridge School District No. 51 and the enhancement of Alberta's reputation as a safe and supportive education destination.

Works with the International Services office to determine appropriate placement.

Assembles and distributes orientation packages.

Provides orientation for host families and students.

Develops and maintains orientation materials for families and students.

Provides follow up meetings.

Is available for consultation to student, family, and school.

Contacts student and family on a monthly basis and fills out report if required.

Meets with the student a minimum of three times per semester.

Coordinates arrival and departure of students.

Maintains a bank of potential host families.

Develops and revises homestay policies in conjunction with International Services' office.

Communicates homestay progress to natural parents and/or agent(s).

**B. Screening and selection of host families for:**

Long term school year placements – one semester (five months) or two semesters (10 months).

Short term school year placements – four to twelve weeks.

Presently, we are placing 10 students usually for one or two semesters. We are looking to expand short term placements in particular, as well as increase the long term students in homestay. We hope to provide shorter term experiences to younger students and visiting educators.

**C. Before student's departure to Canada the agency will:**

Email all the forms necessary to apply for homestay.

Courier a notarized Declaration of Custodianship, upon receipt of the completed and notarized Parental Consent to Custodianship (in English and, if requested in the first language of the student's parents).

Provide information on the host family selected for the student, according to the student's homestay application. Ensure each host is welcoming, and each homestay features:

- A private room with a bed, desk, chair, lamp and closet
- Access to bath and laundry facilities
- Three meals per day, plus snacks

---

Email documents to the student's family or agent on Canadian culture and homestay adjustment.

Email natural parents a welcome letter.

Arrange for the student to be met at the airport and brought to his or her homestay.

**D. On arrival in Canada and during the first month of the program:**

Report the student's safe arrival to natural parents.

Ensure that the student is accompanied to registration and orientation appointments in the week before school starts.

Provide a formal orientation to prepare groups of students for their experience in homestay.

Facilitate, if necessary, the student's choice of courses each semester.

Ensure that the student is supported as they learn to take public transit, access a health clinic, open a bank account, and so on.

Talk to the student during first month to see how he or she is adjusting to home and school life in Canada.

**E. After the first month of the student's experience in their homestay the agency will:**

Monitor both student and family relationships.

Mediate when necessary.

Communicate status to natural parents and International Services.

Manage payment and collection of homestay family fees in conjunction with International Services.

Be available in emergency situations 24/7.

Speak to the host family if and when necessary on how best to support their student.

Help the student to communicate effectively with their homestay host and resolve difficulties, as required.

Select an alternative host and arrange relocation if and when necessary, in consultation with the student's agent (if any) and natural parents.

Meet with student accordingly, in person.

Meet with Student as required, in order to monitor the student's overall experience.  
Meet with the student in person at least twice per semester.

Assess the student's academic report cards and attend academic case conferences, if necessary  
Email the student's natural parents, or their agent, a report (in English) on the overall experience and well-being of the student, twice per semester.

Provide 24-hour support, in the event of an emergency.

Consult with agent or natural parents by email (and if possible, by telephone) in the event of an emergency.

Assist the student to complete the study permit renewal application.

Arrange for the student to be delivered to the airport for return home.

Assess the student's and the homestay family's overall experience, in writing.

**F. On return to Canada for a second academic year the agency will:**

Confirm availability of current host and, if necessary or requested, arrange another suitable host for student.

Confirm availability of host for student's arrival.

**III. Qualifications, Abilities, and Skills Required of the Agency and Local Manager(s)**

Classroom teaching, youth leadership, and/or social work experience.

Excellent interpersonal, written, and oral communication.

Excellent organizational and public relations skills.

Knowledge of the computer and proficiency with software including Microsoft Office Suite, which includes Word, Excel, and PowerPoint.

Experience with managing social media for business, including Facebook, Twitter, and Skype.

Ability to work independently and with minimum supervision.

Excellent organizational and long term planning skills.

Capability to work on a variety of projects and activities concurrently.  
Experience in dealing with other cultures.

Excellent counselling and interpersonal skills.

Experience in mediation and conflict resolution.

Bilingualism or multilingualism would be an asset.

#### **IV. Pricing**

Bidders shall provide pricing based on placements in the city of Lethbridge, to include rates for:

- One time placement fee for short-term students
- One time placement fee for long-term students
- Monthly homestay fee
- Airport transfer fees to and from Calgary Airport

Bidders shall include all additional fees to be incurred by the owner or families in the homestay services offered by the bidder.

#### **VI. References**

Your quotation shall include a list of similar educational institutes preferable in the province of Alberta, for which the prospective proponent has supplied services of a similar nature.

References should include:

- Educational institution and ages of students served
- Contact name and job title
- Telephone and fax numbers
- Email address
- Brief description of services and dates provided

References of the prospective proponent scoring the highest against the RFP evaluation criteria shall be checked and assessed by the evaluation committee.

#### **V. Value-Added Options**

Proponents shall describe any value-added options they feel would enhance their quotation. Please indicate additional cost for such items if applicable.