



Request for Proposal: Hair Salon Operations – LACGH – LTC

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1. Introduction

Lennox and Addington County General Hospital (“LACGH”) is a small, rural community hospital in Greater Napanee, Ontario, governed by the *Public Hospitals Act*, which regulates the operation of public hospitals within the province and the *Fixing Long-Term Care Act*, which regulated the operation of long-term care homes.

LACGH strives to fulfill its vision of working together to build a healthy community through teamwork, partnership, and the support of our community. LACGH offers a full range of health care services to Greater Napanee and the surrounding communities

LACGH employs approximately 330 staff, 51 active/associate physicians, and more than 100 consulting/locum physicians. There is a Chief Executive Officer (“CEO”) and Senior Leadership Team (“SLT”) reporting to an independent Board of Directors.

In addition to the main hospital building, the LACGH campus includes the Westdale Complex, the Lenadco Complex, housing commercial and residential tenants. There is also a newly constructed 128 bed Long-Term Care facility with occupancy beginning in the Spring of 2026. The LACGH LTC Home (“the Home”) has four Residential Home Areas (RHA’s) each housing 32 residents.

The Home is seeking proposals from vendors to operate a **Hair Salon at the Home** located at 308 Bridge Street W, Napanee, ON K7R 0A4. We aim to partner with a reputable and experienced hair salon service provider to deliver high-quality hair care and exceptional service for our residents at affordable prices.

Our goal is to enter into a personal services agreement (the “Agreement”) with a hair salon service provider that will be the best fit for the Home and its residents. For this reason, this proposal is a remuneration model based on annual rent paid on a monthly basis for use of the designated space for a term of one year, subject to the final negotiated Agreement.

The Home will provide core salon infrastructure including the salon chair, sink, sink chair freestanding hair dryer, garbage cans, linen carts and towels. The successful Proponent is required to provide and maintain all professional equipment, tools, products and consumables to perform the proposed services necessary for their Proposal.

Proposals shall be prepared at the sole cost of the Proponent and under no circumstances will the Home be responsible for these costs.

2. Request for Proposal

2.1 The Home is accepting proposals from qualified hair salon service providers (“Proponent”) to enter into an Agreement to operate a hair salon in the Home located at 308 Bridge Street W. Napanee, ON K7R 0A4 as outlined in this Request for

Proposal (“RFP”).

2.2 The purpose of the RFP is to select a qualified hair salon service provider to enter into an Agreement with the Home for the provision of men’s and women’s personal hair care services to Residents of the Home.

2.3 This RFP is not a tender and not subject to any laws of competitive bidding. No contract or agreement is created by the submission of a proposal.

3. Submission of Proposal

3.1 Proposals must be submitted by **1600hrs EST on April 10, 2026**. Proponents are solely responsible to ensure their bid is delivered on time.

3.2 Proposals must be delivered via e-mail to the attention of **Kyah Dillon** – Kyah.Dillon@lacgh.napanee.on.ca with the subject line: “*Expression of Interest – LACGH-LTC – Hair Salon Services RFP*”

3.3 Any assumptions being made by the Proponent must be prominently outlined in the proposal.

4. Conflict of Interest

4.1 Disclose any actual or potential conflicts of interest that may exist between your firm and its management, and the Home and management, and the nature of such conflict of interest. If a proponent has no such conflict of interest, *a statement to that effect must be included* in its proposal

5. Confidentiality

5.1. The Home acknowledges that a Proposal may contain confidential business information about a Proponent. The Home acknowledges and agrees that responses to this RFP are provided in confidence and protected from disclosure to the extent permitted under law.

6. Negotiation

6.1. By submitting a Proposal, a Proponent accepts that an Agreement may be concluded; however, the Home reserves the right to negotiate the terms of any proposed Agreement with

any Proponent. If the parties, after having bargained in good faith, are unable to conclude a formal Agreement, the Home and the Proponent will be released without penalty or further obligations other than any surviving obligations regarding confidentiality and the Home may, in its discretion, contact other Proponents whose Proposals are considered by the Home as suitable and attempt to conclude a formal Agreement with them.

- 6.2. Operational hours of the Hair Salon are to be negotiated and established which coincide with the business operations of the Home. All hours agreed upon shall be continued from the point of agreement.
- 6.3. Unless specified otherwise by the Proponent, the Home will assume the Proposal to be firm for acceptance within 90 days of proposal closing.

7. Acceptance of Rejection

- 7.1. A single response (for example, a Proposal from only one hair salon service provider to this RFP) may be deemed a failure of competition, and at the sole option of the Home, the RFP may be cancelled.
- 7.2. The Home reserves the right to cancel this RFP in its entirety after the advertised closing date, if the scope of the Home's requirements change.
- 7.3. A Proposal may be rejected on the basis of the Proponents' past performance, financial capabilities, completion schedule or failure to comply with Federal, Provincial or Municipal legislation.
- 7.4. As it is Home's purpose to obtain a Proposal most suitable to its interests and what it wishes to accomplish, the Home has the right to waive any irregularity or insufficiency or noncompliance in any Proposal submitted and to accept the Proposal which it deems most favorable to its interests or to reject all Proposals and cancel the RFP.
- 7.5. The Home reserves the exclusive right in its sole discretion:
 - 7.5.1. To accept the Proposal which it deems to be most appropriate and to waive any deviations in the Proposal;
 - 7.5.2. To reject all Proposals and to invite new Proposals for the services required;
 - 7.5.3. To increase, decrease, delete, or vary any portion of the work;

- 7.5.4. To reject Proposals which in its opinion are clearly non-viable from an implementation, operational, environmental, scheduling, technological, or financial point-of-view;
- 7.5.5. To reject Proposals where there are significant omissions of required information as they relate to desirable requirements;
- 7.5.6. To reject Proposals which have conditions attached, which are not authorized by the RFP;
- 7.5.7. To reject Proposals where there is a failure to provide satisfactory references or to meet servicing requirements;

8. No Collusion

- 8.1. Except as otherwise specified or as arising by reason of a provision of the Contract documents, no person either natural, or body corporate, other than the Proponent has or will have any interest or share in its Proposal or in any award or contract arising out of this RFP. There must be no collusion or arrangement between the Proponent and any other actual or prospective Proponents in connection with Proposals submitted in response to this RFP.
- 8.2. Each Proponent *must certify in writing* that it has no knowledge of the contents of other Proposals and have made no comparison of figures or agreement or arrangement, expressed or implied, with any other party in connection with the making of its Proposal.

9. Scope/Detailed Requirements

The successful proponent will be responsible for providing hair salon services to the Home's Residents. This includes but is not limited to the following:

- 9.1 The Proponent shall obtain and pay for all permits and licenses required either by the Government of Canada, the Province of Ontario, The Town of Greater Napanee, or any other authority to enable the Proponent to do all things necessary to perform the personal services agreement of a Hair Salon Premises ("the Agreement") according to the provisions of the Agreement including the provision of hair salon services as described within the Agreement within a designated Schedule of said Agreement.
- 9.2 Each Proponent warrants that the products and services it will supply, produce

and sell will conform in all respects to the standards set forth by all applicable Federal, Provincial and Municipal agencies.

9.3 Annual use of space remuneration is set at **Six Thousand Dollars (\$6 000.00)** per annum or **Five Hundred Dollars (\$500.00)** per month subject to the final terms and conditions of the Agreement payable on the first of the Month.

9.4 Business Plan:

- 9.4.1 **Personal Service Menu Planning:** Create a menu of hair salon services consistent with the purpose of this RFP.
- 9.4.2 **Hair Salon Presentation:** Provide all hair salon services in an appealing and professional manner, ensuring high standards of quality and hygiene are maintained at all times.
- 9.4.3 **Proposed Hours of Operation.**
- 9.4.4 **Proposed timeline for occupancy and opening of operations.**
- 9.4.5 **Targets:** Residents of the Home.
- 9.4.6 **Equipment:** provide a list of all Proponent supplied equipment and routine maintenance required to perform the services in the RFP. The Home shall provide salon chair, sink chair, freestanding hair dryer, towels, linen cart and garbage can.
- 9.4.7 **Service Staff:** determine and staff the operation as required to perform the services required in the RFP. Confirm all staff hold appropriate credentials and licenses to perform the hair salon services offered by the Proponent.
- 9.4.8 **Setup and Cleanup:** Setup and cleanup of the hair salon space ensuring a clean, hygienic and organized environment before, during, and after each day of operations.
- 9.4.9 **Environmental Impact:**
 - 9.4.9.1 The Home expects the successful Proponent to use environmentally sustainable products whenever possible that will minimize any negative impact on the environment.

9.4.9.2 The Proponent will purchase environmentally preferred products or services whenever it is practical and can be obtained at a reasonable cost.

9.4.9.3 The Home will provide recycling receptacles. It will be the responsibility of hair salon staff to recycle where possible.

9.5 **Discount:** Any discount/reward program for clients if applicable.

10 Proposal Submission Requirements

Proponents are requested to submit their proposal addressing the following:

10.1 **Company Background:** Provide a company overview, including its history, and experience in the provision of food and beverage services and any relevant certifications or accreditations.

10.2 **Hair Salon Services Menu/Pricing:** Present sample menu including services for bed-bound residents and proposed pricing. Written confirmation that final pricing is subject to the approval of the Administrator.

10.3 **Use of Space:** *Written confirmation* of acceptance of the annual use of space remuneration set at **Six Thousand Dollars (\$6 000.00)** per annum or **Five hundred (\$500.00)** per month subject to the final terms and conditions of the finalized Agreement.

10.4 **Insurance:** Confirmation of commercial general liability insurance of no less than **five million dollars (\$5 000 000.00)** including Fire Insurance and Cyber Insurance, per occurrence that a reasonable business owner would possess in similar circumstances.

10.5 **Privacy:** By providing hair salon services to Residents at the Home, the Proponent acknowledges that they may have access to, or may be exposed to personal information, personal health information, or both, of the Residents to whom they are providing services. The Proponent shall comply with all privacy legislation which is now, or at any time become applicable to the Proponent, including the *Freedom of Information and Protection of Privacy Act* (Ontario) (“FIPPA”), the *Personal Health Information Protection Act* (Ontario) (“PHIPA”) and the *Personal Information Protection and Electronic Documents Act* (“PIPEDA”). The proponent acknowledges that all records that are collected, created, used, disclosed, and disposed of by the parties during the provision of hair salon services under this Agreement are subject to the provisions of FIPPA, PHIPA and PIPEDA.

10.6 **Vulnerable Sector/Criminal Records Check:** Provision of current Vulnerable Sector Check and Criminal Records Check.

10.7 **Infection Prevention and Control:** *a written statement* in the Proposal to comply with all aspects of the Home’s Infection Prevention and Control program and South East Public Health requirements, including inspection.

10.8 **References:** Provide financial references from past business dealings, including previous landlords, and references/reviews highlighting the quality of your food and beverage service. Successful Proponents may be subject to a credit check.

11 [Questions/Clarification](#)

11.1 A Walk through of the space with the Home representatives and interested Proponents, will occur on **March 30, 2026 at 1300hrs at the Home, located at 308 Bridge St. W. Greater Napanee, ON K7R 0A4.**

11.2 Following the site visit on **March 30, 2026**, questions related to the proposal may be submitted in writing to **Kyah Dillon via e-mail: Kyah.Dillon@lacgh.napanee.on.ca** until **1600hrs April 1, 2026**. All questions and responses will be circulated to proponents by email no later than **1600hrs April 2, 2026**. This will ensure that all proponents have access to the same information.

12 [Submission Deadline](#)

12.1 Proposals must be submitted no later than **1600hrs EST on April 10, 2026** via email to **Kyah Dillon - Kyah.Dillon@lacgh.napanee.on.ca**

12.2 Late submissions will not be considered.

13 [Selection Criteria](#)

13.1 Proposals will be evaluated based on the following criteria:

13.1.1 Quality of Business Plan (40%)

13.1.2 Value to Residents (40%)

13.1.3 Reputation and References (20%)

14 [Assessment Process](#)

All proposals will be evaluated equally according to the selection criteria. The successful proponent will be contacted no later than **April 17, 2026**.

15 [Contact Information](#)

For inquiries or clarification regarding this RFP, please contact **Kyah Dillon via e-mail: Kyah.Dillon@lacgh.napanee.on.ca**.