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**CHARTERED TRANSPORTATION SERVICES
(Highway Motor Coach, Bus, Taxi, or Limousine)**

REQUEST FOR PROPOSALS NUMBER: # 2021-374

Request for Proposals Issued On: January 4, 2021

Proponent's Information & OTP Demonstration Session: 1:00 pm on January 13, 2021

Proponent's Deadline to Submit Questions: 5:00 pm on January 14, 2021

**Proponent's Deadline to Submit Questions Related to
Addenda & Question and Answer Documents:** 5:00 pm on January 22, 2021

Closing Date: 2:00:00 pm on February 18, 2021 local time in Toronto, Ontario, Canada

All times specified in this RFP timetable are local times in Toronto, Ontario, Canada.
Please refer to Section 5.1.1 for the complete RFP timetable.

OECEM shall not be obligated in any manner to any Proponent whatsoever until a written Master Agreement has been duly executed with a Supplier.

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PART 1 – INTRODUCTION

This non-binding Request for Proposals (“RFP”) is an invitation to obtain Proposals from qualified Proponents for Chartered Transportation Services (Highway Motor Coach, Bus, Taxi, or Limousine) as described in Part 2. OECM intends to award Master Agreements, per Category and Zone as detailed in Section 4.1, with an initial Term of the Master Agreement (“Term”) of five (5) years with an option in favour of OECM to extend the Term on the same terms and conditions for up to an additional three (3) year and a subsequent two (2) year term. Refer to the details contained within the RFP for a full description of the requirements.

OECM may, through this RFP process, enter into Master Agreements for the provision of the Services with:

Category	Non-Government Subsidized Preferred Proponents	Government Subsidized Preferred Proponents
Category A – Highway Motor Coach Transportation Services	Up to three (3) Non-Government Subsidized Preferred Proponents per Zone	Up to one (1) Government Subsidized Preferred Proponent per Zone
Category B – Bus Transportation Services	Up to two (2) Non-Government Subsidized Preferred Proponents per Zone	Up to two (2) Government Subsidized Preferred Proponent per Zone
Category C – Taxi or Limousine Transportation Services	Up to two (2) Non-Government Subsidized Preferred Proponents for Taxi Services and Up to two (2) Non-Government Subsidized Preferred Proponents for Limousines Services.	Not Applicable

This RFP is issued by OECM.

1.1 Objective of this RFP

The objective of this RFP is to provide OECM Customers the ability to purchase Services to satisfy their requirements and to reduce the costs of competitive procurement processes associated with the Services on an ongoing basis (i.e. fewer competitive procurement documents issued by Customers).

The purpose of this RFP process is to:

- (a) Obtain the highest quality transportation services from a safe, efficient and reliable Supplier;
- (b) Obtain quality service at the best overall value;
- (c) Provide Customers accesses to a suite of Highway Motor Coaches, Buses, Taxis, and Limousines to support a variety of transportation requirements; and,
- (d) Provide Customers professional and timely customer service and account management.

The following are out of scope for the purposes of this RFP:

- (a) Package or Parcel delivery.

Please Note: District School Boards who’s Chartered Transportation Services are managed by their Transportation Consortium may be excluded from this RFP.

1.2 Project Advisory Committee

The following Customers were involved with the development of the requirements set out in this RFP:

- (a) Le Centre d'excellence en approvisionnement FRANCOachat (CEA FRANCOachat);
- (b) Georgian College;

- (c) Peterborough Victoria Northumberland and Clarington Catholic District School Board;
- (d) Seneca College;
- (e) Sir Sandford Fleming College; and,
- (f) Trent University.

The above Customers are **not**, in any way, committed to participating in the Master Agreement resulting from this RFP.

1.3 Historical Spend

OECM's current Coach and Bus Transportation Services RFP # 2015-231, that will expire on August 20, 2021, was awarded to twelve (12) Suppliers. The Master Agreements of six (6) Suppliers were extended after the initial three (3) year term. Another Supplier's agreement was terminated upon the final contract extension. Currently six (6) unique Customers are using those agreements:

- (a) Four (4) Colleges;
- (b) One (1) University; and,
- (c) One (1) Other.

Purchases through the existing agreements from July 2015 to December 2019 were approximately five million dollars (\$5,000,000).

Customers using the current OECM Coach and Bus Transportation Services agreements are not, in any way, obligated to participate in any Master Agreement resulting from this RFP.

1.4 Overview of OECM

OECM is a trusted not-for-profit partner for Ontario's education sector, Broader Public Sector ("BPS") entities, Provincially Funded Organizations ("PFO"), Crown Corporations, and other not-for-profit organizations. OECM offers a comprehensive choice of collaboratively sourced and competitively priced products and services through its Marketplace, the goal of which is to generate savings, choice and service for its Customers.

Recognizing the power of collaboration, OECM is committed to fostering strong relationships with both Customers and suppliers by:

- Actively sourcing products and services in an open, fair, transparent and competitive manner, compliant with BPS Procurement Directive and applicable trade agreements;
- Establishing, promoting and managing product and service agreements used throughout its Customer community;
- Supporting Customers' access and use of OECM agreements through analysis, reporting and the development of tools, guides, and other materials;
- Effectively managing supplier contract performance while harnessing expertise and innovative ideas, to drive continuous improvements through a Supplier Relationship Management program;
- Promoting OECM's Supplier Code of Conduct, based on its core values, to ensure that all supplier partners adhere to a set standard when conducting business with OECM and its Customers resulting in continuous, long-term success; and,
- Supporting supplier partners through a Supplier Recognition Program.

1.5 Use of OECM Master Agreements

As of September 2020, nine hundred and sixty-one (961) Customers were using one (1) or more OECM agreements with a cumulative spend of more than two billion (\$2 B) dollars over the last ten (10) years.

More information about OECM is available on our website - <http://www.oecm.ca/>.

The Ontario Broader Public Sector Procurement Directive

OECM, and the Customers they service, follow the Ontario BPS Procurement Directive. The directive sets out rules for designated BPS entities on the purchase of goods and services using public funds. The Procurement Directive is available here <https://www.doingbusiness.mgs.gov.on.ca/mbs/psb/psb.nsf/English/bps-procurementdirective>.

1.6 Trade Agreements

OECM procurements are undertaken within the scope of Chapter 5 of the Canadian Free Trade Agreement ("CFTA"), Chapter 19 of the Comprehensive Economic and Trade Agreement ("CETA"), and within the scope of the Trade and Cooperation Agreement between Quebec and Ontario and are subject to such agreements, although the rights and obligations of the parties shall be governed by the specific terms of this RFP. For more information, refer to the Section 5.6.11.

1.7 Rules of Interpretation

This RFP shall be interpreted according to the following provisions, unless the context requires a different meaning:

- (a) Unless the context otherwise requires, wherever used herein the plural includes the singular, the singular includes the plural, and each of the masculine and feminine includes the other gender;
- (b) Words in the RFP shall bear their natural meaning;
- (c) References containing terms such as "includes" and "including", whether or not used with the words "without limitation" or "but not limited to", shall not be deemed limited by the specific enumeration of items but shall, in all cases, be deemed to be without limitation and construed and interpreted to mean "includes without limitation" and "including without limitation";
- (d) In construing the RFP, general words introduced or followed by the word "other" or "including" or "in particular" shall not be given a restrictive meaning because they are followed or preceded (as the case may be) by particular examples intended to fall within the meaning of the general words;
- (e) Unless otherwise indicated, time periods will be strictly applied; and,
- (f) The following terminology applies in the RFP:
 - i. The terms "must" and "shall" relate to a requirement the Supplier will be obligated to fulfil. Whenever the terms "must" or "shall" are used in relation to OECM or the Supplier, such terms shall be construed and interpreted as synonymous and shall be construed to read "OECM shall" or the "Supplier shall", as the case may be;
 - ii. The term "should" relates to a requirement that OECM would like the Supplier to fulfil; and,
 - iii. The term "will" describes a procedure that is intended to be followed.

[End of Part 1]

PART 2 – THE DELIVERABLES

This Part of the RFP describes the Deliverables of the Chartered Transportation Services (Highway Motor Coach, Bus, Taxi, or Limousine) (“Services”) which will be incorporated into the final Master Agreement for each Category. The Supplier shall provide all RFP requirements for each Category awarded.

2.1 Product Categories

There are three (3) Categories of Services in this RFP:

- (a) Category A – Highway Motor Coach Transportation Services (Full size and Mini Coaches)
- (b) Category B – Bus Transportation Services (Yellow and Activity);
- (c) Category C – Taxi, or Limousine Transportation Services.

All operating costs such as a driver, vehicle maintenance, permits, fuel, and all insurance shall be included in the cost of the vehicle rental.

Transportation Services should be available during regular business hours, outside of regular business hours; on weekends, and/or statutory holidays.

The Supplier will provide Services for various types of trips including but not limited to:

Category A - Highway Motor Coach Transportation Services and; Category B - Bus Transportation Services:

- (a) Athletic events, field trips, and other events;
- (b) One-way trips;
- (c) Late bus service;
- (d) Round trips within Ontario, round trips from Ontario to other provinces and/or United States;
- (e) Summer and winter camps;
- (f) Trips of various lengths such as several hours, half day, single day and multiple days;
- (g) Regular shuttle service with multiple stops;
- (h) Multiple trips daily from the same designated pick up and drop off location and;
- (i) Trips over the weekend and/or statutory holidays.

Please Note: District School Boards who’s Chartered Transportation Services are managed by their Transportation Consortium may be excluded from this RFP.

Category C – Taxi, or Limousine Transportation Services:

- (a) Airport pick up and drop off;
- (b) Student pick up and drop off including round trips;
- (c) Multiple trips daily from the same designated pick up and drop off location and;
- (d) Shuttle services.

The following are out of scope for the purposes of this RFP:

- (a) Package or Parcel delivery.

Please Note: District School Boards who’s Chartered Transportation Services are managed by their Transportation Consortium are excluded from this RFP.

The Proponent may submit a Proposal for one (1) or more of the Categories in one (1) or more Zones.

Requirements applicable to specific Categories are set out in the RFP Sections as per the table below:

Category	RFP Section per Category	Appendix
Category A – Highway Motor Coach Transportation Services	RFP Section 2.2	Appendix I
Category B – Bus Transportation Services	RFP Section 2.3	Appendix I
Category C – Taxi, or Limousine Transportation Services	RFP Section 2.4	Appendix I

Deliverables, as set out in Sections 2.5 to 2.25, are applicable to all Categories.

2.2 Category A – Highway Motor Coach Transportation Services

The Supplier should provide the Highway Motor Coach Transportation Services with vehicles including but not limited to:

- (a) Highway Coaches (47 passenger capacity);
- (b) Highway Coaches (56 passenger capacity);
- (c) Mini Coaches (20 passenger capacity minimum);
- (d) Mini Coaches (28 passenger capacity); and
- (e) Mini Coaches (33 passenger capacity).

All vehicles should be wheelchair accessible. In situations where vehicles are not wheelchair accessible, the Supplier shall provide a wheelchair accessible option to meet Customer’s request at no additional cost.

2.2.1 Category A - Mandatory Requirements

The Proponent shall meet the following mandatory requirements for the provision of Highway Motor Coach Transportation Services:

- (a) Possess a valid Commercial Vehicle Operating Registration (“CVOR”);
- (b) Possess a valid Public Vehicle operating license permitting the pickup of passengers in the Service Zone(s) proposed;
- (c) Possess a valid Extra-provincial Operating License when providing Services to other provinces or the United States; and
- (d) Carry insurance coverage that meets or exceeds the minimum requirements set forth by the Ontario Ministry of Transportation and Public Vehicle Act.

The Supplier is required to provide the documentation listed above to OECM on or before MA execution and each subsequent year for the term of the agreement.

2.2.1.1 CVOR Level II Abstract

The Proponent shall provide a copy of its Commercial Vehicle Operator’s Record (“CVOR”) Level II abstract obtained within the last six (6) months of the date of submission of this proposal with a minimum rating of “Satisfactory – Audited or Unaudited”.

The Supplier is required to provide a CVOR Level II Abstract to the Customer on or before CSA execution and each subsequent year for the term of the agreement. The Abstract shall be submitted at the same time the Certificate of Insurance is provided to the Customer. In addition, the Customer or OECM may request, review and discuss with the Supplier accident and incidents on the Supplier’s CVOR as it relates to this Agreement. Suppliers must maintain a “Satisfactory” rating from the MTO at all times.

If during the term of the agreement the Supplier's rating changes from Satisfactory, the Supplier shall notify OECM and the Customer of the rating change within five (5) Business Days of the change occurring.

2.2.1.2 Insurance Coverage Requirements

The Supplier shall carry and maintain, at its own expense and for its own benefit and for the benefit of the Supplier, Customer, and OECM, Commercial General Liability Insurance, Comprehensive Motor Vehicle Liability insurance, Professional Errors & Omissions Liability, all with liability limits that meets or exceeds the minimum requirements set forth by the Ontario Ministry of Transportation and Public Vehicle Act for any one accident or occurrence involving both public liability and property damage and to the extent of the foregoing hold harmless and indemnify the Customer and OECM against claims from injury to persons or damage to or loss of property resulting from the Supplier for which it is legally liable.

The Proponent shall provide evidence, in the form of a letter from a recognized Canadian Insurance Broker and/or letter from a recognized insurer and/or a current Certificate of Insurance supporting the Proponent's ability to acquire insurance coverage to the standard and terms defined in this RFP at proposal submission.

The Supplier is required to provide copies of the Certificates of Insurance to the Customer on or before CSA execution and each subsequent year for the term of the agreement.

The Supplier shall provide the Customer with a Certificate of Insurance, naming the Customer, its Board of Governors, trustees, Officers, Employees and Agents as additional insured's, on or before CSA execution and each subsequent year for the term of the agreement and provide for a 30 day written notice of any modification, change or cancellation.

The Customer is not responsible or liable in any way for any disability, WSIB premium/benefits or liability insurance for the Supplier, employees or associates. It remains the responsibility of the Supplier to purchase disability and liability insurance and WSIB coverage.

Below are the minimum insurance coverage requirements as per regulations under the Public Vehicles Act:

Amount of Insurance in Canadian Dollars	Seating Capacity for Passengers of Each Vehicle
\$1,000,000	1 to 7 passengers
\$5,000,000	8 to 12 passengers
\$8,000,000	13 or more passengers

Please refer to <https://www.ontario.ca/laws/statute/90p54>, and <http://www.ohrb.gov.on.ca/eng/main.html> for full insurance requirement details.

Customers may require insurance coverage that exceeds the minimum coverage required (e.g., \$10,000,000), the Supplier shall meet individual Customers' specific requirements and outline the details in CSA.

2.2.1.3 Maintenance of License and Registration

Should there be any changes to the Supplier's Public Vehicle operating license, CVOR, or Extra-provincial Operating License during the Term of the Agreement, the Supplier shall notify Customers who have confirmed bookings within one (1) Business Day and OECM within five (5) Business Days of the change.

During the Term of the Agreement, should the Supplier relinquish Pick-up Rights in an existing service Zone and / or obtain additional Pick-up Rights in other geographical Zones, the Supplier should notify OECM and Customer within five (5) Business Days of change. The Supplier should also make Services available to Customers in another Zone that it was not awarded when awarded Suppliers cannot fulfill Customers requests for any reason (e.g., capacity shortage) at the same rates as submitted in their proposal.

During the Term of the Agreement, should the Supplier's CVOR be expired, suspended or cancelled, they shall be suspended temporarily from providing Services under the Agreement until the CVOR has been renewed or reinstated and the Supplier is licensed to provide Service again.

2.2.2 Vehicle Mandatory Requirements

All vehicles used for the provision of Highway Motor Coach Transportation Services shall be properly licensed, equipped, maintained, inspected and operated according to applicable Municipal, Provincial and Federal regulations, by-laws, and other statutes including but not limited to:

- (a) Highway Traffic Act of Ontario;
- (b) Insurance Act;
- (c) Public Vehicles Act of Ontario;
- (d) Ministry of Transportation Ontario;
- (e) Department of Transportation (DOT) in United States; and,

2.2.3 Vehicle Inventory

The Proponent should complete Appendix I – Vehicle Inventory List for each Category being proposed and **upload to OTP**.

2.2.3.1 Vehicle Features

All Highway Motor Coach vehicles shall at a minimum have the following features or capabilities:

- (a) Fully functioning restroom facility (serviced daily with sufficient supplies on overnight trips);
- (b) Heating and Air Conditioning;
- (c) Two-way communication with their dispatch;
- (d) Global Positioning System (GPS) devices or equivalents;
- (e) First aid kit with Naloxone (Narcan) kit, and seatbelt cutter;
- (f) Storage capacity (overhead, under seat, under coach);
- (g) Public Address (PA) system;
- (h) Reclining Seats;
- (i) Overhead lighting;

In addition, the vehicles may have optional features such as:

- (j) TV/ Audio/Visual equipment;
- (k) Laptop / mobile phone plug in;
- (l) Microphone system;
- (m) Camera's;

- (n) Sunscreens; and,
- (o) Internet Wi-Fi.

2.3 Category B – Bus Transportation Services

The Supplier should provide Bus Transportation Services with vehicles including but not limited to:

- (a) Activity Bus (36 passenger capacity minimum);
- (b) Activity Bus (46 passenger capacity minimum);
- (c) Yellow Bus (20 passenger capacity minimum);
- (d) Yellow Bus (40 passenger capacity minimum); and
- (e) Yellow Bus (48/72 passenger capacity minimum).

All vehicles should be wheelchair accessible. In situations where vehicles are not wheelchair accessible, the Supplier shall provide a wheelchair accessible option to meet Customer's request at no additional cost.

2.3.1 Category B - Mandatory Requirements

The Proponent shall meet the following mandatory business requirements for the provision of Bus Transportation Services:

- (e) Possess a valid Commercial Vehicle Operator's Registration (CVOR);
- (f) Possess a valid Public Vehicle operating license permitting the pickup of passengers in the Service Zone(s) proposed;
- (g) Possess a valid Extra-provincial Operating License when providing Services to other provinces or the United States; and
- (h) Carry insurance coverage that meets or exceeds the minimum requirements set forth by Ontario Ministry of Transportation and Public Vehicle Act.

The Supplier is required to provide the documentation listed above to OECM on or before MA execution and each subsequent year for the term of the agreement.

2.3.1.1 CVOR Level II Abstract

The Proponent shall provide a copy of its Commercial Vehicle Operator's Record ("CVOR") Level II abstract obtained within the last six (6) months of the date of submission of this proposal with a minimum rating of "Satisfactory – Audited or Unaudited".

The Supplier is required to provide a CVOR Level II Abstract to the Customer on or before CSA execution and each subsequent year for the term of the agreement. The Abstract shall be submitted at the same time the Certificate of Insurance is provided to the Customer. In addition, the Customer or OECM may request, review and discuss with the Supplier accident and incidents on the Supplier's CVOR as it relates to this Agreement. Suppliers must maintain a "Satisfactory" rating from the MTO at all times.

If during the term of the agreement the Supplier's rating changes from Satisfactory, the Supplier shall notify OECM and the Customer of the rating change within five (5) Business Days of the change occurring.

2.3.1.2 Insurance Coverage Requirements

The Supplier shall carry and maintain, at its own expense and for its own benefit and for the benefit of the Supplier, Customer, and OECM, Commercial General Liability Insurance, Comprehensive Motor Vehicle Liability insurance, Professional Errors & Omissions Liability, all with liability limits that meets or exceeds the minimum requirements set forth by the Ontario Ministry of Transportation and Public Vehicle Act for any one accident or occurrence involving both public liability and property damage and to the extent of the foregoing hold

harmless and indemnify the Customer and OEMC against claims from injury to persons or damage to or loss of property resulting from the Supplier for which it is legally liable.

The Proponent shall provide evidence, in the form of a letter from a recognized Canadian Insurance Broker and/or letter from a recognized insurer and/or a current Certificate of Insurance supporting the Proponent's ability to acquire insurance coverage to the standard and terms defined in this RFP at proposal submission.

The Supplier is required to provide copies of the Certificates of Insurance to the Customer on or before CSA execution and each subsequent year for the term of the agreement.

The Supplier shall provide the Customer with a Certificate of Insurance, naming the Customer, its Board of Governors, trustees, Officers, Employees and Agents as additional insured's, on or before CSA execution and each subsequent year for the term of the agreement and provide for a 30 day written notice of any modification, change or cancellation.

The Customer is not responsible or liable in any way for any disability, WSIB premium/benefits or liability insurance for the Supplier, employees or associates. It remains the responsibility of the Supplier to purchase disability and liability insurance and WSIB coverage.

Below are the minimum insurance coverage requirements as per regulations under the Public Vehicles Act:

Amount of Insurance in Canadian Dollars	Seating Capacity for Passengers of Each Vehicle
\$1,000,000	1 to 7 passengers
\$5,000,000	8 to 12 passengers
\$8,000,000	13 or more passengers

Please refer to <https://www.ontario.ca/laws/statute/90p54>, and <https://www.ontario.ca/laws/statute/90p54>, for full insurance requirement details.

Customers may require insurance coverage that is more than the minimum coverage required (e.g., \$10,000,000), the Supplier shall meet individual Customers' specific requirements and outline the details in CSA.

2.3.1.3 Maintenance of License and Registration

Should there be any changes to the Supplier's Public Vehicle operating license, CVOR, or Extra-provincial Operating License during the Term of the Agreement, the Supplier shall notify Customers who have confirmed bookings within one (1) Business Day and OEMC within five (5) Business Days of the change.

During the Term of the Agreement, should the Supplier relinquish Pick-up Rights in an existing service Zone and / or obtain additional Pick-up Rights in other geographical Zones, the Supplier should notify OEMC and Customer within five (5) Business Days of change. The Supplier should also make Services available to Customers in another Zone that it was not awarded when awarded Suppliers cannot fulfill Customers requests for any reason (e.g., capacity shortage) at the same rates as submitted in their proposal.

During the Term of the Agreement, should the Supplier's CVOR be expired, suspended or cancelled, they will be suspended temporarily from providing Services under the Agreement until the CVOR has been renewed or reinstated and the Supplier is licensed to provide Service again.

2.3.2 Vehicle Mandatory Requirements

All vehicles used for the provision of Bus Transportation Services shall be properly licensed, equipped, maintained, inspected and operated according to applicable Municipal, Provincial and Federal regulations, by-laws, and other statutes including but not limited to:

- (f) Highway Traffic Act of Ontario;
- (g) Insurance Act;
- (h) Public Vehicles Act of Ontario;
- (i) Ministry of Transportation Ontario;
- (j) Department of Transportation (DOT) in United States; and,
- (k) Canadian Standards Association (CSA) standard D250.

2.3.3 Vehicle Inventory

The Proponent should complete Appendix I – Vehicle Inventory List for each Category being proposed and **upload to OTP**.

2.3.3.1 Vehicle Features

All Yellow and Activity vehicles shall at a minimum have the following features or capabilities:

- (a) Heating;
- (b) Two-way communication with their dispatch;
- (c) Storage capacity (Activity Bus only);
- (d) First aid kit with Naloxone (Narcan) kit, and seatbelt cutter.

As of September 1st, 2020, any Activity or Yellow Bus equipped with seat belts will need to meet the technical requirements for installation under the [Motor Vehicle Safety Regulations](#) and cannot be equipped with lap belts only.

In addition, the vehicles may have optional features such as:

- (a) Air Conditioning;
- (b) Global Positioning System (GPS) devices or equivalents;
- (c) Public Address (PA) system;
- (d) Towing capabilities (e.g. ability to tow canoes for summer camp);
- (e) Storage capacity (Yellow Bus only)
- (f) Camera's;
- (g) Internet Wi-Fi;
- (h) Vehicle Wrapping (Activity Bus only); and,
- (i) Microphone System.

2.3.4 Vehicle Wrapping

The Supplier should provide vehicle wrapping with Customer's graphics (e.g., logo, photo) as requested by the Customer.

Details of the vehicle wrapping including cost based on Customer's specific requirements and the management of using the vehicle for bookings other than Customer's shall be detailed in the CSA.

2.4 Category C – Taxi, or Limousine Transportation Services

The Supplier should provide Taxi, or Limousine Transportation Services with vehicles including but not limited to:

- (a) Taxis (3 passenger capacity minimum); or,
- (b) Limousines (4 passenger capacity minimum);

2.4.1 Mandatory Requirements

The Proponent shall meet the following mandatory business requirements for the provision of Taxi or Limousine Transportation Services:

- (a) Proponents must possess the applicable licences as listed below:
 - i. Taxicab Brokerages License;
 - ii. Taxicab Operators License; or,
 - iii. Limousine Service License.

All drivers providing Services under the resulting agreement **SHALL** possess a Vehicle for Hire Driver's License valid in the Service Zone(s) proposed.

- (b) Carry insurance coverage that meets or exceeds the minimum requirements set forth by Ontario Ministry of Transportation and Public Vehicle Act.

The Supplier is required to provide the documentation listed above to OEMC on or before MA execution and each subsequent year for the term of the agreement.

2.4.1.1 Insurance Coverage Requirements

The Supplier shall carry and maintain , at its own expense and for its own benefit and for the benefit of the Supplier, Customer, and OEMC, Commercial General Liability Insurance, Comprehensive Motor Vehicle Liability insurance, Professional Errors & Omissions Liability, all with liability limits that meets or exceeds the minimum requirements set forth by the Ontario Ministry of Transportation and Public Vehicle Act for any one accident or occurrence involving both public liability and property damage and to the extent of the foregoing hold harmless and indemnify the Customer and OEMC against claims from injury to persons or damage to or loss of property resulting from the Supplier for which it is legally liable.

The Proponent shall provide evidence, in the form of a letter from a recognized Canadian Insurance Broker and/or letter from a recognized insurer and/or a current Certificate of Insurance supporting the Proponent's ability to acquire insurance coverage to the standard and terms defined in this RFP at proposal submission.

The Supplier is required to provide copies of the Certificates of Insurance to the Customer on or before CSA execution and each subsequent year for the term of the agreement.

The Supplier shall provide the Customer with a Certificate of Insurance, naming the Customer, its Board of Governors, trustees, Officers, Employees and Agents as additional insured's, on or before CSA execution and each subsequent year for the term of the agreement and provide for a 30 day written notice of any modification, change or cancellation.

The Customer is not responsible or liable in any way for any disability, WSIB premium/benefits or liability insurance for the Supplier, employees or associates. It remains the responsibility of the Supplier to purchase disability and liability insurance and WSIB coverage.

Below are the minimum insurance coverage requirements as per regulations under the Public Vehicles Act:

Amount of Insurance in Canadian Dollars	Seating Capacity for Passengers of Each Vehicle
\$1,000,000	1 to 7 passengers
\$5,000,000	8 to 12 passengers
\$8,000,000	13 or more passengers

Please refer to <https://www.ontario.ca/laws/statute/90p54>, and <https://www.ontario.ca/laws/statute/90p54>, for full insurance requirement details.

Customers may require insurance coverage that is more than the minimum coverage required (e.g., \$10,000,000), the Supplier shall meet individual Customers' specific requirements and outline the details in CSA.

2.4.1.2 Maintenance of License and Registration

Should there be any changes to the Supplier's Licensing during the Term of the Agreement, the Supplier shall notify Customers who have confirmed bookings within one (1) Business Day and OEMC within five (5) Business Days of the change.

During the Term of the Agreement, should the Supplier relinquish Pick-up Rights in an existing service Zone and / or obtain additional Pick-up Rights in other geographical Zones, the Supplier should notify OEMC and Customer within five (5) Business Days of change. The Supplier should also make Services available to Customers in another Zone that it was not awarded when awarded Suppliers cannot fulfill Customers requests for any reason (e.g., capacity shortage) at the same rates as submitted in their proposal.

During the Term of the Agreement, should the Supplier's Licensing be expired, suspended or cancelled, they will be suspended temporarily from providing Services under the Agreement until the Licensing has been renewed or reinstated and the Supplier is licensed to provide Service again.

2.4.2 Vehicle Mandatory Requirements

All vehicles used for the provision of Taxi or Limousine Transportation Services shall be properly licensed, equipped, maintained, inspected and operated according to applicable Municipal, Provincial and Federal regulations, by-laws, and other statutes including but not limited to:

- (l) Highway Traffic Act of Ontario;
- (m) Insurance Act;
- (n) Public Vehicles Act of Ontario;
- (o) Ministry of Transportation Ontario; and,
- (p) Department of Transportation (DOT) in United States.

2.4.3 Vehicle Inventory

The Proponent should complete Appendix I – Vehicle Inventory List for each Category being proposed and **upload to OTP**.

2.4.3.1 Vehicle Features

All Taxi, or Limousines shall at a minimum have the following features or capabilities:

- (e) Heating and Air Conditioning;
- (f) Two-way communication with their dispatch;
- (g) Storage capacity; and,
- (h) First aid kit with Naloxone (Narcan) kit, and seatbelt cutter.

In addition, the vehicles may have optional features such as:

- (a) Global Positioning System (GPS) devices or equivalents;
- (b) Laptop / mobile phone plug in; and,
- (c) Internet Wi-Fi.

2.5 Operation's Support

The Supplier shall provide a complete management, driver and support staff (e.g. dispatchers, customer service representatives, and mechanics) team to effectively oversee, manage and operate all aspects of the Services as directed by the Customer. Each Proponent, as part of their RFP response, shall outline their organization and the roles within each department, as it relates to the services requested in this RFP.

2.5.1 Operations Manager

The Supplier shall have a Manager overseeing day-to-day operations of the Dispatch team and Drivers. This Manager will be available during regular business hours to respond to escalated customer complaints and to ensure that the terms of the agreement are carried out as specified.

2.5.2 Dispatch/ Customer Service

The Supplier shall always have staff available to provide information and respond to questions and concerns from Customers when vehicles are in service. Dispatchers shall always be aware of drivers' locations and will relay pertinent information regarding delays or broken-down vehicles to the Customer. Dispatchers will notify Customer immediately upon receiving notification that a driver will be delayed beyond 10 minutes to the start of the trip.

2.5.3 Driver

2.5.3.1 Driver Licensing Requirements

All drivers who operate the vehicles must always have and maintain in good standing the appropriate Class license for the vehicle they are operating as well as any additional licenses required by the Public Vehicles Act, the Highway Traffic Act (Ontario) and local municipal by-laws.

2.5.3.2 Driver's Hours of Service

The Supplier should ensure the Driver assigned to the trip has the required number of services hours available to complete the charter. (e.g. a driver with only two (2) hours of service available shouldn't be assigned to a four (4) hour trip.

In the event the charter surpasses the hours of service regulations and requires a relief driver and or a bus, the cost of the relief driver and or bus will be added to the charter amount.

2.5.3.3 Other Driver Requirements

- (a) The Supplier shall ensure that each driver who supplies services under the resulting agreement completes an appropriate defensive driver's course and maintains certification that is not more than three (3) years old as applicable by type of vehicle;
- (b) No Driver shall be permitted to provide Services to the Customer if the Driver has:
 - i. A maximum of six (6) demerit points through minor (three (3) points of less) traffic violations; or,

- ii. Received one (1) major (four (4) points or more) traffic violation.
against his/her Ontario Drivers License according to the Ontario Highway Traffic Act;
- (c) When Transportation Services are provided outside of the Business Day (e.g. afterhours, weekends, or statutory holidays) the Supplier shall provide direct Customer access to the Driver. (e.g. cell phone number);
- (d) Drivers shall be required to wear name tags/company identification while providing transportation services;
- (e) The driver shall be conversant in basic English, at the very least; and,
- (f) The Supplier should accommodate Customer's request for a French speaking driver as much as possible, at no extra charge.
- (g) It is expected that Customers and passengers are treated respectfully. Customer's reserve the right to request an alternate driver.

2.6 Safety, Training and Retention

The Proponent shall have a Driver Training and Retention Program that ensures the initial training of drivers is appropriate for the work to be done and that the professional development of the driver is continuous. The Proponent is required to keep accurate records of all employees' training and make them available to the Customer when requested.

2.6.1 Initial Training

The initial training should consist of but not be limited to:

- (a) First Aid and Cardiopulmonary Resuscitation (CPR);
- (b) Emergency Anaphylaxis and Asthma Training;
- (c) [Safe Schools Act](#) training;
- (d) Mental Health sensitivity training;
- (e) Violence De-escalation training;
- (f) Vehicle evacuation, accident procedures, use of a fire extinguisher;
- (g) Defensive driving;
- (h) Customer Service;
- (i) Driving in adverse weather conditions;
- (j) Accessibility for Ontarians with Disabilities customer service training; and,
- (k) Awareness of racial and ethno cultural issues (human rights).

In the case of drivers of adaptable vehicles, training must include the above and the following:

- a) Safe and appropriate use of wheelchair lift; and,
- b) Proper tie down procedures in adaptable vehicles.

2.6.2 Driver Training Manual

The Proponents will provide the Customer, upon request, a current copy of its driver training manual.

2.6.3 First Aid and CPR Training

Proponents shall ensure that all drivers, as part of their employment conditions and prior to providing any transportation services to the Customers, be provided with Emergency First Aid training. Such training shall be the Canadian Red Cross "Emergency First Aid" course or the Canadian St. John

Ambulance "Emergency Level First Aid" course. Proponents who have an "in house" First Aid trainer must submit proof of certification of this trainer to the Customer, upon request. Once obtained, drivers shall maintain their certification in First Aid and CPR, as necessary. Proponents are required to provide the Customer and OECM with a copy of the First Aid course outline currently being provided to their drivers, upon request.

The Supplier shall ensure drivers be trained and/or certified on any additional certificates as required by the Customers and OECM.

2.6.4 Emergency Anaphylaxis and Asthma Training

At the beginning of each school year, training sessions shall be organized by the Proponent for all drivers to provide training or refresher training on the use of an epinephrine auto injector and metered-dose inhalers. All drivers must have this training/refresher training prior to commencing work for the Customer.

The training must include instructions regarding:

- a) recognizing the need for an epinephrine auto injector injection and/or metered-dose inhaler;
- b) the proper method of administration of epinephrine auto injector medication and/or metered-dose inhaler; and
- c) the need to call 911 in the event an epinephrine injection has occurred and/or if a student having an asthma attack is in severe distress or continues to be in mild distress after one puff of a metered-dose inhaler.

The driver will neither carry nor be responsible for the storage of any medication, including epinephrine auto injector pens such as EpiPen, and/or metered-dose inhalers.

2.6.5 Transporting Passengers with Mobility or Special Needs

Drivers responsible for transporting passengers with mobility or other special needs will be well versed in the AODA and will have received the appropriate sensitivity training regarding the handling and managing of passengers with special needs.

All vehicles used to transport special needs passengers in wheelchairs shall be equipped with a lift and provide a minimum thirty (30) inch aisle leading from any wheelchair mobility aid position to at least one emergency door.

The wheelchair/mobility aid securement and occupant restraint system shall accommodate passengers in a forward-facing orientation within the vehicle and shall comply with all applicable requirements of The Highway Traffic Act Ontario. In addition, all wheelchair bound passengers must be secured by a shoulder/lap seat-belt restraint system that is not part of the wheelchair assembly.

2.6.6 Driver Retention

The Proponent should have strategies and processes in place to promote Driver retention, and recruitment of new Drivers.

2.6.7 Pandemic Preparedness

The Proponent should have protocols in place to handle pandemic situations that ensure the safety of the Customer, Students, Drivers and their staff including but not limited to:

- (a) Enhanced Cleaning Protocols;
- (b) Personal Protective Equipment (PPE); and,
- (c) Physical Distancing protocols;

2.7 Vehicle Maintenance, Service and Management

2.7.1 Vehicle Age

The Proponent shall provide vehicles that align with maximum vehicle age as outlined in the chart below. The age for new vehicles will be based on the date contained in the vehicle warranty card, representing the date on which warranty coverage applies for each vehicle. The age for used vehicles will be based on the vehicle manufacturer date.

The Proponent shall ensure vehicles used in the provision of the Services shall conform to the following maximum age specifications as at September 1 of each year:

Type of Vehicle	Maximum Age/ years
Motor Coach with a seating capacity of forty-seven (47) – fifty-six (56)	Ten (10)
Mini Coaches with a seating capacity of twenty (20) – thirty-three (33)	Eight (8)
Full-size Bus (Activity and Yellow) with a seating capacity of thirty-five (35) – seventy-two (72)	Ten (10)
Mini-Bus (Activity and Yellow) with a seating capacity of sixteen (16) – twenty-four (24)	Eight (8)
Adaptable/ Wheelchair vehicles with any seating capacity	Eight (8)
Taxis with a minimum seating capacity of Three (3)	Six (6)
Limousines with a minimum seating capacity of four (4)	Six (6)

The Proponent should provide details of their back up fleet including number of vehicles available and how often the vehicles are refresher.

2.7.2 Vehicle Appearance

The Vehicles provided to the Customers shall be maintained to provide a clean and neat appearance. The interior of the Vehicles must be cleaned on a regular basis to maintain a sanitary and odor free condition.

2.7.3 Loading Specifications

At no time will the number of students in any Vehicle exceed the manufacturer's passenger loading specifications or any applicable government licensing regulations. Without limiting the generality of the foregoing, under no circumstances will any student be required or permitted to stand while the Vehicle is in motion.

2.7.4 Vehicle Maintenance

The Proponent shall have a documented routine vehicle maintenance program that supports, ensures the viability and safety of all vehicles used to provide the services including spare parts and vehicle storage facilities.

The Proponent is responsible for incurring any costs associated with any and all materials, parts, labor, oil and fuel for the vehicles provided to the Customer. Maintenance records must be available upon Customer's request.

2.7.5 Replacement Vehicles

In case of breakdowns or delays, the Proponent shall have replacement Vehicle(s) available to meet the Customer's booked requirements. The Proponent shall ensure that the replacement Vehicle conforms with the requirements agreed upon at the time of booking.

The Proponent should detail their process and procedure for communicating with the Customer and completing the trip during a vehicle breakdown.

In the event of a breakdown the Supplier should communicate the plan to pick up the passengers within twenty (20) minutes, unless there are extenuating circumstances.

All costs associated with providing the replacement vehicle shall be incurred by the Supplier and not invoiced to the customer (e.g. deadhead mileage of replacement vehicle to pick up stranded customers).

2.7.6 Cold Weather Program

The Proponent should have a "cold weather" program to ensure that vehicles are ready to operate on colder than normal days.

2.7.7 Vehicle Idling

As much as is reasonably possible, Vehicles should limit the amount of time spent idling at Customer sites. The Proponent is encouraged to use fuel conservation and anti-idling technology wherever possible and feasible to minimize environmental damage.

In respect of operational or passenger medical conditions, Vehicles may be kept running if the engine is required to operate special equipment or to ensure the comfort and security of passengers with special needs. When weather conditions justify the use of heating or refrigerating systems powered by the Vehicle engine to ensure the safety and welfare of the driver or passengers, Vehicles may be permitted to idle for reasonable periods at Customer locations. Vehicle engines shall be turned off when passengers are loading and unloading at Customer or other group boarding locations.

2.7.8 Supplier Responsibility

The Supplier is fully responsible for their vehicles while parked on the Customer's property. Any possible damage or pilferage to vehicles while parked on the Customer's property shall be the full responsibility of the Supplier. This includes any vandalism or damage resulting from acts of God such as flooding, rainstorms, wind damage, etc. Supplier must arrange to remove any debris off Customer property resulting from damage to their buses.

The Supplier is fully responsible for any violations incurred by the Driver (e.g. traffic violations, speeding, and parking tickets)

2.8 Booking and Scheduling

2.8.1 Ordering Process

Customers may use a variety of ordering methods, including phone, fax, email and online ordering where available.

At the time of placing an order for Services, the Supplier will confirm information and total cost based on the trip specifications such as:

- (d) Type of vehicle required;
- (e) Number of passengers;
- (f) Date(s) of the event;
- (g) Trip origin;
- (h) Trip destination;

- (i) Itinerary;
- (j) Storage capacity if applicable; and
- (k) Other applicable costs (e.g., overnight expenses, additional driver cost, optional features).

Customers would benefit from an automated or online ordering system; The Proponent should describe their system's features (e.g. real time viewing of vehicle availability and booking placement, bus tracking, etc.)

2.8.2 Scheduled Events

Customers may have the schedule for events (e.g., athletic team schedule, program trip schedule) readily available before the academic year. Once the schedule has been provided to the Supplier, the expectation is that an order acknowledgement to be sent to the Customer within one (1) Business Day, booking for these events are confirmed within one (1) week and the vehicles are reserved to ensure Customer's needs are met.

2.8.3 Unscheduled Events

Upon receipt of Customer's request, the Supplier shall confirm booking within one (1) Business Day. The Supplier shall provide Customer a booking confirmation.

2.8.4 Changes to a Booked Event

The Supplier shall accept changes to the original booking request regarding its pick-up/drop-off locations, event starting time, and/or number of vehicles required, up to twenty-four (24) hours prior to the original event time.

The Supplier shall provide a confirmation of the changes and updated itinerary to the customer a minimum twelve (12) hours prior to departure time.

2.8.5 Substitution of Vehicle

Once booking is confirmed, the Supplier shall make every effort to ensure the Customer receive the Services with specified vehicle as booked. In the situation where the vehicle is unavailable due to unforeseeable circumstances (e.g., in workshop for repair), the Supplier shall notify Customer as early as possible and provide Services with an equal or better vehicle at no additional cost.

2.8.6 Booking Cancellation

The Supplier should accommodate Customer cancellations at its best capability without extra charges. Customers shall cancel bookings via telephone, email or fax as soon as possible.

The Supplier should observe the following rules of cancellation:

- (a) Cancellations made with a minimum twenty-four (24) hours' notice of scheduled departure time shall not be subject to cancellation fees.
- (b) Weather related cancellations made within five (5) hours of scheduled departure time shall not be subject to cancellation fees;
- (c) Cancellations made the day of departure may be subject to cancellation fee's based on actual costs incurred by the Supplier; and,

The Supplier and the Customer will mutually agree to trip cancellations due to adverse weather conditions, prior to commencement of a trip or while a trip is under way if driving conditions become dangerous.

2.9 Vehicle Arrival

Vehicle's should arrive at Customer's pickup location fifteen (15) minutes prior to departure time.

2.10 OECCM Zone Coverage

OECCM Customers are located in eleven (11) geographical Zones (as detailed in Appendix F – OECCM Geographical Zones) throughout the Province of Ontario.

Also refer to Appendix G – OECCM School Board, University and College Customers in Ontario illustrating OECCM's Customers by Zone.

The Proponent should complete Appendix H – Proposed Zones Form and upload to OTP.

The Proponent should detail how they propose to provide Zone coverage if they currently only have Pick Up Rights for part of the Zone.

2.11 Smoke-Free/ Vape-Free Workplace

The Supplier shall comply with the Customer's "Smoke-Free/ Vape-Free Workplace" by ensuring that Vehicles provided to the Customer are smoke and vape free. Smoking is not permitted in or within nine (9) metres of the Vehicles. The Operator shall also comply with the Customers' policies with respect to "No Smoking or Vaping on Customers' Premises".

2.12 Use of Toll Route, Trip Permit and Parking

The Supplier shall obtain Customer's prior approval for the use of a toll route (e.g., 407 toll highway, toll bridge), trip permit (e.g., Niagara Parkway Day Permit) and parking fees. All related toll, trip permit and parking charges will be reimbursed by Customer based on actual usage and charge.

When using 407 toll highway, the expectation is that the Supplier will be equipped with transponder, Customer will only be responsible for the toll charge incurred by actual kilometers travelled.

The Supplier shall provide original receipt and/or invoice upon Customer's request.

2.13 Fuel Surcharge

The Customer will pay to the Supplier a fuel surcharge if the average sixty (60) day gasoline fuel price per litre increases five (5) % of the established price as agreed to by the Customer and the Supplier upon execution of the CSA. The Customer will be eligible for a credit reflecting the difference in cost if the average sixty (60) day price decreases five (5) % from the base, and the Supplier shall reimburse the Customer for each kilometer operated, including both revenue service and in-service deadhead mileage.

2.14 Driver Accommodations

Day Stay and Overnight accommodations, when needed, shall be secured by the Customer at the same hotel assigned to the group. Accommodations for drivers shall be provided by the Customer with two (2) per room. Meal per diem will not be included.

When Driver accommodations are required the Supplier shall provide the Drivers name to the Customer forty-eight (48) hours prior to trip departure.

2.15 Use of Subcontractors

The Supplier may use subcontractors to provide Services with Customer's prior approval. Established subcontractors should be listed in Appendix E – Subcontractor List and **uploaded to OTP**. The subcontractor shall provide Services the same way as if it were the Supplier. It is the Supplier's sole responsibility to ensure that the company it selects to subcontract complies with all the terms and conditions within the resulting agreement.

The Supplier shall provide to the Customer a valid Certificate of Insurance and a Workplace Safety and Insurance Board ("WSIB") account number or certificate prior to the commencement of any transportation services provided by a subcontractor.

The Suppliers use of a subcontractor, shall, in no way, release the Supplier from its duties and obligations under the Agreement

2.16 Transition and Implementation

The Supplier should, at no additional cost, provide Customers transition support (e.g. setting up a Supplier's account from the Customer's current agreement/purchasing arrangement) with minimal service disruption.

2.17 Invoicing

Flexibility in invoicing processes is required. The Customer and Supplier can mutually agree to invoicing details when executing a Customer-Supplier Agreement ("CSA").

The Supplier shall, for Customers using Jaggaer, support cXML and/or portal invoicing functionality.

The invoices, in either paper or electronic format, as detailed in the Customer's CSA shall be itemized and contain, at a minimum, the following information:

The Supplier shall submit to the Customer a consolidated monthly invoice for the Service provided. The consolidated monthly invoices will be in either paper or electronic format, as detailed in the Customer's CSA.

The invoice shall be itemized and contain, at a minimum, the following information:

- (a) Invoice number;
- (b) Customer's organization;
- (c) Full name of the person who placed order, if applicable;
- (d) Customer's purchase order number, if applicable;
- (e) Type of Vehicle;
- (f) Number of Vehicles;
- (g) Departure Date;
- (h) Trip origin and destination point;
- (i) Trip duration (itemized breakdown of costs e.g. flat five (5) hour rate plus additional km's per hour rate);
- (j) Toll charge, if applicable;
- (k) Actual kilometres travelled on toll route, if applicable; and
- (l) HST and total cost.

The Customer may request to be invoiced by school, campus or department.

2.17.1 Payment Terms and Methods

The Customer's common payment terms are net thirty (30) days.

The Supplier shall accept payment from Customers by cheque, Purchasing card, Visa Payables Automation (via ghost card) or Electronic Funds Transfer ("EFT") at no additional cost to the Customer.

Different payment terms may be agreed to when executing a CSA (e.g. 2%/10 early payment discount for Customers).

Note – Customer's payment terms will not be in effect until the Supplier provides an accurate invoice.

2.17.2 Electronic Fund Transfer

The Supplier shall provide the Customer with the necessary banking information to enable EFT, at no additional cost to the Customer, for any related invoice payments including, but not limited to:

- (a) A void cheque;

- (b) Financial institution's name;
- (c) Financial institution's transit number;
- (d) Financial institution's account number; and,
- (e) Email address for notification purposes.

2.18 Other Services

During the Term of the Agreement, new Services (e.g. new vehicle) may be added to the Agreement as they become available or to meet Clients' needs.

2.19 Support to Customers

The Supplier shall provide effective support to Customers including, but not limited to:

- (a) Providing a responsive account executive (with applicable back-up) assigned to the Customer to support their needs by providing day-to-day and ongoing administrative support, and operational support;
- (b) Managing issue resolution in a timely manner;
- (c) Complying with agreed upon escalation processes to resolve outstanding issues;
- (a) Responding to Customer's inquiries (e.g. to day-to-day activities) within one (1) Business Day;
- (b) Ensuring minimal disruption to the Customer;
- (c) Providing easy access to the Supplier (e.g. online, toll free telephone number, email, voicemail, chat or fax);
- (d) Establishing an ongoing communications program with the Client (e.g. Service changes, Vehicle availability, potential trip cancellation due to weather);
- (e) Provide Client access to vehicle information on a timely basis (e.g., location of vehicle that is on the road, roadside emergency status);
- (f) Adhering to the Customer's confidentiality and privacy policies (e.g. related to student's private information);
- (g) Provide Customer reporting;
- (h) Attending Business Review meetings with Customers (e.g. quarterly or semi annually), as requested; and,
- (i) Additional project specific requirements.

2.20 Financial Incentive to Customers

Where feasible, the Supplier should offer financial incentives to Customers to promote additional cost savings resulting from better operational efficiencies that may include, but not limited to:

- (a) Increased online ordering including electronic commerce;
- (b) Early payment discount for Customers; and,
- (c) Overall growth.

In consultation with OECM, the Customer may negotiate specific details related to one (1) or more financial incentive.

The financial incentives the Supplier and Customer agree to shall be incorporated into the CSA and reviewed and adjusted (e.g. annually) as required and reported to OECM as part of the sales reporting.

The financial incentive to Customers can be reviewed and adjusted annually as required.

2.21 Accessibility for Ontarians with Disabilities Act

OECM and its Customers are committed to the highest possible standards for accessibility. The Supplier must be capable to recommend and deliver, as appropriate for each Deliverable, accessible and inclusive Products and Services consistent with the Ontario Human Rights Code (OHRC), the *Ontarians with Disabilities Act, 2001* (ODA) and *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its regulations in order to achieve accessibility for Ontarians with disabilities.

In accordance with Ontario Regulation 429-07 made under the *Accessibility for Ontarians with Disabilities Act, 2005* (Accessibility Standards for Customer Service), Customers have established policies, practices and procedures governing the provision of its services to persons with disabilities.

The AODA may be found at http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm.

2.22 Environmental Considerations

OECM and its Customers are committed to reducing the carbon footprint. The Supplier should keep Customers informed about any environment-friendly processes, vehicle, new technologies and/or green initiatives. The Supplier should, in consultation with OECM, make any environment-friendly vehicle, new technologies and/or green initiatives available to Customers as they become available.

2.23 Social Procurement

OECM and its Customers are committed to social procurement. The Supplier should keep OECM and Customers informed about social procurement processes.

2.24 Disaster Recovery and Business Continuity

The Supplier shall possess and provide to OECM and/or Customers upon request, information about disaster recovery and business continuity programs including processes, policies, and procedures related to safety standards, preparing for recovery or continuation of Product and Service availability critical to Customers.

2.25 Licences, Right to Use and Approvals

The Supplier shall obtain all licences, right to use and approvals required in connection with the supply of the Services and provide them at Customer and OECM request. The costs of obtaining such licences, right to use and approvals shall be the responsibility of, and shall be paid for by, the Supplier.

Where a Supplier is required by Applicable Law to hold or obtain any such licence, right to use and approval to carry on an activity contemplated in its Proposal or in the Master Agreement, neither acceptance of the Proposal nor execution of the Master Agreement by OECM shall be considered an approval by OECM for the Supplier to carry on such activity without the requisite licence, right to use or approval.

[End of Part 2]

PART 3 – EVALUATION OF PROPOSALS

3.1 Stages of Proposal Evaluation

OECM will conduct the evaluation of Proposals in the following stages:

Stage	Type of Evaluation	Refer to RFP Section	Scoring Methodology and Maximum Points (if applicable)	Minimum Threshold Requirement (if any)
Stage I	Qualification Response	3.2	Pass/Fail	Pass
Stage II	Technical Response All Categories	3.3	700	600
Stage III	Commercial Response Category A & B	3.4	400	Not Applicable
Stage III	Commercial Response Category C	3.4	300	Not Applicable
Stage IV	Cumulative Score for Category A & B	3.5	1100	Not Applicable
Stage IV	Cumulative Score for Category C	3.5	1000	Not Applicable
Stage V	Tie break Process	3.6	No Point Allocation	Not Applicable
Stage VI	Negotiations	3.7	No Point Allocation	Not Applicable
Stage VII	Master Agreement Finalization	3.8	No Point Allocation	Not Applicable

3.2 Stage I – Review of Qualification Responses (Pass/Fail)

Stage I will consist of a review to determine which Proposals comply with all qualification requirements.

The Proponent **must** complete the following forms in (“Ontario’s Tenders Portal (“OTP”) to qualify and proceed to the next stage of evaluation.

Title	OTP Envelope
Form of Offer	Qualification
Compliance with Form of Master Agreement	Qualification
Commercial Response	Commercial

The Proponent **must** upload the following documents in (“Ontario’s Tenders Portal (“OTP”) to qualify and proceed to the next stage of evaluation.

Category A – Highway Motor Coach	
Title	OTP Envelope
CVOR Level II Abstract (as detailed in Section 2.2.1.1)	Qualification
Insurance Coverage Letter (as detailed in Section 2.2.1.2)	Qualification

Category B - Bus	
Title	OTP Envelope
CVOR Level II Abstract (as detailed in Section 2.3.1.1)	Qualification
Insurance Coverage Letter (as detailed in Section 2.3.1.2)	Qualification

Category C -Taxi or Limousine	
Title	OTP Envelope
Insurance Coverage Letter (as detailed in Section 2.4.1.1)	Qualification

If the Proponent fails to insert information contained in the above forms, OECM may provide an opportunity to rectify such deficiency within a period of two (2) Business Days from notification thereof. Only Proponents satisfying the identified deficiencies within allotted time will proceed to Stage II.

3.3 Stage II – Technical Response by Category

Stage II will consist of an evaluation and scoring of the Technical Response per Category of each Eligible Proposal.

The Technical Response is worth seventy percent (70%) of the total RFP and includes a series of questions the Proponent is required to respond to in order to demonstrate the Proponent's ability to fulfill the RFP Deliverables. Only information contained within the Technical Response will be evaluated in Stage II.

Proponents submitting a Proposal for more than one (1) Category, only need to answer Section one (1) through Section 6 once. Section 7 is the only criteria that must be answered for each Category you are proposing.

While the overall threshold for the Technical Response is seventy percent (70%) or seven hundred points (700), the minimum threshold of six hundred (600) points overall must be met or exceeded for the Proposal to receive a **pass** in this stage and proceed to Stage III of the evaluation process.

Point allocations for the Technical Response sections are as follows:

Technical Response Sections	Available Points	Minimum Threshold, if any
Section 1. Corporate Capabilities	42	-
Section 2. Operations Support	105	-
Section 3. Safety, Training and Retention	175	-
Section 4. Vehicle Maintenance, Service and Management	175	-
Section 5. Booking and Scheduling	133	-
Section 6. Support to Customers and OECM	28	-
Section 7. Vehicle Requirements	42	-
TOTAL POINTS:	700	600

Detailed sub-point allocations are set out in the Technical Response on OTP.

In the case that contradictory information or information that contains conditional statements is provided, OECM will, in its sole and absolute discretion, determine whether the response complies with the requirements, and may seek clarification from the Proponent.

A Proposal that does not respond to a particular question (e.g. is left blank) or contains a response of N/A or not applicable will receive a zero (0) score.

Stage II resulting scores, per Proposal, will be applicable to all proposed Zones and used when determining the cumulative score as described below in Section 3.5.

Stage II resulting scores per Proposal and Category, will be used when determining the cumulative score as described below in Section 3.5.

3.4 Stage III – Commercial Response by Category and Zone

The Commercial Response is worth thirty percent (30%) of the total RFP. The Proponent **must** complete and upload Appendix C – Commercial Response for the specific Category and Zone being proposed into the OTP Commercial Envelope for this stage of evaluation.

Upon the completion of Stage III of the evaluation, the Commercial Response will be opened for all Eligible Proposals.

Point allocations for the Commercial Response sections are as follows:

Commercial Response Sections	Category A Available Points	Category B Available Points
Section 1. Vehicle Transportation Costs	190	190
Section 2. Other Transportation Costs	90	90
Section 3. Scenarios	120	120
Section 4. Additional Transportation Vehicles (not evaluated)	-	-
Section 5. Pandemic Preparedness (not evaluated)	-	-
TOTAL POINTS:	400	400

Commercial Response Sections	Category C (Taxi) Available Points	Category C (Limousine) Available Points
Section 1. Vehicle Transportation Costs	NA	132
Section 2. Other Transportation Costs	NA	48
Section 3. Scenarios Limousine Services	NA	120
Section 4. Scenarios Taxi Services	300	NA
Section 5. Additional Transportation Vehicles (not evaluated)	-	-
Section 6. Pandemic Preparedness (not evaluated)	-	-
Section 7. Taxi Services (not evaluated)	-	NA
TOTAL POINTS:	300	300

Detailed sub-point allocations are set out in the Appendix C – Commercial Response on OTP.

Rates will be evaluated using a relative formula. See example below:

Example: Maximum Rate per Kilometer Evaluation of Category A – Coach Transportation Services, Coach with 47 Passenger Capacity, Zone 1		
Proposed Maximum Rate	Calculation	Resulting Points
If Proponent 1 proposes the lowest net Rate of \$0.50 per kilometer, it will receive 100% of the 3 points allocated.	$\$0.50 \div \0.50×3	3.00

Example: Maximum Rate per Kilometer Evaluation of Category A – Coach Transportation Services, Coach with 47 Passenger Capacity, Zone 1		
Proposed Maximum Rate	Calculation	Resulting Points
If Proponent 2 proposes the second lowest net Rate of \$0.80 per kilometer, it will receive 80% of the 3 points allocated.	$\$0.50 \div \0.80×3	1.88
If Proponent 3 proposes the highest net Rate of \$1.00, it will receive 50% of the 3.50/.8 points allocated.	$\$0.50 \div \1.00×3	1.50

Where \$0.00 is entered in any Rate cell, it is deemed to mean that the particular Service **will be provided to Customers at no additional cost**. Therefore, when evaluating and scoring the Rates, a Proposal specifying \$0.00 in a Rate cell in the Commercial Response shall receive the maximum point allocation for that particular Product/Service. The remaining Proposals will be evaluated using a relative formula based on the remaining percentage of available points regardless of the Proposals of \$0.00 Rate as per below example.

EXAMPLE – WHERE FIVE (5) PROPOSALS WERE RECEIVED WITH \$0.00 RATE PROPOSED		
Number of Proposals with a proposed Rate of \$0.00 for a particular Service	The number of remaining Proposals	The percentage (%) of the sub-point allocation for the remaining Proposals will be:
1	4	80%
2	3	60%
3	2	40%
4	1	20%

Where N/A or not applicable is entered in a Commercial Response cell or a Commercial Response cell is left blank for the Service, it is deemed to mean that the particular Service will **not be provided** to Customers. Therefore, when evaluating and scoring the Rates, a Proposal specifying N/A or not applicable, or left blank in Appendix C – Commercial Response will receive a zero (0) point allocation for that particular pricing section.

Stage III resulting scores per Proposal by Category and Zone will be used when determining the cumulative score as described below in Section 3.5.

3.5 Stage IV – Cumulative Score

At this stage, the scores from Stages II and III will be combined for each Proposal by Category and Zone.

Subject to the express and implied rights of OECM; the Proponents with the highest scoring Proposals or all Proponents by Category and Zone may become the Preferred Proponents, and be invited to negotiations, as further described below.

Reference checks will be performed to confirm or clarify information provided within the Proposal. The reference checks themselves will not be scored, however, OECM may adjust Technical Response scores related to the information obtained during the reference check.

3.6 Stage V – Tie Break Process

At this stage, where two (2) or more of the highest scoring Proposals achieve a tie score on completion of the Stage IV, OECM may invite all Proponents to negotiations or break the tie by selecting the Proposal with the highest score in Stage II – Technical Response.

3.7 Stage VI – Negotiations

Concurrent negotiations, with the Preferred Proponents, will be based on the RFP requirements, and the Proposals, understanding that OECM is seeking the best overall solution and value for money for Customers.

The negotiations may include:

- (a) Products/Services;
- (b) Master Agreement management (e.g. performance, KPIs, penalties, reporting);
- (c) Master Agreement terms and conditions;
- (d) Additional references, if required;
- (e) Rates; and,
- (f) Best and Final Offer.

OECM may also request supplementary information from a Preferred Proponent to verify, clarify or supplement the information provided in its Proposal or confirm the conclusions reached in the evaluation and may include requests by OECM for improved Rates.

OECM intends to complete negotiations within fifteen (15) calendar days after notification. If, for any reason, OECM and a Preferred Proponent fail to reach an agreement within the aforementioned timeframe, OECM may at its sole and absolute discretion (a) request the Preferred Proponent to submit its Best and Final Offer; (b) terminate negotiations with that particular Preferred Proponent; (c) extend the negotiation timeline; or (d) publish one (1) or some of the Suppliers, who have executed Master Agreements, within our promotional marketing launch. Other Master Agreements, if successfully negotiated with other Preferred Proponents would be added to OECM's website at a later date.

Upon successful negotiations, the Preferred Proponent will be invited to execute a Master Agreement.

3.8 Stage VII – Master Agreement Finalization

The Preferred Proponent will be given five (5) Business Days to execute the Master Agreement, unless otherwise specified by OECM. Once the Master Agreement has been executed, Customers may execute a CSA.

OECM shall at all times be entitled to exercise its rights under Section 5.6.

[End of Part 3]

PART 4 – MASTER AGREEMENT STRUCTURE AND MANAGEMENT

4.1 Master Agreement Structure

OECM may, through this RFP process, enter into Master Agreements for the provision of the Services with:

Category	Non-Government Subsidized Preferred Proponents	Government Subsidized Preferred Proponents
Category A – Highway Motor Coach Transportation Services	Up to three (3) Non-Government Subsidized Preferred Proponents per Zone	Up to one (1) Government Subsidized Preferred Proponent per Zone
Category B – Bus Transportation Services	Up to two (2) Non-Government Subsidized Preferred Proponents per Zone	Up to two (2) Government Subsidized Preferred Proponent per Zone
Category C – Taxi or Limousine Transportation Services	Up to two (2) Non-Government Subsidized Preferred Proponents for Taxi Services and Up to two (2) Non-Government Subsidized Preferred Proponents for Limousines Services.	Not Applicable

The Term is intended to be for five (5) years, with an option in favour of OECM to extend the Term on the same terms and conditions for up to an additional three (3) year and a subsequent two (2) year term. Performance as set out in Appendix K – Performance Management Scorecard and/or Supplier Recognition Program evaluation results will be considered when contemplating a Master Agreement extension.

Customers participating in the Master Agreements will execute a CSA with a Supplier as attached in Appendix B – Form of Master Agreement.

The Master Agreement must be fully executed before the provision of any Deliverables commences.

4.1.1 No Contract until Execution of Written Master Agreement

This RFP process is intended to identify Proponents for the purpose of negotiation of potential Master Agreements. The negotiation process is further described in Part 3 – Evaluation of Proposals, and in Section 3.7 of this RFP.

No legal relationship or obligation regarding the procurement of any Services shall be created between the Proponent and OECM by this RFP process until the successful completion of negotiation and execution of a written Master Agreement for the provision of the Services has occurred.

4.1.2 Customer’s Usage of Master Agreements

The establishment and use of the Master Agreement consists of a two (2) part process.

Part One, which is managed by OECM, is the creation of the Master Agreement through the issuance of this RFP, the evaluation of Proposals submitted in response to it and the negotiation and execution of the Master Agreement.

Part Two, the Optional Second Stage Selection Process (“Second Stage”) is managed by the Customer or by OECM on the Customer’s behalf and is focused on the Customer’s specific needs. Depending on the Customer’s internal policies, and potential dollar value of the Services a Customer may:

- a) Sign a CSA with the Supplier and then immediately obtain Services on the terms and conditions, and the Rates (which are maximum Rates) set out in the Master Agreement; or,

b) Obtain Rates (e.g. by issuing a non-binding Request for Services by using the Optional Second Stage Selection process) from the Supplier for their specific Service requirements (including Rates). If selected by the Customer, a CSA shall be executed, and the Supplier shall provide the Services in accordance with the specifications stated in the Master Agreement and in the Customer's CSA.

When a Second Stage request is issued, which does not constitute a contract A, contract B situation, it will identify the required Services, or it may request the Supplier to propose appropriate Services to fulfill the Customer's requirements and any other applicable information. The Customer may negotiate their unique requirements with the Supplier and mutually agree to additional terms and conditions (e.g. reporting, Rates, payment terms) ensuring the additional terms and conditions are not in any way inconsistent with the Master Agreement.

The Supplier must respond to a Second Stage Selection Process request and, at minimum, the response should set out the following:

- (a) Proposed Services;
- (b) Vehicle Features;
- (c) Timelines for Services; and,
- (d) Final, net Rates. The Rates should be valid for a period of not less than ninety (90) days. Limited time offer Rates and/or promotional Rates must be specified by the Supplier, if applicable to the specific Second Stage request.

Customers are not obligated to sign a CSA to obtain specific Services Rates. However, a CSA must be signed before the provision of any Services commences.

4.1.3 No Guarantee of Volume of Work or Exclusivity of Master Agreement

The Historical Spend information contained in this RFP constitutes an estimate and is supplied solely as a guideline to the Proponent. Such information is not guaranteed, represented, or warranted to be accurate, nor is it necessarily comprehensive or exhaustive.

Nothing in this RFP is intended to relieve the Proponent from forming its own opinions and conclusions with respect to the matters addressed in this RFP.

OECM makes no guarantee of the value or volume of work to be assigned to the Supplier.

The Master Agreement executed with the Supplier may not be an exclusive Master Agreement for the provision of the Deliverables. Customers may contract with others for the same or similar Deliverables to those described in this RFP.

4.2 Rates

The proposed Service Rates shall be firm Rates per Category and per Zone for the first year of the Master Agreement and shall be:

- (a) Maximum Rates applicable to all Customers;
- (b) In Canadian funds and shall include all applicable costs, including, but not limited to overhead, vehicle rental, driver, vehicle maintenance, permits, fuel, and all insurance, and Workplace Safety Insurance Board costs; and,
- (c) Exclusive of the HST, or other similar taxes.

The Supplier may, however, lower its Rates for specific Services when the Customer and Supplier mutually agree without affecting the Rates in the Master Agreement.

4.2.1 Resource Rate Methods

Customers, with the Supplier support, will determine the appropriate Services and pricing method(s) based on their organizational needs.

There are ten (10) types of Rates applicable to the Services:

- i. Hourly Rate per Vehicle;
- ii. Rate per Day per Vehicle;
- iii. Day Rate Kilometer (km) Allowance;
- iv. Rate per Kilometer (km);
- v. Minimum Charge per booking per Vehicle;
- vi. Deadhead Rate per Kilometer (km);
- vii. Overnight Rate per Vehicle;
- viii. Hourly Waiting Charges per Vehicle;
- ix. Weekend Surcharge per Day per Vehicle; and,
- x. Statutory Holiday Surcharge per Day per Vehicle.

In extenuating circumstances, OECM may consider a Rate adjustment substantially effecting the provision of Services resulting from new or changed municipal, provincial, or federal regulations, by-laws and fluctuations in foreign exchange rates as published by the Bank of Canada, tariffs, or ordinances. Any such request from the Supplier must be accompanied and supported by documentation deemed appropriate by OECM. OECM may use a third-party index (e.g. Consumer Price Index ("CPI")) in its Rates review. The Supplier must submit documentation (i.e. Rate impact analysis) demonstrating how the request affects the delivery of Products in this Master Agreement. OECM will not consider any fixed costs or overhead adjustments in its review of the Supplier's documentation.

4.2.2 Optional Rate Refresh

OECM's goal is to keep Rates as low as possible for Customers. However, the Supplier may request a Rate refresh on the first day of the anniversary date month of the Master Agreement (e.g. May 1, 2021) and every May 1st thereafter.

The Supplier shall provide a written notice with supporting documentation to OECM at least one-hundred-and-twenty (120) days prior to the Master Agreements' anniversary date annually if requesting a Rate refresh.

As part of any review OECM will consider Rate adjustments that reflect changes in operation, adjustments due to new or changed municipal, provincial, or federal regulations, by-laws, and fluctuations in foreign exchange rates as published by the Bank of Canada, tariffs, or ordinances. Any Rate refresh request from a Supplier must be accompanied by supporting documentation (e.g. detailed calculations and individual Customer impact analysis) to support any Rate adjustment. OECM may use a third-party index (e.g. Consumer Price Index) in its Rates review. OECM will not consider any fixed costs or overhead adjustments in its review.

Supplier performance (i.e. Supplier's Performance Management Scorecard and/or Supplier Recognition Program evaluation results) will be considered when contemplating a Rate refresh.

If a proposed Rate refresh was agreed upon between OECM and the Supplier, the new Rates would only be applicable to Services ordered after the effective date of the new Rates. The effective date of the Rate change must allow Customers a minimum of thirty (30) days' prior notice from OECM. If, however, a proposed Rate increase is not accepted by OECM the Master Agreement may be terminated within one-hundred and twenty (120) days unless the Supplier agrees to withdraw its request for a Rate increase and continue the provision of the Services at the existing agreed upon Rates.

If a Rate refresh is not requested, the existing Rates shall remain in effect until the next Rate refresh opportunity.

Decreases to the Rates shall be accepted at any time during the Term.

Based on above, the Master Agreement will be amended, if needed.

4.2.3 Optional Process to Add Other Services

During the Term, if mutually agreed by OECM and the Supplier, other Services (e.g. new vehicles) may be added to the Master Agreement on the Master Agreement anniversary date to align with Customer needs.

The Supplier shall provide written notice to OECM of at least one hundred and twenty (120) days if requesting a Service refresh.

Additional Service requests from the Supplier must be accompanied by appropriate documentation (e.g. Service description, and rationale for the addition).

Volumes and Supplier's performance (i.e. as described in Appendix K – Performance Management Scorecard and/or Supplier Recognition Program evaluation results) will be considered when contemplating adding Services.

In the event the Supplier's performance is poor and/or unacceptable, OECM may not agree to the Supplier's Service refresh request. All other Services shall remain unchanged.

Rates, for newly added Services, will be negotiated at the time ensuring Rate alignment with similar Services currently available on the Master Agreement.

Based on above, the Master Agreement will be amended, if needed.

4.2.4 OECM Geographical Zones

OECM Customers are located in eleven (11) geographical Zones (as detailed in Appendix F – OECM Geographical Zones) throughout the Province of Ontario.

Also refer to Appendix G – OECM School Board, University and College Customers in Ontario illustrating OECM's educational Customers by Zone.

Refer to Section 2.10 - OECM Zone Coverage for additional information.

4.2.5 OECM Cost Recovery Fee

As a not-for-profit/non-share capital corporation, OECM recovers its operating costs from its agreements through a Cost Recovery Fee ("CRF"). CRFs from the resulting Master Agreement from this RFP and other OECM agreements are structured to support OECM's financial model, while providing savings to Customers.

The Supplier shall pay to OECM a CRF of two percent (2.0%) on all Services invoiced by the Supplier to the Customers through the Term.

The CRF shall be paid to OECM, via EFT, on a quarterly basis based on the calendar year by the tenth (10) Business Day of the applicable quarter.

CRF payment dates, for the first year of the Master Agreement, will be as follows:

CRF Payments	Payment Date
The first CRF, including any Customer purchases made between the Master Agreement execution date and September 30, 2020 shall be paid to OECM by:	October 10, 2020

CRF Payments	Payment Date
The next CRF, including any Customer purchases made between October 1, 2020 to December 31, 2020, shall be paid to OECM by:	January 10, 2021
Subsequent CRF payments shall be paid to OECM on the tenth (10) Business Day following each calendar quarter.	April 10, 2021 and July 10, 2021,

HST is applicable to the CRF payments made to OECM.

The CRF will be reviewed (e.g. annually) and may, at OECM's sole discretion, be adjusted downwards.

During the Term, OECM may implement other CRF methodologies. Should this take place, the maximum CRF noted above shall not increase.

The Supplier shall be responsible for paying interest, as specified in Article 4.09 of the Master Agreement, for late CRF payments.

Upon termination or expiry of the Master Agreement, the Supplier will submit all outstanding CRF payments within thirty (30) days of the Master Agreement termination or expiry date.

4.2.6 Financial Administration Act (“the FAA”) Section 28

In accordance with the requirements of the FAA, notwithstanding anything else in the CSA, or in any other agreement between the Customer and the Supplier executed to carry out the Services provided for herein, the remedies, recourse or rights of the Supplier shall be limited to the Customer and to the right, title and interest owned by the Customer in and to all of its real or personal property, whether now existing or hereinafter arising or acquired from time to time. The Supplier unconditionally and irrevocably waives and releases all other claims, remedies, recourse or rights against the Crown in right of Ontario in respect of the CSA, and agrees that it shall have no remedies, recourse or rights in respect of the CSA against the Crown in right of Ontario, any Ontario Ministry, Minister, agent, agency, servant, employee or representative of the Crown or any director, officer, servant, agent, employee or representative of a Crown agency or a corporation in which the Crown holds a majority of the shares or appoints a majority of the directors or members, other than against the Customer and its assets.

If the Supplier and the Customer agree that a CSA is exempt from the application of subsection 28(1) of the *Financial Administration Act* pursuant to Ontario Regulation 376/18: Section 28 Exemptions – Colleges, the Customer represents and warrants that the CSA (i) complies with all applicable policies of the Customer; (ii) complies with all applicable laws and Ontario government directives applicable to it; and, (iii) relates to activities of the Customer that are permitted under its objects and that are undertaken within Canada. The Supplier represents and warrants that the CSA complies with all Applicable Laws and Ontario government directives applicable to it.

4.2.7 Saving Calculation

OECM tracks, validates, and reports on savings on all of its agreements. Collaborative procurement processes enables several types of savings including direct and indirect savings (e.g. process improvement, lead time reduction, standardization, economies of scale, cost avoidance).

The Supplier shall report Customer savings to OECM (e.g. Master Agreement Rate versus Rate invoiced to Customer, cost avoidance and/or other savings).

4.3 Master Agreement Management Support to OECM

OECM will oversee the Master Agreement, and the Supplier shall provide appropriate Master Agreement management support including, but not limited to:

- (a) Assigning to OECM a Supplier Account Executive and team responsible for supporting and overseeing all aspects of the Master Agreement;
- (b) Working and acting in an ethical manner demonstrating integrity, professionalism, accountability, transparency and continuous improvement;
- (c) Promoting the Master Agreement within the Customer community;
- (d) Maintaining OECM's and Customer's confidentiality by not disclosing Confidential Information without the prior written consent of OECM and/or the Customer, as the case may be, as further described in Appendix B – Form of Master Agreement;
- (e) Attending business review meetings with OECM to review such information as:
 - i. CSAs and upcoming opportunities; and,
 - ii. Review and monitor performance management compliance;
- (f) Complying with Appendix L – Code of Conduct requirements as described on the OECM website at <https://oecm.ca/oecm-advantage/our-supplier-partners/supplier-code-of-conduct>;
- (g) Managing issue resolution in a timely manner;
- (h) Complying with agreed upon escalation processes to resolve outstanding issues;
- (i) Timely submission of reports as described in Appendix J – Reporting Requirements; and,
- (j) Complying with Master Agreement close out processes (e.g. ensuring all Master Agreement obligations have been fulfilled, such as submission of final reporting and CRF payments to OECM).

4.3.1 Master Agreement Launch

Once the Master Agreement is awarded, the Supplier will meet with OECM to discuss an effective launch strategy, and shall provide:

- (a) Supplier profile and logo;
- (b) Supplier contact information;
- (c) Customer engagement strategy;
- (d) Access to knowledge sharing materials (e.g. webinars);
- (e) Marketing materials, and,
- (f) Other relevant materials.

4.3.2 Promoting OECM Master Agreements

To support Customers, OECM and the Supplier will work together to encourage the use of the Master Agreement resulting from this RFP.

The Supplier will actively promote the Master Agreement to Customers by:

- (a) Conducting sales and marketing activities directly to onboard Customers;
- (b) Executing CSAs with interested Customers;
- (c) Providing excellent and responsive Customer support;
- (d) Gathering and maintaining Customer and market intelligence, including contact information;
- (e) Identifying Customer savings; and,
- (f) Identifying improvement opportunities (e.g. new Services).

OECM will promote the use of the Master Agreement with Customers by:

- (a) Using online communication tools to inform and educate;
- (b) Holding information sessions and webinars, as required;
- (c) Attending, where appropriate, Customer and Supplier events;
- (d) Facilitating CSA execution, where appropriate;
- (e) Facilitating Second Stage requests, as required;
- (f) Providing effective business relationship management;
- (g) Managing and monitoring Supplier performance;
- (h) Facilitating issue resolution; and,
- (i) Marketing Supplier promotions.

4.3.3 Supplier's Performance Management Scorecard

To ensure Master Agreement requirements are met, the Supplier's performance will be measured and tracked by OECM as described in Appendix K – Performance Management Scorecard.

4.3.4 OECM's Supplier Recognition Program

OECM's suppliers play a fundamental role in ensuring Customers' needs are met with consistent and exceptional service. As part of OECM's efforts to provide greater value to Customers and support their Supplier selection process across OECM agreements, OECM has implemented a Supplier Recognition Program ("SRP"). Through the SRP, OECM will objectively assess supplier's performance using an open, fair and transparent framework to recognize and reward top-performing Suppliers on an annual basis.

The following four (4) key areas of focus that suppliers will be measured upon include:

- (a) Supplier performance;
- (b) Master Agreement performance (see Section 4.3.3 – Supplier's Performance Management Scorecard and Appendix K – Performance Management Scorecard);
- (c) Generated savings and value; and,
- (d) Technical Response scores from the Supplier's Proposal for this RFP.

Further details will be provided to the Suppliers.

4.3.5 Reporting to OECM

The Supplier shall be responsible for providing reports as further described in Appendix J – Reporting Requirements.

Report details will be discussed and established at the Master Agreement finalization stage between OECM and the Preferred Proponent. Other reports may be added, throughout the Term, if mutually agreed upon between OECM and the Supplier, and/or the Customer and Supplier.

[End of Part 4]

PART 5 – TERMS AND CONDITIONS OF THE RFP PROCESS

5.1 General Information and Instructions

Procurement Process Non-Binding

This RFP process is non-binding, and it does not intend to create, and shall not create, a formal legally-binding procurement process, and shall not give rise to the legal rights or duties applied to a formal legally-binding procurement process. This procurement process shall instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

- (a) This RFP shall not give rise to any contract A – based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and,
- (b) Neither the Proponent nor OECM shall have the right to make any breach of contract, tort or other claims against the other with respect to the award of a Master Agreement, failure to award a Master Agreement or failure to honour a response to this RFP.

Non-Binding Rates

While the Proposal Rates will be non-binding prior to the execution of a written Master Agreement, such information will be assessed during the evaluation and ranking of the Proposals, as further described in Part 3 – Evaluation of Proposals. Any inaccurate, misleading, or incomplete information, including withdrawn or altered Rates, could adversely impact any such evaluation, ranking, or Master Agreement award.

5.1.1 RFP Timetable

The following is a summary of the key dates for this RFP process:

RFP Timetable	
Event	Time/Date
OECM's Issue Date of RFP:	January 4, 2021
Proponent's Information and OTP Demonstration Session:	1:00 pm on January 13, 2021
Proponent's Deadline to Submit Questions:	5:00 pm on January 14, 2021
OECM's Deadline for Issuing Answers:	January 19, 2021
Proponent's Deadline to Submit Questions Related to Addenda & Question and Answer Documents:	5:00 pm on January 22, 2021
OECM's Deadline for Issuing Final Documents:	January 27, 2021
Closing Date:	2:00:00 pm on February 18, 2021
Anticipated Master Agreement Start Date:	June, 2021

Note – all times specified in this RFP timetable are local times in Toronto, Ontario, Canada.

OECM may amend any timeline, including the Closing Date, without liability, cost, or penalty, and within its sole discretion.

In the event of any change in the Closing Date, the Proponent may thereafter be subject to the extended timeline.

5.1.2 Proponent's Information and OTP Demonstration Session

The Proponent may, but is not required to, participate in the Proponent's Information and OTP Demonstration Session, which will take place at the time set out in Section 5.1.1.

Prior to the Proponent's Information and OTP Demonstration Session, OECM will send a **Message** via OTP with the teleconference and webinar information to the Proponents who expressed interest on OTP.

The Proponent's Information and OTP Demonstration Session may provide an opportunity for the Proponent to enhance its understanding of this RFP and to learn how to use OTP to submit its Proposal.

Any changes to the Proponent's Information and OTP Demonstration Session meeting date will be issued in an addendum on OTP.

Information provided during this session will be posted on OTP.

In the event of a conflict or inconsistency between the Proponent's Information and OTP Demonstration Session and the RFP, the RFP shall prevail.

The Proponent can contact OTP technical support directly for further assistance, using the contact details set out in Section 5.3.1.

5.1.3 Proponent to Follow Instructions

The Proponent should structure its Proposal in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in the Proposal should reference the applicable section numbers of this RFP where that request was made.

5.1.4 OECM's Information in RFP Only an Estimate

OECM makes no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any data contained in this RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to Proponents the general size of the work.

It is the Proponent's responsibility to avail itself of all the necessary information to prepare a Proposal in response to this RFP.

5.1.5 Proponent's Costs

The Proponent will bear all costs and expenses incurred relating to any aspect of its participation in this RFP process, including all costs and expenses relating to the Proponent's participation in:

- (a) The preparation, presentation and submission of its Proposal;
- (b) The Proponent's attendance at any meeting in relation to the RFP process, including any presentation and/or interview;
- (c) The conduct of any due diligence on its part, including any information gathering activity;
- (d) The preparation of the Proponent's own questions; and,
- (e) Any discussion and/or finalization, if any, in respect of the Form of Master Agreement.

5.2 Communication after RFP Issuance

5.2.1 Communication with OECM

All communications regarding any aspect of this RFP must be sent to OECM as a **Message** in OTP.

If the Proponent fails to comply with the requirement to direct all communications to OECM through OTP, it may be disqualified from this RFP process. Without limiting the generality of this provision,

Proponents shall not communicate with or attempt to communicate with the following as it relates to this RFP:

- (a) Any employee or agent of OECM;
- (b) Any member or advisor of the Project Advisory Committee;
- (c) Any member of OECM's governing body (such as Board of Directors, or advisors);
- (d) Any employee, consultant or agent of OECM's Customers; and,
- (e) Any elected official of any level of government, including any advisor to any elected official.

5.2.2 Proponent to Review RFP

The Proponent shall promptly examine this RFP and all Appendices, including the Form of Master Agreement and:

- (a) Shall report any errors, omissions or ambiguities; and,
- (b) May direct questions or seek additional information **on** or **before** the Proponent's Deadline to Submit Questions to OECM.

All questions submitted by Proponents shall be deemed to be received once the **Message** has entered OECM's OTP inbox.

In answering a Proponent's questions, OECM will set out the question, without identifying the Proponent that submitted the question and OECM may, in its sole discretion:

- (a) Edit the question for clarity;
- (b) Exclude questions that are either unclear or inappropriate; and,
- (c) Answer similar questions from various Proponents only once.

Where an answer results in any change to the RFP, such answer will be formally evidenced through the issue of a separate addendum for this purpose.

To ensure the Proponent clearly understand issued addenda, OECM allows Proponents to ask questions related to addenda, and question and answer documents. Refer to Section 5.1.1 for timelines.

OECM is under no obligation to provide additional information but may do so at its sole discretion.

It is the responsibility of the Proponent to seek clarification, by submitting questions to OECM through OTP, on any matter it considers to be unclear. OECM shall not be responsible for any misunderstanding on the part of the Proponent concerning this RFP or its process.

5.2.3 Proponent to Notify

In the event the Proponent has any reason to believe that an error, omission, uncertainty or ambiguity, as set out in Section 5.2.2 exists, the Proponent must notify OECM through OTP prior to submitting a Proposal.

If appropriate, OECM will then clarify the matter for the benefit of all Proponents.

The Proponent shall not:

- (a) After submission of a Proposal, claim that there was any misunderstanding or that any of the circumstances set out in Section 5.2.2 were present with respect to the RFP; and,
- (b) Claim that OECM is responsible for any of the circumstances listed in Section 5.2.2 of this RFP.

5.2.4 All New Information to Proponents by way of Addenda

This RFP may only be amended by an addendum in accordance with this section.

If OECM, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all Proponents by addenda on OTP. Each addendum shall form an integral part of this RFP.

Any amendment or supplement to this RFP made in any other manner will not be binding on OECM.

Such addenda may contain important information including significant changes to this RFP. The Proponent is responsible for obtaining all addenda issued by OECM.

The Proponent who intends to respond to this RFP is requested not to cancel the receipt of addenda or amendments option provided by OTP, since it must obtain all information and documents that are issued on OTP.

In the event that a Proponent chooses to cancel the receipt of addenda or amendments, its Proposal may be rejected.

5.3 Proposal Submission Requirements

5.3.1 General

The Proponent shall submit its Proposal through OTP at <https://ontariotenders.app.jaggaer.com/esop/nac-host/public/web/login.html>.

The Proponent should contact OTP technical support if it experiences technical difficulties or to seek support about the use of OTP via:

- (a) Email at etenderhelp_CA@jaggaer.com;
- (b) By phone at 866-722-7390; or,
- (c) Accessing website information at https://ontariotenders.app.jaggaer.com/esop/nac-host/public/attach/eTendering_responding_to_tender_guide.pdf.

To be considered in the RFP process, a Proposal must be submitted and received **before** the Closing Date as set out in Section 5.1.1 and on OTP.

The Proponent is strongly encouraged to become familiar with the use of OTP well in advance of the Closing Date.

The Proponent will not be able to submit a Proposal after the Closing Date, as OTP will close the access to the RFP on the Closing Date.

A Proposal sent by, email, facsimile, mail and/or any other means other than stated in this RFP shall **not** be considered. Notwithstanding anything to the contrary contained in any applicable statute relating to electronic documents transactions, including the *Electronic Commerce Act, 2000, S.O. 2000, c. 17*, any notice, submission, statement, or other instrument provided in respect of the RFP may not be validly delivered by way of electronic communication, unless otherwise provided for in this RFP.

5.3.2 Proposal in English

All Proposal submissions are to be in English only. Any Proposal received by OECM that is not entirely in the English language may be disqualified.

5.3.3 Proposal Submission Requirements

The Proponent is solely responsible for submitting its Proposal on OTP prior to the Closing Date.

The Proposal should be submitted in accordance with the instructions set out on OTP and in this RFP as set out below.

Appendix/Form Title	OTP Envelope	Complete Form within OTP	Complete Appendix and Upload to OTP
Form of Offer	Qualification	√	
Compliance with Form of Master Agreement	Qualification	√	
Appendix D – Consortium Information Form (if applicable)	Qualification	√	
Appendix E – Subcontractor List (if applicable)	Qualification		√
Technical Response	Technical	√	
Appendix H – Proposed Zones Form	Technical		√
Appendix I – Vehicle Inventory List	Technical		√
Appendix C – Commercial Response	Commercial		√

5.3.4 Other Proposal Considerations

In preparing its Proposal, the Proponent should adhere to the following:

- (a) Information contained in any embedded link will not be considered part of a Proposal, and will not be evaluated or scored;
- (b) Completely address, on a point-by-point basis, each Technical Response question in Technical Response. Technical Responses left blank and/or unanswered will receive a score of zero (0). Refer to Section 3.3;
- (c) Information attached as part of the Commercial Envelope in OTP will not be considered as part of the evaluation of Stage II - Technical Response. Refer to Section 3.3; and,
- (d) The Proposal should be complete in all respects. Proposal evaluation and scoring applies only to the information contained in the Proposal, or accepted clarifications as set out in Section 5.3.13 Clarification of Proposals.

5.3.5 Proposal Receipt by OECM

Every Proposal received will be date/time stamped by OTP.

A Proponent should allow sufficient time in the preparation of its Proposal to ensure its Proposal is received **on** or **before** the Closing Date.

5.3.6 Withdrawal of Proposal

A Proponent may withdraw its Proposal by deleting its submission on OTP **before** the Closing Date or at any time throughout the RFP process until the execution of a Master Agreement. To withdraw a Proposal after the Closing Date, the Proponent should send a **Message** to OECM through OTP.

5.3.7 Amendment of Proposal on OTP

A Proponent may amend its Proposal after submission through OTP, but only if the Proposal is amended and resubmitted **before** the Closing Date.

5.3.8 Completeness of Proposal

By submitting a Proposal, the Proponent confirms that all components required to use and/or manage the Services have been identified in its Proposal or will be provided to OECM or its Customers at no

additional cost. Any requirement that may be identified by the Proponent after the Closing Date or subsequent to signing the Master Agreement shall be provided at the Proponent's expense.

5.3.9 Proposals Retained by OECM

All Proposals submitted by the Closing Date shall become the property of OECM and will not be returned to the Proponent.

5.3.10 Acceptance of RFP

By submitting a Proposal, a Proponent agrees to accept the terms and conditions contained in this RFP, and all representations, terms, and conditions contained in its Proposal.

5.3.11 Amendments to RFP

Subject to Section 5.1.1 and Section 5.2.4, OECM shall have the right to amend or supplement this RFP in writing prior to the Closing Date. No other statement, whether written or oral, shall amend this RFP. The Proponent is responsible to ensure it has received all addenda.

5.3.12 Proposals will not be Opened Publicly

The Proponent is advised that there will not be a public opening of this RFP. OECM will open Proposals at a time subsequent to the Closing Date.

5.3.13 Clarification of Proposals

OECM shall have the right at any time after the Closing Date to seek clarification from any Proponent in respect of the Proposal, without contacting any other Proponent.

OECM will exercise this right in a similar manner for all Proponents.

Any clarification sought shall not be an opportunity for the Proponent to either correct errors or to change its Proposal in any substantive manner. Subject to the qualification in this provision, any written information received by OECM from a Proponent in response to a request for clarification from OECM may be considered, if accepted, to form an integral part of the Proposal, at OECM's sole and absolute discretion.

OECM shall not be obliged to seek clarification of any aspect of any Proposal.

5.3.14 Verification of Information

OECM shall have the right, in its sole discretion, to:

- (a) Verify any Proponent's statement or claim made in its Proposal or made subsequently in a clarification, interview, site visit, oral presentation, demonstration, or discussion by whatever means OECM may deem appropriate, including contacting persons in addition to those offered as references, and to reject any Proponent statement or claim, if such statement or claim or its Proposal is patently unwarranted or is questionable, which may result in changes to the scores for the Proponent's Technical Response; and,
- (b) Access the Proponent's premises where any part of the work is to be carried out to confirm Proposal information, quality of processes, and to obtain assurances of viability, provided that, prior to providing such access, the Proponent and OECM shall have agreed on access terms including pre-notification, extent of access, security and confidentiality. OECM and the Proponent shall each bear its own costs in connection with access to each other's premises.

The Proponent shall co-operate in the verification of information and is deemed to consent to OECM verifying such information, including references.

5.3.15 Proposal Acceptance

The lowest price Proposal or any Proposal shall not necessarily be accepted. While price is an evaluation criterion, other evaluation criteria as set out in Part 3 will form a part of the evaluation process.

5.3.16 RFP Incorporated into Proposal

All provisions of this RFP are deemed to be accepted by each Proponent and incorporated into each Proposal.

5.3.17 Exclusivity of Contract

The Master Agreement, if any, with the Preferred Proponent will not be an exclusive agreement for the provision of the described Deliverables.

5.3.18 Substantial Compliance

OECM shall be required to reject Proposals, which are not substantially compliant with this RFP.

5.3.19 No Publicity or Promotion

No Proponent, including the Preferred Proponent, shall make any public announcement or distribute any literature regarding this RFP or otherwise promote itself in connection with this RFP or any arrangement entered into under this RFP without the prior written approval of OECM.

In the event that a Proponent, including the Preferred Proponent, makes a public statement either in the media or otherwise in breach of this requirement, in addition to any other legal remedy it may have in law, in equity or within the context of this RFP, OECM shall be entitled to take all reasonable steps as may be deemed necessary by OECM, including disclosing any information about a Proposal, to provide accurate information and/or to rectify any false impression which may have been created.

5.4 Negotiations, Timelines, Notification and Debriefing

5.4.1 Negotiations with Preferred Proponent

OECM reserves the right to accept or reject any Proposals in whole or in part; to waive irregularities and omissions, if doing so is in the best interests of OECM and its Customers.

The Preferred Proponent shall execute the Master Agreement in the form attached to this RFP with negotiated changes, if any, and satisfy any other applicable conditions of this RFP within twenty (20) days of invitation to enter into negotiations. This provision is solely to the benefit of OECM and may be waived by OECM at its sole discretion.

If the Preferred Proponent and OECM cannot execute the Master Agreement within the allotted twenty (20) days, OECM will, as described in Section 3.7 and 3.8, be at liberty to extend the timeline, request the Preferred Proponent to submit its Best and Final Offer, terminate discussions/negotiations with the Preferred Proponent, or publish one (1) or some of the Suppliers, who have executed Master Agreements within OECM's promotional marketing launch. Other Master Agreements, if successfully negotiated with other Preferred Proponents would be added to OECM's website at a later date.

5.4.2 Failure to Execute a Master Agreement

When the Preferred Proponent successfully reaches an agreement with OECM at the end of the negotiation process in accordance with the evaluation set out in this RFP, the Preferred Proponent will be allotted five (5) Business Days to execute the Master Agreement unless otherwise specified by OECM.

If the Preferred Proponent cannot execute the Master Agreement within the allotted timeframe, OECM may rescind the invitation to execute a Master Agreement or publish one (1) or some of the Suppliers, who have executed Master Agreements within OECM's promotional marketing launch. Other Master Agreements, if successfully negotiated with other Preferred Proponents would be added to OECM's website at a later date.

In accordance with the process rules in this Part 5 – Terms and Conditions of the RFP Process, there will be no legally binding relationship created with any Proponent prior to the execution of a written agreement.

5.4.3 Master Agreement

If a Master Agreement is subsequently negotiated and awarded to a Preferred Proponent as a result of this RFP process:

- (a) Any such Master Agreement will commence upon signature by the duly authorized representatives of OECM and the Preferred Proponent; and,
- (b) May include, but not be limited to, the general Master Agreement terms contained in Appendix B – Form of Master Agreement.

5.4.4 Notification to Other Proponents

Once the Master Agreement is executed, other Proponents will be notified directly in writing and shall be notified by public posting in the same manner that the RFP was originally posted of the outcome of the procurement process and the award of the contract.

5.4.5 Debriefing

Any Proponent may request a debriefing after receipt of a notification of award. All requests must be in writing to OECM and should be made within sixty (60) days of notification of award. The intent of the debriefing information session is to aid the Proponent in presenting a better proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

5.4.6 Bid Dispute Resolution

In the event that the Proponent wishes to review the decision of OECM in respect of any material aspect of the RFP process, and subject to having attended a debriefing, the Proponent shall submit a protest in writing to OECM within ten (10) days from such a debriefing.

Any request that is not timely received will not be considered and the Proponent will be notified in writing.

A protest in writing should include the following:

- (a) A specific identification of the provision and/or procurement procedure that is alleged to have been breached;
- (b) A specific description of each act alleged to have breached the procurement process;
- (c) A precise statement of the relevant facts;
- (d) An identification of the issues to be resolved;
- (e) The Proponent's arguments and supporting documentation; and,
- (f) The Proponent's requested remedy.

For the purpose of a protest, OECM will review and address any protest in a timely and appropriate manner. OECM will engage an independent and impartial third party should the need arise.

5.5 Prohibited Communications, and Confidential Information

5.5.1 Confidential Information of OECM

All correspondence, documentation, and information of any kind provided to any Proponent in connection with or arising out of this RFP or the acceptance of any Proposal:

- (a) Remains the property of OECM and shall be removed from OECM's premises only with the prior written consent of OECM;
- (b) Must be treated as confidential and shall not be disclosed except with the prior written consent of OECM;

- (c) Must not be used for any purpose other than for replying to this RFP and for the fulfillment of any related subsequent agreement; and,
- (d) Must be returned to OECM upon request.

5.5.2 Confidential Information of the Proponent

Except as provided for otherwise in this RFP, or as may be required by Applicable Laws, OECM shall treat the Proposal and any information gathered in any related process as confidential, provided that such obligation shall not include any information that is or becomes generally available to the public other than as a result of disclosure by OECM.

During any part of this RFP process, OECM or any of its representatives or agents shall be under no obligation to execute a confidentiality agreement.

In the event that a Proponent refuses to participate in any required stage of the RFP because OECM has refused to execute any such confidentiality agreement, the Proponent shall receive no points for that particular stage of the evaluation process.

5.5.3 Proponent's Submission

All correspondence, documentation, and information provided in response to or because of this RFP may be reproduced for the purposes of evaluating the Proposal.

If a portion of a Proposal is to be held confidential, such provisions must be clearly identified in the Proposal.

5.5.4 Personal Information

Personal Information shall be treated as follows:

- (a) Submission of information – The Proponent should not submit as part of its Proposal any information related to the qualifications or experience of persons who will be assigned to provide Services unless specifically requested. OECM shall maintain the information for a period of seven (7) years from the time of collection. Should OECM request such information, OECM will treat this information in accordance with the provisions of this section;
- (b) Use – Any personal information as defined in the *Personal Information Protection and Electronic Documents Act, S.C. 2005, c.5* that is requested from a Proponent by OECM shall only be used to select the qualified individuals to undertake the Services and to confirm that the work performed is consistent with these qualifications; and,
- (c) Consent – It is the responsibility of the Proponent to obtain the consent of such individuals prior to providing the information to OECM. OECM will consider that the appropriate consents have been obtained for the disclosure to and use by OECM of the requested information for the purposes described.

5.5.5 Non-Disclosure Agreement

OECM reserves the right to require any Proponent to enter into a non-disclosure agreement satisfactory to OECM.

5.5.6 Freedom of Information and Protection of Privacy Act

The *Freedom of Information and Protection of Privacy Act (Ontario)*, applies to information provided by the Proponent. A Proponent should identify any information in its Proposal, or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by OECM and its Customers. The confidentiality of such information will be maintained by OECM, except as otherwise required by law or by order of a court, tribunal, or the Ontario Privacy Commissioner.

By submitting a Proposal, including any Personal Information requested in this RFP, the Proponent agrees to the use of such information for the evaluation process, for any audit of this procurement process, and for contract management purposes.

5.5.7 Intellectual Property

The Proponent shall not use any intellectual property of OECM or Customers including, but not limited to, logos, registered trademarks, or trade names of OECM or Customers, at any time without the prior written approval of OECM and the respective Customer.

5.6 Reserved Rights and Governing Law of OECM

5.6.1 General

In addition to any other express rights or any other rights, which may be, implied in the circumstances, OECM reserves the right to:

- (a) Make public the names of any or all Proponents;
- (b) Request written clarification or the submission of supplementary written information from any Proponent and incorporate such clarification or supplementary written information, if accepted, into the Proposal, at OECM's discretion, provided that any clarification or submission of supplementary written information shall not be an opportunity for the Proponent to correct errors in its Proposal or to change or enhance the Proposal in any material manner;
- (c) Waive formalities and accept Proposals that substantially comply with the requirements of this RFP, in OECM's sole and absolute discretion;
- (d) Verify with any Proponent or with a third party any information set out in a Proposal;
- (e) Check references other than those provided by Proponents;
- (f) With supporting evidence, disqualify any Proponent on grounds such as:
 - i. Bankruptcy or insolvency;
 - ii. False declarations;
 - iii. Significant or persistent deficiencies in performance of any substantive requirement or obligation under a prior agreement or agreements;
 - iv. Final judgments in respect of serious crimes or other serious offence; or,
 - v. Professional misconduct or acts or omissions that adversely reflect on the commercial integrity of the Proponent;
- (g) Disqualify any Proponent whose Proposal contains misrepresentations or any other inaccurate or misleading information;
- (h) Disqualify any Proponent whose Proposal is determined by OECM to be non-compliant with the requirements of this RFP;
- (i) Disqualify a Proposal based upon the past performance or on inappropriate conduct in a prior procurement process, or where the Proponent has or the principals of a Proponent have previously breached an agreement with OECM, or has otherwise failed to perform such agreement to the reasonable satisfaction of OECM (i.e. has not submitted required reporting and/or cost recovery fees to OECM);
- (j) Disqualify any Proponent, who, in relation to this RFP or the evaluation and selection process, has engaged directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the Supplier.
- (k) Disqualify the Proponent who has been charged or convicted of an offence in respect of an agreement with OECM, or who has, in the opinion of OECM, engaged in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion or collusion, unethical conduct, including lobbying as described above or other forms of deceitfulness, or other inappropriate communications offering gifts to any employees, officers, agents, elected or appointed officials or other representatives of OECM, or where the Proponent reveals a Conflict of Interest or Unfair Advantage in its Proposal or a Conflict of Interest or evidence of any Unfair Advantage is brought to the attention of OECM;

- (l) Disqualify any Proposal of any Proponent who has breached any Applicable Laws or who has engaged in conduct prohibited by this RFP, including where there is any evidence that the Proponent or any of its employees or agents colluded with any other Proponent, its employees or agents in the preparation of the Proposal;
- (m) Make changes, including substantial changes, to this RFP provided that those changes are issued by way of addenda in the manner set out in this RFP;
- (n) Accept or reject a Proposal if only one (1) Proposal is submitted;
- (o) Reject a Subcontractor proposed by a Proponent within a Consortium;
- (p) Select any Proponent other than the Proponent whose Proposal reflects the lowest cost to OECM;
- (q) Cancel this RFP process at any stage and issue a new RFP for the same or similar requirements, including where:
 - i. OECM determines it would be in the best interest of OECM not to award a Master Agreement,
 - ii. the Proposal prices exceed the bid prices received by OECM for Services acquired of a similar nature and previously done work,
 - iii. the Proposal prices exceed the costs OECM or its Customers would incur by doing the work, or most of the work, with its own resources,
 - iv. the Proposal prices exceed the funds available for the Services, or,
 - v. the funding for the acquisition of the proposed Services has been revoked, modified, or has not been approved,

and where OECM cancels this RFP, OECM may do so without providing reasons, and OECM may thereafter issue a new request for proposals, request for qualifications, sole source, or do nothing;
- (r) Discuss with any Proponent different or additional terms to those contained in this RFP or in any Proposal;
- (s) Accept any Proposal in whole or in part;
- (t) If OECM receives a Proposal from a Proponent with Rates that are abnormally lower than the Rates in other Proposals, OECM may verify with the Proponent that the Proponent satisfies the conditions for participation and is capable of fulfilling the Master Agreement; or,
- (u) Reject any or all Proposals in its absolute discretion, including where a Proponent has launched legal proceedings against OECM and/or its Customers or is otherwise engaged in a dispute with OECM and/or its Customers;

and these reserved rights are in addition to any other express rights or any other rights which may be implied in the circumstances and OECM shall not be liable for any expenses, costs, losses or any direct or indirect damages incurred or suffered by any Proponent or any third party resulting from OECM exercising any of its express or implied rights under this RFP.

By submitting a Proposal, the Proponent authorizes the collection by OECM of the information set out under (d) and (e) in the manner contemplated in those subparagraphs.

5.6.2 Rights of OECM – Proponent

In the event that the Preferred Proponent fails or refuses to execute the Master Agreement within allotted time from being notified, OECM may, in its sole discretion:

- (a) Extend the period for concluding the Master Agreement, provided that if substantial progress towards executing the Master Agreement is not achieved within a reasonable period of time from such extension, OECM may, in its sole discretion, terminate the discussions;

- (b) Exclude the Preferred Proponent from further consideration and begin discussions with the next highest scoring Proponent without becoming obligated to offer to negotiate with all Proponents; or,
- (c) Exercise any other applicable right set out in this RFP including, but not limited to, cancelling the RFP and issuing a new RFP for the same or similar Services.

OECM may also cancel this RFP in the event the Preferred Proponent fails to obtain any of the permits, licences, and approvals required pursuant to this RFP.

5.6.3 No Liability

The Proponent agrees that:

- (a) Any action or proceeding relating to this RFP process shall be brought in any court of competent jurisdiction in the Province of Ontario and for that purpose the Proponent irrevocably and unconditionally attorns and submits to the jurisdiction of that Ontario court;
- (b) It irrevocably waives any right to and shall not oppose any Ontario action or proceeding relating to this RFP process on any jurisdictional basis; and,
- (c) It shall not oppose the enforcement against it, in any other jurisdiction, of any judgement or order duly obtained from an Ontario court as contemplated by this RFP.

The Proponent further agrees that if OECM commits a material breach of OECM's obligations pursuant to this RFP, OECM's liability to the Proponent, and the aggregate amount of damages recoverable against OECM for any matter relating to or arising from that material breach, whether based upon an action or claim in contract, warranty, equity, negligence, intended conduct, or otherwise, including any action or claim arising from the acts or omissions, negligent or otherwise, of OECM, shall be no greater than the Proposal preparation costs that the Proponent seeking damages from OECM can demonstrate. In no event shall OECM be liable to the Proponent for any breach of OECM's obligations pursuant to this RFP, which does not constitute a material breach thereof. The Proponent acknowledges and agrees that the provisions of the *Broader Public Sector Accountability Act, 2010* shall apply notwithstanding anything contained herein.

5.6.4 Assignment

The Proponent shall not assign any of its rights or obligations hereunder during this RFP process without the prior written consent of OECM. Any act in derogation of the foregoing shall be null and void.

5.6.5 Entire RFP

This RFP and all Appendices form an integral part of this RFP.

5.6.6 Priority of Documents

In the event of any inconsistencies between the terms, conditions, and provisions of the main part of the RFP and the Appendices, the RFP shall prevail over the Appendices during this RFP process.

5.6.7 Disqualification for Misrepresentation

OECM may disqualify the Proponent or rescind a Master Agreement subsequently entered if the Proponent's Proposal contains misrepresentations or any other inaccurate, misleading or incomplete information.

5.6.8 References and Past Performance

The evaluation may include information provided by the Proponent's references and may also consider the Proponent's past performance with OECM and/or its Customers.

5.6.9 Cancellation

OECM may cancel or amend the RFP process without liability at any time.

5.6.10 Competition Act

Under Canadian law, a Proposal must be prepared without conspiracy, collusion, or fraud. For more information, refer to the Competition Bureau website at <http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/home>, and in particular, part VI of the *Competition Act*, R.S.C. 1985, c. C-34.

5.6.11 Trade Agreements

The Proponent should note that procurements coming within the scope of either Chapter 5 of the Canadian Free Trade Agreement, Chapter 19 of the Comprehensive Economic and Trade Agreement ("CETA") or within the scope of the Trade and Cooperation Agreement between Quebec and Ontario are subject to such agreements, although the rights and obligations of the parties shall be governed by the specific terms of this RFP.

For more information, refer to the following:

- (a) Canadian Free Trade Agreement website at <https://www.cfta-alec.ca/>;
- (b) Trade and Cooperation Agreement between Quebec and Ontario at <https://www.cfta-alec.ca/wp-content/uploads/2017/07/OQTC-Consolidated-Jan-24-2017.pdf>; and,
- (c) Comprehensive Economic and Trade Agreement at <http://www.international.gc.ca/gac-amc/campaign-campagne/ceta-aecg/index.aspx?lang=eng>.

5.6.12 Governing Law

The terms and conditions in this Part 5:

- (a) Are included for greater certainty and are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision);
- (b) Are non-exhaustive (and shall not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations); and,
- (c) Are to be governed by and construed in accordance with the laws of the province or territory within which the Customer is located and the federal laws of Canada applicable therein.

[End of Part 5]

APPENDIX A – DEFINITIONS

Definitions

Unless otherwise specified in this RFP, capitalized words and phrases have the meaning set out in Appendix B – Form of Master Agreement attached to this RFP.

“Applicable Law” means any common law requirement and all applicable and enforceable statutes, regulations, directives, policies, administrative interpretations, orders, by-laws, rules, guidelines, approvals and other legal requirements of any government and/or regulatory authority in effect from time to time;

“Best and Final Offer” or **“BAFO”** means a process during the negotiation stage in which a Preferred Proponent may be invited by OECM to submit a best and final offer on a process or section of the RFP to improve on their original Proposal submission. BAFO cannot be requested by a Proponent;

“Broader Public Sector” or **“BPS”** means:

- (a) Select classified, non-classified and hydro entities (referred to as Other Included Entities in the Management Board of Cabinet Procurement Directive);
- (b) The Legislative Assembly;
- (c) Every municipality in Ontario as defined in the *Municipal Affairs Act and the Municipal Act*;
- (d) Every regional municipality in Ontario as defined in the *Regional Municipalities Act*;
- (e) The District Municipality of Muskoka as described in the *District Municipality of Muskoka Act*;
- (f) Every local board in Ontario as defined in the *Municipal Affairs Act and the Municipal Act*;
- (g) Every university in Ontario;
- (h) Every college of applied art and technology in Ontario;
- (i) Every post-secondary institution in Ontario, the enrollments of which are used to calculate annual operating grant entitlement;
- (j) Every school board in Ontario as defined in the *Education Act*;
- (k) Every hospital listed in the Schedule to the Classification of Hospitals Regulations made under the *Public Hospitals Act*; and,
- (l) Every private hospital operated under the authority of a licence issued under the *Private Hospitals Act* including:
 - i. Community Health Centres; and,
 - ii. Community Care Access Locations;

See <https://www.ontario.ca/page/broader-public-sector-accountability>;

“Business Day” or **“Day”** means Monday to Friday between the hours of 8:00 a.m. to 5:00 p.m., except when such a day is a public holiday, as defined in the *Employment Standards Act* (Ontario), or as otherwise agreed to by the parties in writing;

“Closing Date” means the Proposal submission date and time as set out in OTP and in Section 5.1.1 and may be amended from time to time in accordance with the terms of this RFP;

“Commercial Envelope” means an area in OTP where the Proponent would upload its completed Commercial Response;

“Commercial Response” means the Rates the Proponent uploads to OTP within Appendix C – Commercial Response as part of the Commercial Envelope;

“Confidential Information” means confidential information of OECCM and/or any Customer (other than confidential information which is disclosed to the Preferred Proponent in the normal course of the RFP) where the confidential information is relevant to the Deliverables required by the RFP, its pricing or the RFP evaluation process, and includes all information concerning the business or affairs of the party or its directors, governors, trustees, officers or employees that is of a confidential nature, which information if in written or other tangible form, is clearly designated as confidential, or if disclosed orally, is designated as confidential in a written memorandum delivered by the disclosing party promptly following such disclosure. For the purposes of greater certainty, Confidential Information shall:

- (a) Include: (i) all new information derived at any time from any such Confidential Information whether created by OECCM, the Customer, the Proponent or any third-party; (ii) all information (including Personal Information) that OECCM or the Customer is obliged, or has the discretion, not to disclose under provincial or federal legislation; and, (iii) pricing under this RFP;
- (b) not include information that: (i) is or becomes generally available to the public without fault or breach on the part of the disclosing party of any duty of confidentiality owed by it hereunder; (ii) the disclosing party can demonstrate to have been rightfully obtained it, without any obligation of confidence, from a third-party who had the right to transfer or disclose it to the disclosing party free of any obligation of confidence; (iii) the disclosing party can demonstrate to have been rightfully known to or in the possession of it at the time of disclosure, free of any obligation of confidence when disclosed; or (iv) is independently developed by the disclosing party; but the exclusions in this subparagraph shall in no way limit the meaning of Personal Information or the obligations attaching thereto under the Contract or at law;

“Conflict of Interest” includes, but is not limited to, any situation or circumstance where:

- (a) in relation to the RFP process, the Proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including, but not limited to (i) having or having access to information in the preparation of its Proposal that is confidential to OECCM and not available to other respondents; (ii) communicating with any person with a view to influencing preferred treatment in the RFP process; or (iii) engaging in conduct that compromises or could reasonably be seen to compromise the integrity of the open and competitive RFP process and render that process non-competitive and unfair; or,
- (b) in relation to the performance of its contractual obligations in an OECCM contract, the Proponent's other commitments, relationships or financial interests (i) could or could reasonably be seen to exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement; or (ii) could or could reasonably be seen to compromise, impair or be incompatible with the effective performance of its contractual obligations;

“Consortium” means when more than one (1) business entities (i.e. Consortium members) agree to work together and submit one (1) Proposal to satisfy the requirements of the RFP. One (1) of the Consortium members shall identify itself as the Proponent and assume full responsibility and liability for the work and actions of all Consortium members;

“Cost Recovery Fee” or **“CRF”** means a fee, which contributes to the recovery of OECCM's operating costs as a not-for-profit/non share capital corporation, which is based on the before tax amount invoiced by the Supplier to Customers for Deliverables acquired through OECCM's competitively sourced agreements. Once Customer-Supplier Agreements have been executed, this fee is remitted by the Supplier to OECCM on a quarterly basis;

“Customer” means an organization such as educational entities (e.g. school boards or authorities, Provincial and Demonstration Schools Branch with the Ontario Ministry of Education, colleges, and universities, and may also include Private Schools and Private Career Colleges), Crown corporations, First Nations federal agencies, health and social service entities, municipalities, not-for-profit organizations, provincially funded organizations (“PFO”), shared service organizations, utilities and local boards, any other Ontario Public Sector and Broader Public Sector agencies, boards or commissions or similar entities not mentioned here;

“Customer-Supplier Agreement” or **“CSA”** means a schedule attached to the Master Agreement, which is executed between Customers and a Supplier for the provision of the Deliverables in the RFP;

“Deadhead Mileage” refers to the distance when a vehicle operates without transporting passengers resulting from proximity of Supplier's vehicle depot to pick up and /or drop off locations, one-way trips or replacement vehicles.

“Deliverable” means all Services to be provided or performed by the Supplier, under the Master Agreement, and includes everything that is necessary to be supplied, provided or delivered by the Supplier within scope of the resulting Master Agreement;

“Eligible Proposal” means a Proposal that meets or exceeds the prescribed requirement, proceeding to the next stage of evaluation;

“Government Subsidized Proponent” means a Proponent who receives financial aid or support from government;

“Government Subsidized Supplier” means a Supplier who receives financial aid or support from government;

“Master Agreement” or **“Agreement”** means the agreement to be made between the Preferred Proponent and OECCM based on the template attached as Appendix B – Form of Master Agreement with negotiated changes, together with all schedules and appendices attached thereto and all other documents incorporated by reference therein, as amended from time to time by agreement between OECCM and the Supplier;

“OECCM” means the Ontario Education Collaborative Marketplace;

“OECCM’s Deadline for Issuing Final Addenda” means the date and time as set out in Section 5.1.1 of this RFP and may be amended from time to time in accordance with the terms of this RFP;

“Ontario Tenders Portal” or **“OTP”** means the electronic tendering platform <https://ontariotenders.app.jaggaer.com/esop/nac-host/public/web/login.html> through which a Proponent’s Proposal must be submitted by the Closing Date;

“Pandemic” describes any disease that causes outbreaks of an illness over a wide geographic area and affects an exceptionally high proportion of the population;

“PFO” means a provincially funded organization;

“Personal Information” has the same definition as in subsection 2(1) of FIPPA and in subsection 2(1) of MFIPPA, that is, recorded information about an identifiable individual or that may identify an individual and includes all such information obtained by the Proponent from OECCM or the Customer or created by the Proponent pursuant to the RFP;

“Personal Protective Equipment” or **“PPE”** means any protective clothing (i.e. gloves, goggles, or other garments), protective shields/ guards or equipment designed to protect a person from injury or infection.

“Pick-up Rights” refers to the public vehicle operating licence that Ontario Highway Transportation Board (OHTB) issues in accordance with the *Motor Vehicle Transport Act* and/or the *Public Vehicles Act*;

“Preferred Proponent” means the Proponent that is invited into negotiations in accordance with the evaluation process set out in this RFP;

“Project Advisory Committee” or **“PAC”** means the individuals providing input into the development of this RFP, and may also evaluate Proposals received in response to this RFP;

“Proponent” means an entity that submits a Proposal in response to this RFP and, as the context suggest, refers to a potential Proponent;

“Proposal” means all documentation and information submitted by a Proponent in response to the RFP;

“Purchasing Card” or **“P-Card”** means the corporate charge cards used by the Customer, as may be changed from time to time;

“Rates” means the maximum prices, in Canadian funds, for the Services as set out in the Proponent’s submitted Appendix C - Commercial Response;

“Request for Proposals” or **“RFP”** means this Request for Proposals # 2021-374 issued by OECCM, including all appendices and addenda thereto;

“Optional Second Stage Selection Process” or **“Optional Second Stage”** means a request from one (1) or more Suppliers via a Second Stage tool (e.g. Request for Services (“RFS”), Quick Quote (“QQ”), or Customer’s process (e.g. directly or via an online e.tendering platform) from a Customer or from OECCM on behalf of a Customer, seeking Rates and relevant Services specific to a Customer’s organization;

“Service” means all Services to be provided or performed by the Supplier, under the Master Agreement, and includes everything that is necessary to be supplied, provided or delivered by the Supplier;

“Subcontractor” includes the Supplier’s subcontractors or third-party providers or their respective directors, officers, agents, employees or independent contractors, who shall fall within the meaning of Supplier for the purposes of the Master Agreement as mutually agreed upon by the Customer;

“Supplier” means a Preferred Proponent who has fully executed a Master Agreement with OECM and has assumed full liability and responsibility for the provision of Deliverables pursuant to the Master Agreement either as a single Supplier or a lead Supplier engaging other suppliers or Subcontractors;

“Technical Envelope” means an area in OTP where the Proponent would complete Technical Response;

“Technical Response” means the information, which will be evaluated and scored, the Proponent submits within OTP as part of the Technical Envelope;

“Term” has the meaning set out in Section 4.1 of this RFP;

“Unfair Advantage” means any conduct, direct or indirect, by a Proponent that may result in gaining an unfair advantage over other Proponents, including, but not limited to (i) possessing, or having access to, information in the preparation of its Proposal that is confidential to OECM and which is not available to other Proponents, (ii) communicating with any person with a view to influencing, or being conferred preferred treatment in, the RFP process, or (iii) engaging in conduct that compromises or could be seen to compromise the integrity of the RFP process and result in any unfairness; and,

“Zone” means the OECM geographical boundaries within the Province of Ontario as identified in Appendix F – OECM Geographical Zones and Appendix G OECM School Board, College, and University Customers in Ontario.

APPENDIX B – FORM OF MASTER AGREEMENT

This appendix is posted as a separate PDF document.

APPENDIX C – COMMERCIAL RESPONSE

The Proponent should complete this appendix, posted as a separate Microsoft Excel document, and upload it into OTP.

APPENDIX D – CONSORTIUM INFORMATION FORM

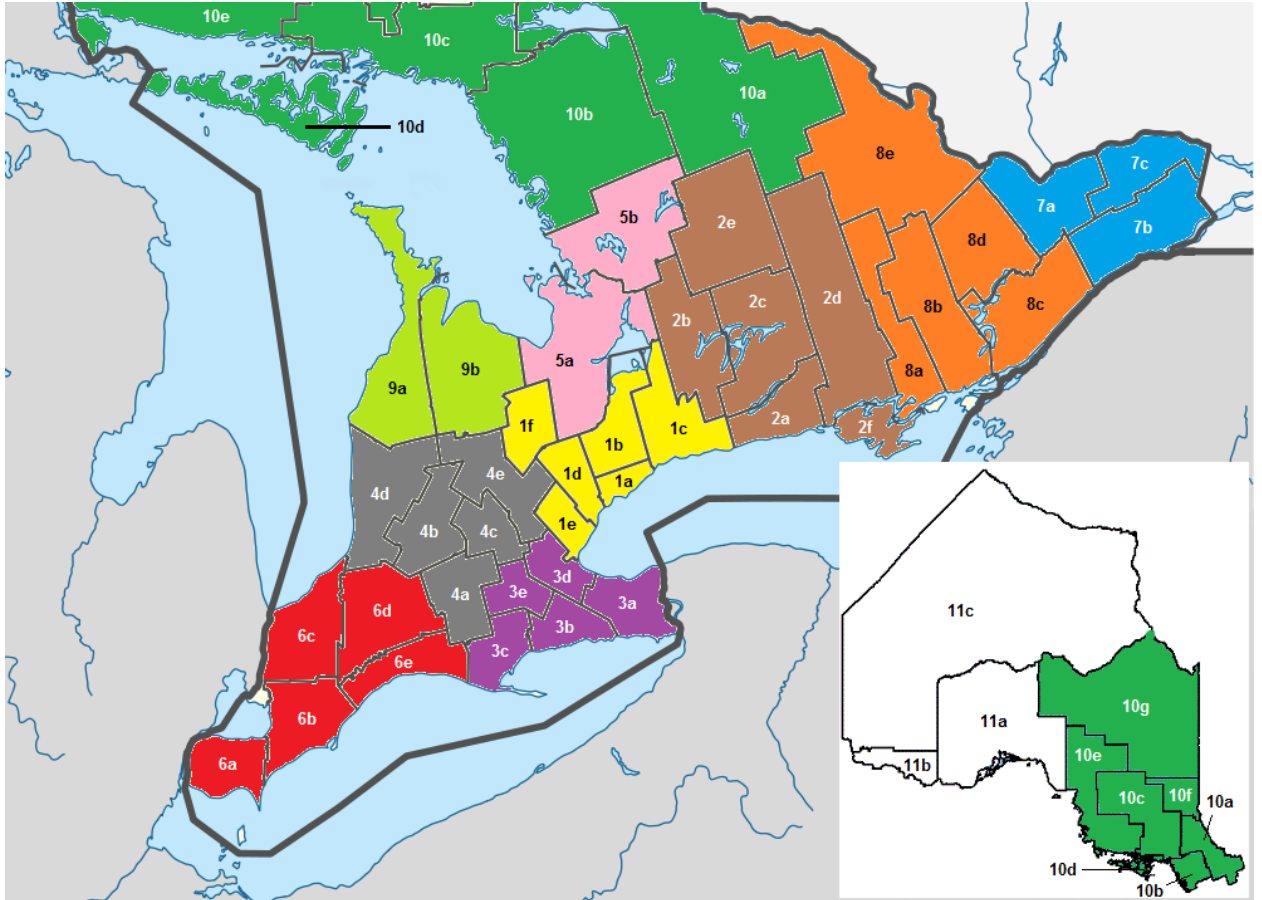
Appendix D – Consortium Information Form, contained in OTP, must be completed within OTP
(if applicable)

APPENDIX E – SUBCONTRACTOR LIST

Appendix E – Subcontractor List attached as a separate document must be completed and uploaded to OTP.
(if applicable)

APPENDIX F – OECM GEOGRAPHICAL ZONES

Customers in the Province of Ontario supported by OECM agreements are located in one (1) or more of the following eleven (11) geographical Zones. Also reference Appendix G of the RFP for more details.



APPENDIX G – OECM SCHOOL BOARD, COLLEGE AND UNIVERSITY CUSTOMERS IN ONTARIO

School Boards, Colleges, and Universities are set out below in each applicable Zone. Refer to Appendix F in the RFP for more information. Other public Customers who may also use the resulting Agreement from this RFP are not included in this list.

Zone #	Sub Zone #	School Board	College	University
1	Toronto - 1a	Conseil Scolaire Viamonde	Centennial College CAAT	Ontario College of Art & Design University
	York - 1b	Conseil Scolaire Catholique MonAvenir	Durham CAAT	Ryerson University
	Durham - 1c	Dufferin-Peel CDSB	George Brown College of Applied Arts & Technology	University of Ontario Institute of Technology
	Peel - 1d	Durham CDSB	Humber College Institute of Technology & Advanced Learning	University of Toronto
	Halton - 1e	Durham DSB	Seneca CAAT	York University
	Dufferin - 1f	Halton CDSB	Sheridan Institute of Technology and Advanced Learning	
		Halton DSB		
Peel DSB				
Toronto CDSB				
Toronto DSB				
	York CDSB			
	York Region DSB			
2	Northumberland - 2a	Hastings and Prince Edward DSB	Loyalist CAAT	Trent University
	Kawartha Lakes - 2b	Kawartha Pine Ridge DSB	Sir Sandford Fleming College	
	Peterborough - 2c	Peterborough Victoria Northumberland and Clarington CDSB		
	Hastings - 2d	Trillium Lakelands DSB		
	Haliburton - 2e	Trillium Lakelands DSB		
Prince Edward - 2f	Trillium Lakelands DSB			
3	Niagara - 3a	Brant Haldimand Norfolk CDSB	Mohawk CAAT	Brock University
	Haldimand - 3b	DSB of Niagara	Niagara CAAT	McMaster University
	Norfolk - 3c	Grand Erie DSB		
	Hamilton - 3d	Hamilton-Wentworth CDSB		
	Brant - 3e	Hamilton-Wentworth DSB Niagara CDSB		
4	Oxford - 4a	Avon Maitland DSB	Conestoga College	University of Guelph University of Waterloo Wilfrid Laurier University
	Perth - 4b	Huron-Perth CDSB		
	Waterloo - 4c	Upper Grand DSB		
	Huron - 4d	Waterloo CDSB		
	Wellington - 4e	Waterloo Region DSB		

Zone #	Sub Zone #	School Board	College	University
		Wellington CDSB		
5	Simcoe - 5a Muskoka - 5b	Simcoe County DSB Simcoe Muskoka CDSB	Georgian CAAT	
6	Essex - 6a Chatham-Kent - 6b Lambton - 6c Middlesex - 6d Elgin - 6e	Conseil scolaire catholique Providence Greater Essex County DSB Lambton Kent DSB London District Catholic School Board St. Clair CDSB Thames Valley DSB Windsor-Essex CDSB	Fanshawe CAAT Lambton CAAT St. Clair CAAT	University of Western Ontario University of Windsor
7	Ottawa - 7a Stormont, Dundas & Glengarry - 7b Prescott & Russell - 7c	CSD catholique du Centre-Est de l'Ontario CSD des écoles publiques de l'Est de l'Ontario CSD Catholique de l'Est Ontarien Ottawa CDSB Ottawa-Carleton DSB	The Algonquin CAAT La Cité collégiale	Carleton University Dominican College Of Philosophy & Theology University of Ottawa
8	Lennox & Addington - 8a Frontenac - 8b Leeds & Grenville - 8c Lanark - 8d Renfrew - 8e	Algonquin and Lakeshore CDSB CDSB of Eastern Ontario Limestone DSB Renfrew County CDSB Renfrew County DSB Upper Canada DSB	St. Lawrence CAAT	Queen's University Royal Military College of Canada
9	Bruce - 9a Grey - 9b	Bluewater DSB Bruce-Grey CDSB		
10	Nipissing - 10a Parry Sound - 10b Sudbury - 10c Manitoulin - 10d Algoma - 10e Timiskaming - 10f Cochrane - 10g	Algoma DSB CSD Catholique des Grandes Rivières CSD Catholique du Nouvel-Ontario CSD Catholique Franco-Nord CSD du Grand Nord de l'Ontario CSD du Nord-Est de l'Ontario DSB Ontario North East Huron-Superior CDSB Near North DSB Nipissing-Parry Sound CDSB	Cambrian CAAT Canadore CAAT Collège Boréal Northern CAAT Sault College	Algoma University Laurentian University Nipissing University

Zone #	Sub Zone #	School Board	College	University
		Northeastern CDSB Rainbow DSB Sudbury CDSB		
11	Thunder Bay - 11a Rainy River - 11b Kenora - 11c	CSD Catholique des Aurores Boréales Keewatin-Patricia DSB Kenora CDSB Lakehead DSB Northwest CDSB Rainy River DSB Superior North CDSB Superior-Greenstone DSB Thunder Bay CDSB	Confederation CAAT	Lakehead University Northern Ontario School of Medicine

Note: DSB means District School Board, CDSB means Catholic District School Board, and CAAT means College of Applied Arts and Technology.

APPENDIX H – PROPOSED ZONES FORM

Appendix H – Proposed Zones Form attached as a separate document **must** be completed and **uploaded to OTP**.

APPENDIX I – VEHICLE INVENTORY LIST

Appendix I – Vehicle Inventory List attached as a separate document should be completed and **uploaded to OTP.**

APPENDIX J – REPORTING REQUIREMENTS

Once CSAs have been executed, the Supplier must provide the following reports to OEM for the Term. Reports shall be submitted via email in Microsoft Excel format according to the frequency set out below.

Supplier Reporting Requirements		
Reports	Frequency	Due Date
<u>Integrated Reports</u>		
1. Sales Report including but not limited to: (a) Customer’s name; (b) Invoice number and date; (c) Service Category provided; (d) Resource description; (e) Rate; (f) Total Rate per Resource/hour or km; (g) Savings (i.e. list Master Agreement Rate and the Rate invoiced to the Customer); and, (h) Cost Recovery Fees.	Monthly	8 th Business Day
2. Customer-Supplier Agreement Status Report including, but not limited to: (a) The number of executed Customer-Supplier Agreements; and, (b) The number of Customer-Supplier Agreements pending execution.		
3. Second Stage Selection Process Report including, but not limited to: (a) Customer’s name; (b) Reference number; (c) Number of requests received and submitted; (d) Resource requirement (e.g. vehicle type, trip distance (km)); (e) Resulting savings; and, (f) Status (e.g. complete, due date to return to Customer).		
<u>Other Reports:</u>		
1. Key Performance Indicators (“KPIs”) Report – As set out in Schedule 1 Appendix C – Performance Management Scorecard.	Quarterly (calendar)	8 th Business Day following each quarter
2. Performance results specific to Customer’s KPIs as set out in Schedule 2 Appendix D – Performance Management.		
Specific Customer Reports – As requested (e.g. spend, back order, delivery)	As requested	As requested
OECM Ad Hoc Reports – As requested and mutually agreed upon	As requested	As requested

Final reporting requirements will be determined during negotiations.

APPENDIX K – PERFORMANCE MANAGEMENT SCORECARD

Master Agreement performance means that the Supplier aligns with OECM's three (3) pillars of Savings, Choice and Service, supporting the growth of the Master Agreement among Customers, and providing quality Services at competitive Rates.

Supplier performance means that the Supplier meets or exceeds the performance requirements described below or as mutually agreed upon during negotiations and adheres to all the other contractual requirements.

To ensure Master Agreement requirements are met, the Supplier's performance will be measured and tracked by OECM to ensure:

- (a) On-time delivery of high-quality Services at the Master Agreement Rates or lower;
- (b) Customer satisfaction;
- (c) On-time Master Agreement activity reporting to OECM;
- (d) On-time Cost Recovery Fee remittance; and,
- (e) Continuous improvement.

Reporting, as described in Appendix J – Reporting Requirements is mandatory for the Supplier to submit as they provide evidence and justification of adherence to the Master Agreement. Through consolidation of reporting information, OECM provides Customers a thorough understanding of the Master Agreement aiding the adoption of the Master Agreement.

By providing the reports, OECM is able to analyze and maintain the integrity of the Master Agreement and ensure that our core principles of Savings, Choice and Service are communicated to the Customer community.

Failure to provide accurate reports by the deadline may be deemed as poor performance and will reflect on the Suppliers Performance Management Scorecard.

During the Term, the Supplier shall collect and report the agreed upon performance measures as requested by OECM. The Performance Management Scorecard and other performance indicators will be used to measure the Supplier's performance throughout the Term, ensuring Customers receive Services deemed acceptable and delivered on time. The Supplier's performance score will be considered when OECM contemplates Master Agreement decisions such as:

- (a) The approval or rejection, in whole or in part, of the Supplier's Rate refresh requests;
- (b) The approval or rejection of the Supplier's request to add other related Services to the Master Agreement;
- (c) Master Agreement extensions; and,
- (d) Master Agreement termination.

The Supplier shall maintain accurate records to facilitate the required performance management reporting requirements.

The key performance indicators ("KPIs") include but are not limited to the following:

Supplier Provided Customer Performance Measures			
Key Performance Indicator	Performance Measurement	Performance Goal	Penalties
Timeliness of Resources	Driver arrival at trip origin	98% of the time	As per Customer's requirements

Supplier Provided Customer Performance Measures			
Key Performance Indicator	Performance Measurement	Performance Goal	Penalties
Reliable Resources	Number of cancellations by Supplier on confirmed booking per Quarter	Less than 2%	
Passenger Safety	Number of roadside breakdowns per Quarter	Less than 2%	

OECM Evaluation of Supplier's Performance			
Key Performance Indicator	Performance Measurement	Performance Goal	Penalties
Invoice Accuracy	Number of Accurate invoices per Quarter	98% of the time	To be Negotiated
Fully Completed Integrated Reporting Template Remittance	On time	98% of the time	
Cost Recovery Fee Payment Remittance	Day of	98% of the time	
Response Time to OECM Inquiries	One (1) business day	98% of the time	

During the business review meetings, OECM will review the KPIs and Supplier Recognition Program results with the Supplier.

Other KPIs, and penalties, as mutually agreed upon between the Supplier and OECM, may be added during the Term.

A Customer may, when executing a CSA, seek other KPIs.

APPENDIX L – CODE OF CONDUCT

The Supplier will take every measure to comply with OECEM's Supplier Code of Conduct ("SCC") principles set out below and to adopt behaviours and practices that are in alignment with these principles or those of OECEM's Customers as mutually agreed upon between the Customer and Supplier. OECEM's core values are in alignment with and entrenched within the key principles of the SCC. The SCC applies to the Supplier's owners, employees, agents, partners and subcontractors who provide Services to OECEM and/or Customers.

The Supplier will manage their operations according to the most stringent standards of ethical business, integrity and equity. The Supplier must therefore:

- (a) Refrain from engaging in any form of non-competitive or corrupt practice, including collusion, unethical bidding practices, extortion, bribery and fraud;
- (b) Ensure that responsible business practices are used, including ensuring that business continuity and disaster recovery plans are developed, maintained and tested in accordance with applicable regulatory, contractual and service level requirements, and that healthy and safe workplaces that comply with relevant health and safety laws are provided;
- (c) Ensure the protection of the confidential and personal information they receive from OECEM, and only use this information as part of their business relations with OECEM;
- (d) Comply with intellectual property rights relating to the Services provided to OECEM and its Customers;
- (e) Never place an OECEM employee in a situation that could compromise his/her ethical behaviour or integrity or create a conflict of interest;
- (f) Divulge all actual and potential conflicts of interest to OECEM; and,
- (g) Disclose to OECEM any behaviour deemed unethical on the part of an OECEM employee.

Also, the Supplier shall:

- (a) Comply with all foreign and domestic applicable federal/provincial/municipal laws and regulations including, but not limited to the environment, health and safety, labour and employment, human rights and Product safety and anti-corruption laws, trade agreements, conventions, standards, and guidelines, where the Services are provided to OECEM Customers. Fair competition is to be practised in accordance with applicable laws. All business activities and commercial decisions that restrict competition or may be deemed to be uncompetitive are to be avoided;
- (b) Not try to gain improper advantage or engage in preferential treatment with OECEM employees and Customers. The Supplier must avoid situations that may adversely influence their business relationship with OECEM or can be directly or indirectly perceived as a conflict of interest and interfere with the provision of the Services to OECEM or its Customers. The Supplier must disclose any actual or potential conflicts of interest promptly to OECEM;
- (c) Never offer to OECEM staff bribes, payments, gifts of entertainment or any type of transactions, inducements, services, discounts and/or benefits that may compromise or appear to compromise an OECEM's employees' ability to make business decisions in the best interest of OECEM and its Customers. If a Supplier is unsure whether a gift or entertainment offer to an OECEM employee complies with OECEM's SCC, the Supplier should consult with the intended recipient's manager;
- (d) Not engage in any improper conduct to gain influence or competitive advantage especially that which would put OECEM or its Customers at risk of violating anti-bribery and/or anti-corruption laws. The Supplier must ensure that the requirements of all these applicable laws are met, and not engage in any form of corrupt practices including extortion, fraud or bribery;
- (e) Ensure that any outsourcing and/or subcontracting used to fulfill Services are identified and approved by the Customer and monitored to ensure compliancy with contractual obligations and adherence to OECEM's SCC. Supplier's employees, subcontractors and other service providers must adhere to the requirements of the SCC, which must be made available as necessary. The Supplier must also ensure that its subcontractors and other service providers are paid properly and promptly to avoid any disruption in the provision of Services by the Supplier to OECEM or its Customers;

- (f) Maintain workplace professionalism and respect for the dignity of all employees, Customers, and individuals. The Supplier must never exercise, tolerate or condone harassment, discrimination, violence, retaliation and any other inappropriate behaviour;
- (g) Abide by applicable employment standards, labour, non-discrimination and human rights legislation. Where laws do not prohibit discrimination, or where they allow for differential treatment, the expectation of the Supplier is to be committed to non-discrimination principles and not to operate in an unfair manner. The Supplier must be able to demonstrate that their workplaces operate under the following principles:
 - i. Child labour is not accepted;
 - ii. Discrimination and harassment are prohibited, including discrimination or harassment based on any characteristic protected by law;
 - iii. Employees are free to raise concerns and speak up without fear of reprisal;
 - iv. Appropriate and reasonable background screenings, including investigations for prior criminal activity, have been completed to ensure integrity and character of the Supplier's employees; and,
 - v. Clear and uniformly applied employment standards are used that meet or exceed legal and regulatory requirements;
- (h) Provide healthy and safe workplaces for their employees. These workplaces must comply with applicable health and safety laws, statutes and regulations to ensure a safe and healthy work environment. Employers must also ensure that their employees are properly trained and that they have easy access to information and instructions pertaining to health and safety practices; and,
- (i) Give high priority to environmental issues and implement initiatives to foster sound environmental management through practices that prevent pollution and preserve resources. The Supplier must conduct business in an environmentally responsible and sustainable manner. The Supplier must comply with all applicable environmental laws, statutes and regulations, including, but not limited to, waste disposal (proper handling of toxic and hazardous waste), air emissions and pollution, to ensure that they meet all legal requirements and strive to prevent or mitigate adverse effects on the environment with a long-term objective of continual improvement.

The Supplier is expected to:

- (a) Abide by OECM's SCC;
- (b) Report violations of the SCC or identify any Customer requests that might constitute violations; and,
- (c) Cooperate and collaborate with OECM and bring about the resolution of SCC compliance issues.

Compliance with SCC principles is a criterion that is taken into consideration in OECM's supplier selection process and ongoing performance and relationship management.

The practices adopted by the Supplier must be verifiable. Such verification may be conducted by way of a Supplier's self-evaluation and/or an audit completed by OECM at its discretion. The Supplier must provide, upon request, OECM with documents attesting to their compliance with the SCC.

In addition, OECM may elect to visit the Suppliers' facilities if OECM so chooses. Appropriate notice will be provided to the Supplier. Whenever a situation of non-compliance is identified, OECM will endeavor to work with the Supplier in order to develop a corrective plan to resolve the non-compliant issues in a timely manner.

Failure to comply with OECM's SCC may result in termination of this Master Agreement.

For more information, visit OECM's website at <https://oecm.ca/oecm-advantage/our-Supplier-partners/Supplier-code-of-conduct>.