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CUSTODIAL AND JANITORIAL SUPPLIES, EQUIPMENT, AND RELATED SERVICES

REQUEST FOR PROPOSALS NUMBER #2023-421

Request for Proposals Issued On: July 26, 2023

Proponent's Information & OTP Demonstration Session: 2:00 pm on August 10, 2023

Proponent's Deadline to Submit Round One (1) Questions: 5:00 pm on August 11, 2023

Proponent's Deadline to Submit Round Two (2) Questions: 5:00 pm on August 30, 2023

Proponent's Deadline to Submit Questions Related to

Addenda & Question and Answer Documents: 5:00 pm on September 12, 2023

Closing Date: 2:00:00 pm on October 5, 2023, 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 Custodial and Janitorial Supplies, Equipment, and Related Services as described in Part 2 – The Deliverables and Part 4 – Master Agreement Structure and Management.

OECM intends to award one (1) or more Master Agreements, with an initial Term of the Master Agreement (“Term”) of four (4) years with an option in favour of OECM to extend the Term on the same terms and conditions for up to an additional four (4) year term and a subsequent two (2) year term.

Refer to the details contained within Part 2 and Part 4 of the RFP for a full description of the requirements.

This RFP is issued by OECM.

1.1 Objective of this RFP

The objective of this RFP includes, but is not limited to:

- (a) Provide OECM Customers the ability to purchase Products and/or Related Services to satisfy their requirements;
- (b) Obtain quality products and services at the best overall value;
- (c) Provide innovative products and solutions that will assist Customers with labour shortages;
- (d) Provide a reduction of inventory investment within the respective Customer facilities;
- (e) Reduce back-orders;
- (f) Ensure timely deliveries at the lowest cost to the Customer and the Supplier; and,
- (g) Provide a strong cooperative and proactive relationship with the Supplier.

1.2 OEM and Reseller/Distributor Status

The Proponent must be an OEM or an authorized reseller/distributor for proposed OEM Products and/or Related Services.

During the Term, if the Supplier is a reseller/distributor, it must maintain OEM authorized reseller/distributor status and provide proof of its status upon OECM's request. The Supplier must advise OECM of any changes to its reseller/distributor status within thirty (30) days of such change.

1.3 Project Background and Historical Spend

OECM issued a Request for Proposal - Custodial Supplies and Equipment RFP #2017-297 in December 2017 and awarded eight (8) suppliers, across five (5) zones that expire on June 14, 2024.

There are presently one hundred and ninety-six (196) unique Customers using these existing OECM Custodial Supplies and Equipment 2017-297 agreements:

- (a) Forty-nine (49) School Boards;
- (b) Thirteen (13) Colleges;
- (c) Twelve (12) Universities; and,
- (d) One hundred and twenty-two (122) other organizations.

Approximate purchases through these existing agreements from June 1, 2018, to March 31, 2023, are approximately One hundred and forty-one million, six hundred and two thousand (\$ 141,602,000) dollars.

Customers using OECM's current agreement are not, in any way, obligated to participate in any Master Agreement resulting from this RFP.

This RFP is the third-generation project for Custodial and Janitorial Supplies, Equipment, and Related Services.

1.4 Project Advisory Committee

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

- (a) Brock University;
- (b) City of Guelph;
- (c) Humber Institute of Technology and Advanced Learning;
- (d) Northern College;
- (e) Peel District School Board;
- (f) Queen's University; and,
- (g) Trillium Lakelands District School Board.

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

1.5 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:

- (a) Actively sourcing products and services in an open, fair, transparent, and competitive manner, compliant with BPS Procurement Directive and applicable trade agreements;
- (b) Establishing, promoting, and managing product and service agreements used throughout its Customer community;
- (c) Supporting Customers' access and use of OECM agreements through analysis, reporting, and the development of tools, guides, and other materials;
- (d) Effectively managing supplier contract performance while harnessing expertise and innovative ideas to drive continuous improvements through a Supplier Relationship Management program;
- (e) 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,
- (f) Supporting supplier partners through a Supplier Recognition Program.

1.6 Use of OECM Master Agreements

As of May 2023, one thousand three hundred and twelve (1312) Customers were using one (1) or more OECM agreements with a cumulative spend of more than three point eight (3.8) billion dollars over the last twelve (12) years.

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

1.7 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>.

1.8 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.

1.9 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 Custodial and Janitorial Supplies, Equipment, and Related Services Deliverables, which will be incorporated into the final Master Agreement.

OECM requires that the Proponent has a clear and comprehensive understanding of the RFP requirements (i.e. Part 2 – The Deliverables **and** Part 4 – Master Agreement Structure and Management). The Proponent will be required to indicate their agreement accordingly in the Form of Offer in the Qualification Envelope on Ontario Tenders Portal Jaggaer (“OTP”).

The Supplier shall provide RFP requirements for the Product and Related Services awarded.

2.1 Description of Deliverables

The Supplier will provide a broad range of Products and Related Services that are available to meet the custodial needs of OECM's Customers in the following seventeen (17) Product Categories including, but not limited to:

Category Letter	Product Category	Example of Product, including but not limited to:
A	Cleaners and Disinfectants	<ul style="list-style-type: none"> · Disinfectant cleaners; · Disinfecting wipes; · General purpose cleaners; · Odor eliminators; · Floor strippers; · Heavy duty degreaser; · Oven cleaners; · Carpet shampoo & spot remover; and, · Stainless steel furniture polish
B	Cleaning Hardware and Consumables	<ul style="list-style-type: none"> · Brooms; · Buckets; · Dusting hard wares; · Mops; · Receptacles and carts; · Scour pads and sponges; · Spray bottles; · Squeegees; · Floor buffing pads; · Floor stripping pads; · Urinal blocks and screens; and, · Window cleaning hardware.
C	Cloths and Towels	<ul style="list-style-type: none"> · Microfiber cloths; and, · Terry towels.

Category Letter	Product Category	Example of Product, including but not limited to:
D	Custodial Related Equipment	<ul style="list-style-type: none"> · Floor scrubber (ride-on and walk behind); · Burnisher; · Vacuum; · Electrostatic sprayer; · Pressure washer; · Janitorial carts; · Tilt trucks; and, · Equipment parts.
E	Dispensers	<ul style="list-style-type: none"> · Generic and/or proprietary; · Hand sanitizer dispensers; · Paper Products dispensers; · Soap dispensers; · Disinfecting wipes dispensers; · Automatic dispensers; and, · Quality Assurance (QA) and calibration products products for dispensers.
F	Garbage Bags	<ul style="list-style-type: none"> · Biodegradable bags; · Heavy duty bags; and, · Industrial bags.
G	Hand and Skin Care	<ul style="list-style-type: none"> · Hand Lotion; · Hand Sanitizer; · Hand Soap; and, · Shower Gel.
H	Floor Finishers	<ul style="list-style-type: none"> · Floor sealers; and, · Floor finishes.
I	Ice Melt	<ul style="list-style-type: none"> · Ice Melt (e.g., Jet Blue and Environmelt); · Rock Salt; and, · Professional scrapper.
J	Matting	<ul style="list-style-type: none"> · Entrance mats; and, · Chevron mats.
K	Miscellaneous	<ul style="list-style-type: none"> · Batteries; · Gardening tools (e.g., hose, shovel, and trowel); · CCTV cameras; · Light bulbs; · Padlocks; and, · Paint/Safety scrappers.

Category Letter	Product Category	Example of Product, including but not limited to:
L	New Technologies and Solutions	<ul style="list-style-type: none"> · Custodial and Janitorial software tools; and, · Internet of Things (IoT) (sensors and monitors).
M	Paper Products & Disposables	<ul style="list-style-type: none"> · Facial tissues; · Paper towels (roll, single fold, multifold); and, · Paper cups (cone cups) · Toilet paper.
N	Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> · Gloves (e.g., nitrile and vinyl); · Gowns and Coveralls; · Face shields, Glasses, and Goggles; and, · Masks (N95, surgical, and dust).
O	Personal Hygiene Products	<ul style="list-style-type: none"> · Baby changing stations; · Protective covers (baby changing stations and toilet seat); · Sanitary napkin disposal bags (kraft paper and waxed) · Sanitary napkin disposal receptacle (stainless steel and plastic) · Sanitary pads (regular, think, thin, with wings) · Tampons; · Urinal Blocks and Screens; and, · Vending dispensers (Free and Fee (e.g., 25 cents))
P	Laundry and Dishwashing	<ul style="list-style-type: none"> · Laundry soap (liquid); · Laundry soap (powder); · Liquid dish soap; and, · Commercial dishwasher detergent (tabs, liquid/ powder & rinse).
Q	AirCare Products	<ul style="list-style-type: none"> · Air Purifiers (e.g., Activated Carbon, HEPA filter, and Ionizers); · Air Sanitizers (e.g., Ozone and UV-C); · Aerosol air fresheners; · Filters; and, · Related accessories

The Proponent is advised that OECCM and Customers may currently or in the future have separate agreements with other suppliers for Products and Services partially covered in this RFP (e.g. Office Supplies). Please visit OECCM marketplace at <http://oeccm.ca/marketplace> for more information.

2.1.1 Additional Products and Services

During the Term of the Agreement, if mutually agreed by OECM and the Supplier, other Custodial/Janitorial related Products and/or Related Services may be added to the Agreement to align with Customer needs.

The Master Agreement will be updated accordingly to include the added Products and/or Related Services. Rates for such Products and Services will be mutually agreed upon between the Supplier and Customer.

2.1 Corporate Capabilities

The Supplier should possess the following expertise and capabilities:

- (a) Be fully cognizant of and have demonstrated Custodial and Janitorial Supplies, Equipment, and Related Services knowledge;
- (b) Provide knowledgeable and professional personnel to ensure Customers' needs are met.
- (c) Support a diverse group of Customers with varying needs;
- (d) Possess and maintain applicable authorization(s) (i.e. reseller authorization, if applicable);
- (e) Facilitate Customer sales calls (e.g. in-person, virtual calls, and/or showroom);
- (f) Provide Customers with professional and responsive customer support and account management; and
- (g) Have demonstrated experience in the supply and delivery of proposed Products across the Proponent's proposed zone.

2.2 Regulatory Requirements and Compliance to Standards

2.2.1 General

The Supplier shall be responsible for securing all related licenses and coordinating with all applicable authorities and permitting agencies having jurisdiction in connection with the supply of the Products and Services pursuant to this RFP and provide them at the Customer's or OECM's request. The costs of obtaining such licenses, 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 license, 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 or the Customer shall be considered an approval by OECM or the Customer for the Supplier to carry on such activity without the requisite license, right to use or approval.

2.2.2 Regulatory Requirements

The Products and Services shall meet or exceed all applicable industry standards, including but not limited to the following:

- (a) Canadian Standards Association;
- (b) Consumer Chemicals and Containers Regulations (CCCR);
- (c) *Food and Drugs Act*;
- (d) Health Canada (e.g. Drug Identification Number (DIN), Natural Product Number (NPN), and Medical Device License (MDL));
- (e) Occupational Health and Safety Standards (OHSA); and,
- (f) Workplace Hazardous Material Information System (WHMIS);

Upon request, the Supplier shall provide OEMC or the Customer with documentation that the Product, Equipment, and Services meet all the required certifications and standards.

The Supplier will ensure that all project personnel (on or off site) possess all the required licenses, certifications, and training.

The Supplier will ensure that all site personnel will receive, all applicable Health and Safety workplace training as required by authorities having jurisdiction.

2.2.3 Medical Devices and Medical Device Establishment Licenses

2.2.3.1 Licenses

If applicable to the Product(s) specified in Section 2.1, (e.g. PPE masks, tampons) of this RFP, the Supplier shall:

- i. Provide the valid Medical Device License Number under the *Food and Drugs Act (Canada)* and *Food and Drugs Act, Medical Devices Regulations* unless there is a valid exemption under the said Act for the Product being proposed for consideration pursuant to this RFP; and
- ii. Provide a valid Medical Device Establishment License Number for the Supplier under the *Food and Drugs Act (Canada)* and *Food and Drugs Act, Medical Devices Regulations* unless there is a valid exemption under the said Regulations. With respect to the requirement set out in this subsection, if the Supplier is a joint venture or a consortium, then this confirmation of the Medical Device Establishment License shall be provided for at least one member of the joint venture or consortium.

2.2.3.2 Exemptions

If either the Product or the Supplier is exempt from having either of the said licenses, a statement to that effect shall be submitted with the Proposal.

2.2.3.3 Medical Devices

Without in any way limiting the provisions of Section 2.2.1 - General or Section 2.2.3 - Medical Devices and Medical Device Establishment Licenses, the Product that is defined as a Device under the *Food and Drugs Act* and as a Medical Device under the *Food and Drugs Act, Medical Devices Regulations* and is being proposed for consideration pursuant to this RFP must be licensed with Health Canada, Therapeutic Equipment Directorate, Medical Devices Bureau, unless it is exempted under the *Food and Drugs Act, Medical Devices Regulations*. The Supplier shall have a Medical Device Establishment Licence under the *Food and Drugs Act, Medical Devices Regulations*, unless it is exempted under the *Food and Drugs Act, Medical Devices Regulations*. Prior to entering into any Agreement, the Supplier shall have provided evidence satisfactory to OEMC and/or the Customer as follows:

- i. That the Product is validly licensed with Health Canada, Therapeutic Equipment Directorate, Medical Devices Bureau;
- ii. That the Supplier has a valid Medical Device Establishment Licence with Health Canada, Health Equipment and Food Branch Inspectorate; or,
- iii. That there is an exemption for either the Medical Device Licence or the Medical Device Establishment Licence.

2.2.4 Workplace Hazardous Materials Information System (WHMIS)

The Supplier shall ensure Workplace Hazardous Materials Information System (“WHMIS”) Material Safety Data Sheets (“MSDS”) and/or Safety Data Sheets (“SDS”) are onsite as required. Additionally, the Supplier should provide the Customer’s personnel WHMIS training, as it relates to the Products, in accordance with the *Ontario Occupational Health and Safety Act*.

The Supplier shall provide the Customer with online access to M(SDS). If there are any changes or updates to the M(SDS), the Supplier shall update the documents within twenty-four (24) hours and provide notification to the Customer that the M(SDS) has been updated.

2.2.5 Electrical Requirements

Without in any way limiting the provisions of Section 2.2.1 - General, any Products containing electrical components being proposed for consideration pursuant to this RFP must be authorized or approved by the Customer and in accordance with the Ontario Electrical Safety Code or by a certification organization accredited with the *Standards Council of Canada ("SCC") Act* and with the Canadian Standards Association ("CSA Group") or Underwriters Laboratories of Canada ("ULC") and shall bear the certification organization's mark identifying the goods certified for use in Canada. Certification shall be to the standard that is appropriate for the intended use of the electrical Products at the Customer's facilities. Prior to entering into the Customer Supplier Agreement, the Supplier shall have provided satisfactory evidence of such certification, as applicable.

2.2.6 Certifications

Proponents shall submit copies of certifications they possess that are applicable to this RFP. Certifications of value to this procurement, include but are not limited to:

- (a) Cleaning Industry Management Standard (CIMS);
- (b) Environmental Choice Program (ECP)/ Canadian EcoLogo;
- (c) Forest Stewardship Council certification (FSC);
- (d) Global Organic Textile Standard (GOTS);
- (e) Green Seal;
- (f) GRS (Global Recycled Standard);
- (g) International Organization for Standardization (ISO) ISO 14001;
- (h) NSF International;
- (i) Ocean Bound Plastic (OPB);
- (j) OEKO-TEX; and,
- (k) Sustainable Forestry Initiative (SFI).
- (l) Units Underwriter's Laboratory (UL standards)

OECM will evaluate certifications submitted by Proponents as part of the RFP evaluation process. Customers may evaluate Supplier certifications during the term of their Customer Supplier Agreement.

The certifications provided by Proponents/Suppliers to OECM, and their Customers are subject to verification at all times. Unless specified otherwise, OECM or the Customer may declare an arrangement non-responsive or will declare a Proponent/ Supplier in default if any certification made by the Proponent/Supplier is found to be untrue whether made knowingly or unknowingly during the evaluation period, or during the term of any agreement resulting from this RFP.

Customers will have the right to ask for additional information to verify any certifications submitted by the Supplier. Failure to comply and to cooperate with any request or requirement will render the arrangement non-responsive or constitute a default under the Customer Supplier Agreement.

2.3 Custodial and Janitorial Products

2.3.1 Product Categories

The Supplier shall provide a broad range of quality Products from the Product categories as stated in section 2.1 – Description of Deliverables and Appendix C – Commercial Response to support the Custodial needs of OECCM's Customers during the Term of the Agreement.

2.3.2 Core Products

Core Products are the high-usage Custodial and Janitorial Products commonly used by OECCM Customers.

The Customer and the Supplier may, when executing the CSA develop a core list specific to the Customer needs. Details of the core list, including Product description, catalogue/OEM number, packaging and price shall be mutually agreed by the Customer and the Supplier and outlined in CSA.

The Supplier shall provide a copy of every Customer Core list to OECCM within thirty (30) days of execution. Upon OECCM's request, the Supplier shall also provide copies of any Customer Core List following an executed Rate re-refresh.

2.3.3 Brand Name Products

Brand name Products refer to branded Products marketed by manufacturers (e.g., Kleenex facial tissue).

2.3.4 Proprietary Brand Products

Proprietary brand Products refer to a proprietary brand of Products sold by the Supplier and often bearing the name of the OEM or Supplier. Proprietary brand Products are alternatively known as house brand or private label Products.

2.3.5 Stocked Products

Stocked Products refer to Products stocked in the Proponent's warehouse inventory within Ontario.

2.3.6 Non-Stock Products

Non-Stock Products refer to the Products not stored in the Proponents Ontario-based warehouse.

2.3.7 Ergonomic Products

The Supplier shall provide Customers with Products that are ergonomically designed to minimize the fatigue, stress, or injury associated with using the Products.

Upon request, the Supplier shall provide a list of ergonomic Products to Customers and/or OECCM.

2.3.8 Green Products

The Supplier shall provide environmentally friendly Products, including but not limited to Products that hold a third-party environmental certification, such as Green Seal, EcoLogo or equivalent.

Upon request, the Supplier shall provide a list of environmentally friendly Products to Customers and/or OECCM.

2.3.9 Cleaning Chemicals and Solutions

(a) Supplier shall provide Cleaning Chemicals and Solution Products that come in both Ready to Use (RTU) and Concentrated (must be diluted prior to use).

2.3.10 Dispenser Products

The Supplier shall provide Customers with various types of manual and autonomous dispensers, including but not limited to the following:

- (a) Chemicals;
- (b) Disinfecting wipes;
- (c) Hand sanitizer;
- (d) Paper (e.g., towels, toilet tissue); and,
- (e) Soap and Shower gel.

All dispensers provided should have a universal key.

All dispensers shall be warranted free of defects; the Supplier shall repair and/or replace broken dispensers at no cost to the Customer with the exception of vandalism.

Where applicable, dispensers shall meet or exceed ASSE 1055-B back-flow prevention requirements.

2.3.10.1 Proprietary Dispensers

Proprietary dispensers are designed in a way to fit only specific type of products that are manufactured by the dispenser company.

2.3.10.2 Universal Dispensers

Universal dispensers are designed to use any standard type of Products (e.g., towel, toilet tissue) that are sold in different formats (e.g., roll, multi-fold); universal dispensers are alternatively known as non-proprietary dispensers.

2.3.10.3 Dispenser Programs

Under a proprietary and/or universal dispenser program, the Supplier shall provide the following free of charge to Customers at a minimum:

- i. Dispensers;
- ii. Installation of new dispensers;
- iii. Removal of old dispensers and packaging them on pallets as requested;
- iv. Preventative maintenance, if applicable (e.g., for chemicals); and,
- v. Repairs or replacement, if applicable.

Full details of the dispenser program (e.g., length of the term, type of Products Customers need to purchase, any value and/or volume commitment) shall be mutually agreed upon with the Customer and Supplier and set out in the CSA.

2.3.11 Product Testing

During the Term of the Agreement, Customers may request Product samples for testing and evaluation to ensure Products meet Customers' requirements and are suitable for their purpose. Product samples may also be required when evaluating new Products, substitutions or alternatives. These Product samples shall be provided to Customers at no cost. The duration of any testing will be determined by Customer and the Supplier.

The Supplier shall:

- (a) Ensure adequate Product information is provided to Customer;
- (b) Ensure the Product sample will function well within Customer's environment; and,
- (c) Work directly with Customer to ensure that the Product sample is with the proper specifications and features.

At the end of the evaluation, Customers are under no obligation to purchase these Product samples. Customers may, however, choose to purchase the Product samples at a Rate that is mutually agreed upon between Customer and the Supplier.

2.4 Custodial Equipment Products

The Supplier shall provide custodial equipment Products that is new (e.g., floor polishers), fit for intended purpose of use.

2.4.1 Durability

- (a) Products should maintain durability while functioning well with heavy use in an institutional environment; and,
- (b) Products should maintain their original appearance over the expected life, with normal wear and tear as mutually agreed upon by the Customer and the Supplier and set out in the CSA.

2.4.2 Equipment Trade-In

The Supplier may offer Customers discounts or credits for the use of old equipment. Details shall be mutually agreed upon by the Customer and the Supplier and set out in the CSA.

2.4.3 Equipment Related Services

The Supplier shall provide equipment-related services to support Customer's usage including but not limited to the following:

- (a) Post-manufacture warranty equipment repair services;
- (b) Preventative maintenance services; and,
- (c) Technical support on using the equipment.

The Supplier shall provide an estimate/quotation on the specific repair, including costs associated with labour, parts, and shipping, if applicable, for Customer's prior approval.

The Supplier shall provide Customers with a report on preventative maintenance and repair services upon request.

2.4.4 Replacement Parts

Replacement parts, such as squeegee blades, wheels, hoses etc.; should be available to Customers as required during the warranty and post-warranty period. Costs for all replacement parts should be included in Appendix C - Commercial response, Tab 7 – Replacement Parts.

2.5 Product Warranty

The Supplier shall warrant purchased Products from the date of receipt at Customer's location for a minimum of one (1) year against, but not limited to the following conditions:

- (a) Faulty material;
- (b) Manufacturing defects; and,
- (c) Poor workmanship.

The Supplier shall register the equipment for warranty and manage manufacturer's warranty coverage upon delivery.

The Supplier must submit any special assembly, installation, care or maintenance instructions that must be followed to make a claim on the warranty directly to the Customer on purchase of the Product, unless directed otherwise by the Customer.

Where a manufacturer's standard warranty applies to the Product, the Supplier shall be responsible for arranging Product exchanges and repairs. For all Products with warranty coverage, costs of parts, labour, and

shipping to and from the Customer's location on all Products associated with repairs and/or replacement shall be at no cost to the Customers.

The Supplier shall provide warranty repairs within forty-eight (48) business hours of the Customer's request for service.

All warranty-related repairs shall be performed by certified technician. Where possible, the Supplier should always repair at the Customer's location to minimize equipment downtime.

2.5.1 Warranty Support

Warranty support shall include but are not limited to the following:

- (a) Customer telephone support during Business Days; and,
- (b) Toll-free telephone number.

2.5.2 Non-Obsolescence

Replacement parts and components for the Products should be made available to Customers to purchase beyond the standard warranty period.

2.6 Training

The Supplier shall provide training from an accredited instructor, including related materials such as manuals and usage videos, for Customers working with their Products for the first time and additional training as requested by the Customer. Training shall be provided to the Customer at no charge and the details of the training including the description, length, and scope shall be mutually agreed by the Customer and the Supplier and outlined in CSA.

2.6.1 Product Training

Training should cover topics including but not limited to:

- (a) Workplace Hazardous Information System (WHMIS) training;
- (b) Material Safety Data Sheets M(SDS);
- (c) Safety training;
- (d) Floor maintenance, including but not limited to scrubbing, stripping, burnishing, and floor finish;
- (e) Infection and disease control;
- (f) Carpet cleaning and spotting; and,
- (g) Dispenser training.

2.6.2 Equipment Training

Training should cover topics including but not limited to:

- (a) Equipment usage;
- (b) Equipment cleaning;
- (c) Health and safety issues related to using the equipment; and,
- (d) Operator-related maintenance and calibration, preventative maintenance, and troubleshooting of components.

2.7 Manuals and Documentation

The following manuals/materials shall be provided to the Customer by electronic means, where possible, at no charge to the Customer, unless otherwise specified by the CSA:

- (a) One (1) complete set of operator/user manuals, including software manuals as applicable and any other printed or electronic media available for user education (e.g., videos, CD-ROMS, etc.);
- (b) One (1) complete set of service manuals including but not limited to electrical/mechanical/pneumatic schematics manuals, parts lists, pricing lists or schedules, software manuals, troubleshooting guides, training, health and safety manuals, as applicable;
- (c) A list of any installation and/or special test tools and/or components and/or preventative maintenance kit requirements for the proper use and maintenance of the Dispensers/Equipment, replacement parts, and the current parts costs.

2.8 Rental, Leasing, and Rent to Own Programs (Optional)

Some Customers may benefit from the following optional Janitorial programs:

- (d) Mop rentals;
- (e) Microfiber cloth cleaning; and,
- (f) Leasing and/or rent-to-own programs for the Product Equipment proposed under this RFP.

As program requirements will vary by Customer details of the optional Janitorial program(s), including any associated cost based on Customer's specific requirements shall be mutually agreed to by the Supplier and the Customer and detailed in the CSA.

2.9 Product Catalogue/Lists

The Supplier is expected to provide Customers with the following Product lists with Product details (e.g., manufacturer name, description of Products, and pack size), minimum order quantity and images:

- (a) Online Product catalogues that allow Customers to preview full Product offerings before executing a CSA;
- (b) Standard Product catalogues in printed or electronic format (e.g., PDF);
- (c) The Supplier shall provide French Product information such as Product description and packaging information upon Customer requests; and,
- (d) Core Product list with Product details in printed and/or electronic format, as requested by the Customer.

2.10 Order Management

The Supplier shall provide a variety of ways for Customers to order Products and/or Related Services including, but not limited to the following:

- (a) Electronic Data Interchange ("EDI");
- (b) Email to a Supplier representative or central ordering centre;
- (c) Fax;
- (d) Supplier's online ordering process;
- (e) Toll-free phone; and/or,
- (f) Via purchase order through the Customer's system;

The Supplier shall provide a two (2) staged ordering process (i.e., order and approval) to Customers for all ordering methods upon request.

2.10.1 Electronic Commerce

Customers currently use a variety of Enterprise Resource Planning ("ERP"), E-Procurement (e.g. cXML Punchout, PeopleSoft, Jaggaer) for processing orders and payments. To support these

processes, the Supplier will provide reasonable technology and implementation support, during the Business Day for the Term of the Agreement, at no additional cost to the Customer.

2.10.2 Online Ordering

Customers may use the Supplier's website to place orders where available. The Supplier's online ordering website is expected to meet the following requirements at the minimum:

- (a) Be secure and user-friendly;
- (b) Be accessible from a standard web browser;
- (c) Allows generic individual or custom user login ID and password;
- (d) Contains Product offerings;
- (e) Features search function to allow easy Product lookup by category, description, manufacturer, and Product code;
- (f) Contains real-time inventory information (i.e., in stock and out of stock); back-ordered Products and expected shipping time shall be clearly marked at time of order checkout; an option to cancel the back-ordered Products shall also be provided at time of order check out;
- (g) Suggest alternatives (e.g., economic, ergonomic and green Products) as available;
- (h) Allows for Customer internal approval for purchases as required;
- (i) Allows for various payment methods (e.g. use of P-Card or budget codes (G/Ls));
- (j) Provide information related to website maintenance, warehouse closing and other situations where orders will be impacted; and,
- (k) Does not store Customer payment related (e.g. P-card) information without Customer's consent.

The supplier shall provide OECM access to their online website for auditing purposes.

2.10.2.1 Customer Online Portal (optional)

Some Customers may require the option for a Customer Portal, which provides the ability for Customer employees to order from a specific template of Products that have already been approved by the Customer.

The Supplier and the Customer shall mutually agree to any costs associated with the Customer Online Portal when executing a Customer-Supplier Agreement ("CSA").

2.10.2.2 Website Testing

Customers may need to perform integration testing on the Supplier's online ordering system to ensure it is compatible with the Customers' systems, policies and procedures before executing a CSA to ensure the website meets Customer's specific requirements.

Suppliers will be expected to provide Customers with the following for a test account, at no additional cost:

- i. URL/Website address;
- ii. Login ID;

- iii. Password; and
- iv. Have the ability to provide the Customer with an Order Confirmation for the Test Order

Customers may test from beginning to end of the order process, including submitting the order. Customers will not be responsible for any live orders that go through during the testing period.

2.10.2.3 Website Security

The proponent should describe their website security features and their process for protecting Customer data, purchases and confidential information such as credit card information.

All Customer's data shall be encrypted when it is moved across the Supplier's network and/or between the Supplier's data centre locations.

The Supplier shall support Customer's established information security policies and controls for protecting sensitive data.

The Supplier and the Customer shall mutually agree to website security requirements when executing a Customer-Supplier Agreement ("CSA").

The supplier will support the Customers federal and provincial compliance requirements on an ongoing basis and stay current on those requirements.

2.10.3 Minimum Order

The Supplier shall use the lowest quantity published on the catalogue as the minimum order quantity. The minimum order value shall be based on the initial order.

2.10.4 Order Acknowledgement

The Supplier shall acknowledge the receipt of an order by Customer immediately or within one (1) Business Day upon order receipt; in addition, the Supplier shall confirm all relevant ordering information with Customer prior to the shipment of any order, including but not limited to the following:

- (a) Order Number;
- (b) Order Date;
- (c) Customer Number (if applicable);
- (d) Product information (e.g., product description, catalogue number, quantity ordered; price);
- (e) Sales Tax (as a separate line item) and Total Sum; and,
- (f) Estimated Delivery Date (including back orders).

2.10.5 Order Changes and/or Cancellation

The Supplier shall accept new orders, order changes and/or cancellation as may be required, within timelines mutually agreed upon between the Customer and the Supplier, at no additional cost to the Customer.

2.10.5.1 Back Orders

Back orders, if any, should be confirmed at the time of the order confirmation with an estimated delivery date. The Customer, at its sole discretion and at no additional cost to the Customer, will have the option to:

- i. Cancel some or the entire order;
- ii. Ask the Supplier to ship only available Products and cancel any backorders; and/or,
- iii. Agree to an alternative delivery schedule based on anticipated Product and/or Service availability.

2.10.5.2 Product Substitution

The Supplier should only substitute Products with prior approval from the Customer. The Supplier shall substitute Products with equivalent or greater Products at no additional cost to the Customer. Customers may wish to test substituted Products prior to approving at no additional costs.

2.10.6 Discontinued Products

The Supplier shall not arbitrarily discontinue Products. When discontinuing Products, the Supplier shall, with a minimum of thirty (30) day notice, provide the manufacturer's supporting letter to the Customer and OEMC prior to discontinuation.

2.10.7 Coordinating Bulk Purchases

The Supplier shall support coordinated bulk purchases initiated by OEMC and/or Customers for several Customers during the Term. If this occurs, OEMC or the Customer may negotiate a lower Rate with the Supplier for bulk purchases. Lead time for bulk purchases may differ from that set out in Section 2.11.1. The Customer will ensure reasonable lead times for bulk purchases are requested.

OEMC and/or Customers may consolidate various Customer volumes and coordinate bulk purchases. Once Products have been received at Customer's location, the Supplier shall invoice each Customer accordingly.

2.11 Delivery

Customers require various types of delivery. For Customer locations that do not have loading docks, the Supplier shall make the delivery with a lift gate or equivalent. All Products shall be Delivered Duty Paid ("DDP") to inside the door or the dock of the Customer's location as requested by the Customer. Customers may have more than one (1) delivery location within one (1) delivery address.

The Supplier should consolidate, where possible, multiple orders by delivery address, provided the delivery is made within allowable lead time. When shipping multiple orders to the same delivery address, the Supplier shall package, label and deliver orders separately.

The Supplier should deliver orders with correct Products and quantities within the lead time.

Products will be packaged appropriately to ensure safe delivery. All deliveries must include a packing slip specifying the Customer's required information (e.g. name of the employee who placed the order, purchase order number, Products and quantities ordered and shipped, back ordered Products and quantities, if any) and all applicable Material Safety Data Sheets ("MSDS") and/or Safety Data Sheets ("SDS").

Deliveries must be made by the Supplier's own transportation fleet or a reputable transportation company that allows for tracking of the shipments.

2.11.1 Delivery Lead Times

The Supplier shall provide the following maximum lead time to Customers:

- (a) Stocked Products - Next Business Day delivery for orders received by 2:00 pm, local time zone;
- (b) Non-Stock Products - Forty-eight (48) to Seventy-Two (72) hours delivery; and,
- (c) Product Equipment – Four (4) to Six (6) weeks.

The Supplier and Customers may mutually agree upon other lead times and/or terms which are mutually beneficial to both parties. These terms may include blanket purchase orders with scheduled release dates, bulk or large orders for the academic year or special delivery requirements (e.g. specific hours).

The Supplier shall coordinate directly with the Customer regarding the status of orders, and delivery.

2.11.2 Damaged or Defective Shipment

The Customer may not accept the delivery of the Products if they are:

- (a) Damaged (or the packaging is damaged);
- (b) Not delivered as agreed; or,
- (c) Substituted without prior approval of the Customer.

The Supplier shall be responsible for all shipping costs related to the return and replacement (e.g. immediately if required by Customer for an imminently scheduled ceremony/event) of any damaged or defective Products from the Customer's location. Customers will not be responsible for any additional costs (e.g. re-stocking fees) due to damaged or defective Products received.

2.11.3 Returns

The Supplier shall accept all Products returned by the Customer that were ordered incorrectly and not used within thirty (30) days from the delivery date, at no additional cost (e.g. restocking or shipping fee) to the Customer.

2.11.4 Recalls

The Supplier shall ensure that Products meet current safety standards and regulations and shall advise OECM and Customers of any changes with regulatory agencies related to the Products, which may impact the future availability of Products, or Service support of the Products.

The Supplier shall immediately report recalled Products to OECM and Customers advising applicable details (e.g. model number, serial number). Supplier shall comply with the requirements of any Applicable Law in respect to recalled Products and repair or replace the Product at no additional cost to Customer.

2.12 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 provide invoices during the Business Day.

The Supplier shall submit an invoice per shipment (aligned with packing slip) to the Customer after Products have been received at Customer's designated location.

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:

- (a) Customer name and delivery address;
- (b) Invoice date and number;
- (c) Name of the person who placed the order and/or Customer purchase order number and order date;
- (d) Description of Products and/or Related Services provided, quantities and Rates; and,
- (e) Harmonized Sales Tax ("HST"). and total cost.

2.12.1 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.

2.12.2 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.

2.13 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, Issues should be resolved within a maximum of five (5) Business Days;
- (c) Complying with agreed upon escalation processes to resolve outstanding issues;
- (a) Responding to Customer's inquiries (e.g. day-to-day activities, purchasing portal queries, Product changes) 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) Providing training/demonstrations, knowledge transfer, and no-cost educational events (e.g. webinars), if available;
- (e) Establishing an ongoing communications program with the Customer (e.g. new initiatives, innovation, sustainability);
- (f) Adhering to the Customer's confidentiality and privacy policies (e.g. related to student's private information);
- (g) Providing written notice to Customers on any scheduled shut down that would impact services (e.g. inventory count, relocation of warehouse, website maintenance);
- (h) Provide Customer reporting; and,
- (i) Attending meetings with Customers, as requested.

2.13.1 Transition

The Supplier should, at no additional cost, provide Customers transition support including but not limited to account setup, equipment installation (e.g., new dispensers); ensuring seamless transition and minimal service disruption, at no cost. The Supplier will provide implementation and training plans to Customer for approval prior to the implementation as required.

2.13.2 Incentive to Customers

Where feasible, the Supplier should offer 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) Use of Purchasing Card ("P-Card") for immediate payment;
- (c) Bundle ordering (e.g. garbage bags, paper towels and toilet paper);
- (d) Early payment discount for Customers;
- (e) Trade in of old equipment;
- (f) Inventory Support (e.g. Supplier warehouse for Customer inventory)
- (g) Higher volumes; and,
- (h) 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.

2.14 Environmental, Social and Governance (ESG)

2.14.1 Environmental and Sustainability Considerations

OECM and its Customers are committed to reducing their carbon footprint. The Supplier should keep Customers informed about any environmentally friendly processes, Products, new technologies and/or green initiatives. The Supplier should, in consultation with OECM, make any environmentally friendly processes, Products and/or Related Services, new technologies and/or green initiatives, related to the RFP Deliverables, available to Customers as required.

The Supplier's environmental performance during the Term of the Agreement includes, but is not limited to, the following:

- (a) Environmental activities the Supplier participates in (e.g. fair-trade practices, recycled content, carbon footprint reduction);
- (b) The Supplier's communication strategies used with Customers that reinforce sustainability;
- (c) Applicable quality assurance program certificates the Supplier possesses (e.g. ISO 14001, Occupational Health and Safety Management Systems Requirements);
- (d) Environmental initiatives and associated implementation timelines, as applicable;
- (e) Any environmental considerations such as increased energy savings and greenhouse gas reductions.
- (f) Any waste reductions (e.g., container and/or skid return for reuse or recycling and recycling or re-deployment for end-of-service life Products);

- (g) Offering cleaning solutions and Janitorial/Custodial Products that are environmentally friendly (e.g. non-toxic and non-hazardous); and,
- (h) At the request of OECM and/or the Customer provide a report that summarizes the expenditure details of environmentally friendly Products (sustainable and/or green) procured by the Customer on a CSA level.

2.14.2 Social Procurement

OECM and its Customers are committed to social procurement. The Supplier should keep OECM, and Customers informed about social procurement processes including but not limited to:

- (a) Supporting local community initiatives (e.g. Donations and/or community support projects);
- (b) Promoting the supply chain diversification (e.g. Engaging Indigenous businesses, and buying from local manufacturers;
- (c) How your organization recruits, retains and supports the employment of minorities (e.g. indigenous people, women, recent immigrants, persons with disabilities, and LGBTQ); and,
- (d) Relevant social responsibility plan and/or initiatives with implementation timelines, as applicable.

2.15 Disaster Recovery and Business Continuity

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

[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	3.3	120	78
Stage III	Commercial Response	3.4	80	Not Applicable
Stage IV	Cumulative Score	3.5	200	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
A Valid Medical Device Establishment License (as detailed in Section 2.2.3)	Qualification
A Valid Medical Device License Number(s) (as detailed in Section 2.2.3)	Qualification
Compliance with Form of Master Agreement	Qualification
Commercial Response (in Microsoft Excel format only)	Commercial

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 the allotted time will proceed to Stage II.

3.3 Stage II – Technical Response

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

The Technical Response 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 and Master Agreement management.

Only information contained within the Technical Response will be evaluated in Stage II.

Only Proposals that meet or exceed the minimum thresholds will receive a **pass** in this stage and proceed to Stage III of the evaluation process. Each Technical Response section also has a minimum threshold of sixty-five percent (65%) unless a minimum threshold is not applicable.

Point allocations and minimum thresholds for the Technical Response sections are as follows:

Technical Response Sections	Available Points	Minimum Threshold, if any
- Proponent's Overview, Experience and Logistics Capability	15	65%
- Product Offering	30	65%
- Product Warranty and Maintenance	15	65%
- Training	10	65%
- Rental, Leasing and Rent to Own Programs	2	NA
- Product Catalogue, Order Management and Delivery	20	65%
- Customer Support and Account Management	18	65%
- Environmental, Social and Governance (ESG)	10	65%
TOTAL POINTS:	120	78 points (65%)

Detailed sub-point allocations and minimum thresholds 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 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

3.4 Stage III – Commercial Response

The Proponent **must** complete and upload Appendix C – Commercial Response, in Microsoft Excel format only, per the Zone being proposed into the OTP Commercial Envelope for this stage of evaluation.

Upon the completion of Stage II 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	Available Points
- Product Rates	50
- Product Category Discounts	13
- Related Services	10
- Incentives	7
- Optional Programs	No Point Allocation
- Replacement Parts	No Point Allocation
TOTAL POINTS:	80

The Commercial Response will be evaluated by each of the five (5) geographical Zones.

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

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

EXAMPLE OF COMMERCIAL RESPONSE EVALUATION FOR RELATED SERVICES		
Proposed Rates	Calculation	Resulting Points
If Proponent 1 proposes the lowest Rate of \$100.00 for Training related to Products it would receive 100% of the points allocated.	$\$100 \div \100×4 Points	4
If Proponent 2 proposes the second lowest Rate of \$200.00 for Training related to Products it would receive 50% of the points allocated.	$\$100 \div \200×4 Points	2
If Proponent 3 proposes the third lowest Rate of \$400.00 for Training related to Products it would receive 25% of the points allocated.	$\$100 \div \400×4 Points	1

Where \$0.00 is entered in any Rate cell, it is deemed to mean that the particular Product/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 \$0.01 RATE PROPOSED		
Number of Proposals with a proposed Rate of \$0.01 for a particular Product and/or Related 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 Product and/or Related Service, it is deemed to mean that the particular Product and/or Related 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.

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

EXAMPLE OF COMMERCIAL RESPONSE EVALUATION FOR PRODUCT CATEGORY DISCOUNTS		
Chemicals and Disinfectants Category	Calculation	Resulting Points
If Proponent 1 proposes the highest percentage discount of 30%, that Proponent will receive 100% of the points allocated.	$30 \% \div 30 \% \times 4$ Points	4
If Proponent 2 proposes the second highest percentage discount of 15%, that Proponent will receive 50 % of the points allocated.	$15 \% \div 30 \% \times 4$ Points	2
If Proponent 3 proposes the third highest percentage discount of 10 %, that Proponent will receive 10 % of the points allocated.	$10 \% \div 30 \% \times 4$ Points	1

Where a percentage discount 100% is entered in any Rate cell, it is deemed to mean that the particular Product/Service **will be provided to Customers at no additional cost**. Therefore, when evaluating and scoring the Rates, a Proposal specifying percentage discount 100% 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 100% Rate as per below example.

EXAMPLE – WHERE FIVE (5) PROPOSALS WERE RECEIVED WITH 100% DISCOUNT PROPOSED		
Number of Proposals with a proposed Rate of 100% for a particular Product and/or Related 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 Product and/or Service, it is deemed to mean that the particular Product and/or 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 Product and/or Related Service.

Stage III resulting scores per Proposal 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 Eligible Proposal.

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

Reference checks may 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 Eligible Proposals achieve a tie score on completion of the Stage V, 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 and Related 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 (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

This Part of the RFP describes the Supplier's management requirements and will be incorporated into the final Master Agreement.

4.1 Master Agreement Structure

OECM may, through this RFP process, enter into Master Agreements with one (1) or more Suppliers for the provision of the Products and Related Services.

The Term of the Agreement is intended to be for four (4) years, with an option in favour of OECM to extend the Term on the same terms and conditions for up to an additional four (4) year term and a subsequent two (2) year term. Agreement management performance (i.e. Customer uptake, satisfaction, performance, quality, Service provision, response time, reporting, marketing efforts and any commitments made in the Proponent's Proposal) will be considered when contemplating an Agreement extension and supplier refresh, if necessary.

Customers participating in the Master Agreements will execute a CSA with a Supplier as attached in Appendix B – Form of Master Agreement. The Supplier shall provide a copy of every CSA to OECM within thirty (30) days of execution.

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 Products and Related 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 Products and Related 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 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 a Supplier** and then immediately obtain services based on the Master Agreement terms and conditions; and,
- (b) **Obtain Services Rates through the optional Second Stage process** ("Second Stage") from the specific to the Customer, which is managed by the Customer.

The Second Stage process is a request (e.g., by issuing a non-binding request via a Second Stage tool (e.g., Request for Services ("RFS"), or Customer's process (e.g., directly or via an online e.tendering platform)) to the Supplier from the Customer for their specific Services requirements.

If selected by the Customer, 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 Products and/or Related Services or it may request the Supplier to propose appropriate Products and/or Related 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 a minimum, the response should set out the following:

- (a) Proposed Products and Related Services;
- (b) Timelines and scope of applicable Training;
- (c) Warranty and Maintenance details 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 information. However, a CSA must be signed before the provision of any Deliverables commences.

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

The volume 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. Volumes are an estimate only and may not be relied on by the Proponent.

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.

4.3 Rates

The proposed Product and Related Services Rates shall be firm Rates for the first four (4) years of the Master Agreement and shall be:

- (a) Minimum Percentage Discount off Suppliers Canadian List Price, per Zone, applicable to all Customers for:
 - i. Product Category Discounts;
 - ii. Applicable Incentives; and,
 - iii. Replacement Parts.
- (b) Maximum Rates, per Zone applicable to all Customers for:
 - i. Related Services;
 - ii. Applicable Incentives; and,
 - iii. Optional Programs.
- (c) In Canadian funds and shall include all applicable costs, including, but not limited to overhead, materials, fuel, fuel surcharge, duties, tariffs, travel, delivery (DDP), office support, profit, permits, licences, labour, insurance, and Workplace Safety Insurance Board costs; and,
- (d) Exclusive of the HST, or other similar taxes.

The Supplier may, however, lower its Rates and/or increase the minimum percentage discount off Supplier's Canadian List Price for specific Products and/or Related Services when the Customer and Supplier mutually agree without affecting the Rates in the Master Agreement.

In extenuating circumstances, OECM may consider a Rate adjustment substantially effecting the provision of Products and/or Related 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.

4.3.1 Customer Core List (Optional)

The Customer and the Supplier may, when executing the CSA develop a Core List specific to the Customer needs. Details of the core list, including Product description, catalogue/OEM number, packaging, Rates, escalations, and Rate refresh frequency/ timing shall be mutually agreed upon by the Customer and the Supplier and outlined in CSA.

The Supplier shall provide the Customer with thirty (30) days written notice prior to any Rate increase.

Rate increases shall be no greater than the twelve (12) month average of the Consumer Price Index (CPI) for the applicable year and occur on an annual basis unless otherwise agreed to in writing by the Customer and the Supplier.

Core List Rates shall not exceed MA Rates.

4.4 Travel Expenses

The Supplier must obtain prior approval from the Customer for costs incurred as a result of accommodation or travel associated with a particular Assignment. These costs must be charged in accordance with the Customer's travel policy, as may be amended from time to time. Suppliers may obtain applicable rates from the Customer. All such pre-approved costs, where applicable, must be itemized separately on invoices.

Customers shall not be responsible for any meal, hospitality, or incidental expenses incurred by the Supplier, whether incurred while travelling or otherwise including,

- (a) Meals, snacks and beverages;
- (b) Gratuities; and,
- (c) Personal telephone calls.

4.5 Optional Rate Refresh

OECM's goal is to keep Rates as low as possible for Customers. However, the Supplier may request a Rate refresh per Zone at the renewal of each optional term of the Master Agreement (e.g. in January 2028 and at the beginning of every option term thereafter).

Where applicable, a Supplier wishing to add other OECM Zones may do so by offering Rates comparable to the current Master Agreement Zone Rates, if agreed to by OECM.

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' term expiry (e.g. in September 2027) 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.

Volumes and 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 Products and/or Related 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 Products and/or Related 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.

4.6 Optional Process to Add Other Products and/or Related Services

During the Term, if mutually agreed by OECM and the Supplier, other Products and/or Related Services (e.g., newly available Products, new technology and/or Services) may be added to the Master Agreement 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 Product and/or Services refresh.

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

Volumes and Supplier's performance (i.e. as described in Appendix G – Performance Management Scorecard and/or Supplier Recognition Program evaluation results) will be considered when contemplating adding Products, and Services. In the event the Supplier's performance is poor and/or unacceptable, OECM may not agree to the Supplier's Product and/or Service refresh request. All other Products and/or Related Services shall remain unchanged.

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

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

4.7 OECM Geographical Zones

OECM Customers are located in five (5) geographical Zones (as set out below and detailed in Appendix D – OECM Geographical Zones) throughout the Province of Ontario.

- (a) Central Zone;
- (b) East Zone;
- (c) North East Zone;
- (d) North West Zone; and,
- (e) West Zone.

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

4.8 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-point seven five percent (2.75%) on all Products and/or Related Services invoiced by the Supplier to the Customers throughout the Term.

CRF will be calculated as follows:

EXAMPLE OF HOW CRF WILL BE CALCULATED FOR THE SECOND CALENDAR QUARTER WITH A CRF = 2.75%				
Sales per Month	Calculation	CRF	HST	Total CRF Payment to OECM
If Supplier has \$100,000 total sales in April	\$100,000 x 2.75% CRF	\$2,750	\$412	\$3,162
If Supplier has \$200,000 total sales in May	\$200,000 x 2.75% CRF	\$5,500	\$825	\$6,325
If Supplier has \$50,000 total sales in June	\$50,000 x 2.75% CRF	\$1,375	\$206	\$1,581

The CRF shall be paid to OECM, via EFT, on a quarterly basis based on the calendar year by the fifteenth (15th) day of May, August, November, and February of the applicable quarter.

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

Quarter	Spend Month	CRF Payment Due Date
Q1	January February March	May 15 of each year
Q2	April May June	August 15 of each year
Q3	July August September	November 15 of each year
Q4	October November December	February 15 of each year

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 Form of 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.

4.9 Financial Administration Act Section 28

In accordance with the requirements of the *Financial Administration Act* ("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.

4.10 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).

4.11 Supplier 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 H – 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 F – 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).

4.11.1 Master Agreement Award and 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.

4.11.2 Promoting OEMC Master Agreements

To support Customers, OEMC 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 Products and/or Related Services).

OEMC 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.

4.11.3 Supplier's Performance Management Scorecard

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

4.11.4 OEMC's Supplier Recognition Program

OEMC's suppliers play a fundamental role in ensuring Customers' needs are met with consistent and exceptional service. As part of OEMC's efforts to provide greater value to Customers and support their Supplier selection process across OEMC agreements, OEMC has implemented a Supplier Recognition Program ("SRP"). Through the SRP, OEMC 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 Appendix G (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.

4.11.5 Reporting to OECM

The Supplier shall be responsible for providing reports as further described in Appendix F – 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 55General 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 OECCM 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
OECCM's Issue Date of RFP:	July 26, 2023
Proponent's Information and OTP Demonstration Session:	2:00 pm on August 10, 2023
Proponent's Deadline to Submit Round One (1) Questions:	5:00 pm on August 11, 2023
OECCM's Deadline for Issuing Round One (1) Answers:	August 17, 2023
Proponent's Deadline to Submit Round Two (2) Questions:	5:00 pm on August 30, 2023
OECCM's Deadline for Issuing Round Two (2) Answers:	September 6, 2023
Proponent's Deadline to Submit Questions Related to Addenda & Question and Answer Documents:	5:00 pm on September 12, 2023
OECCM's Deadline for Issuing Final Documents:	September 18, 2023
Closing Date:	2:00:00 pm on October 5, 2023
Anticipated Master Agreement Start Date:	February 2024

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 should 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 is an opportunity for the Proponent to enhance its understanding of the RFP process 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 into 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 OEMC 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 OEMC, 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 OEMC.

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

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 OEMC 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	Upload to OTP
Form of Offer	Qualification	√	
Compliance with Form of Master Agreement	Qualification	√	
A Valid Medical Device Establishment License	Qualification		√
A Valid Medical Device License Number(s)	Qualification	√	
Technical Response	Technical	√	
Appendix C – Commercial Response (in Microsoft Excel format only)	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 Products and/or Related 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.

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 Products and/or Related 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 Products and/or Related 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;
- (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 Products and/or Related 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 Products and/or Related Services, or,
 - v. the funding for the acquisition of the proposed Products and/or Related 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 Products and/or Related 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 OEMC and/or its Customers.

5.6.9 Cancellation

OEMC 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/OQTCA-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.

“**Accredited College**” means a college of applied arts and technology established under the *Ontario Colleges of Applied Arts and Technology Act, 2002* or a subsidiary of such a college;

“**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) every hospital (i.e., public hospital, private hospital that received public funds in the previous fiscal year of the Government of Ontario, a community health facility within the meaning of the *Oversight of Health Facilities and Devices Act* that was formerly licensed under the *Private Hospitals Act* and that received public funds in the previous fiscal year of the Government of Ontario, and the University of Ottawa Heart Institute);
- (b) every school board,
- (c) every university in Ontario;
- (d) every college of applied arts and technology and post-secondary institution;
- (e) every agency designated as a children’s aid society under subsection 34 (1) of Part III of the *Child, Youth and Family Services Act, 2017*;
- (f) every corporation controlled by one (1) or more designated Broader Public Sector organizations that exists solely or primarily for the purpose of purchasing goods or services for the designated Broader Public Sector organizations;
- (g) every publicly funded organization that received public funds of 10 million dollars or more in the previous fiscal year of the Government of Ontario; and,
- (h) every organization that is prescribed for the purposes of this definition;

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

See <https://www.ontario.ca/page/find-school-board-or-school-authority>; and,

See <https://www.ontario.ca/page/go-college-or-university-ontario>;

“**Business Day**” or “**Day**” means Monday to Friday between the hours of 8:00 a.m. to 4:00 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), health and social service entities, hydro, the Legislative Assembly, Municipalities and related Service Organizations, not-for-profit organizations, Ontario Electricity Financial Corporation, Ontario Power Authority, provincially funded organizations (“PFO”), shared service organizations, utilities and local boards, and any other Ontario Broader Public Sector (“BPS”) agency, Ontario Public Service (“OPS”) ministry, agency, board or commission, Crown corporations, First Nations federal agencies, Indigenous Organizations and Communities, and other provincial, territorial and federal public sector entities/agencies 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;

“Deliverable” means all Products and/or Related 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;

“Master Agreement” or **“Agreement”** means the agreement to be made between the Preferred Proponent and OECM 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 OECM and the Supplier;

“Municipalities” means municipalities in Ontario under the *Municipal Act*, the *City of Toronto Act* (for the City of Toronto), *District Municipality of Muskoka Act* (for the District of Muskoka), *Regional Municipalities Act* (for the regional municipalities of Durham, Halton, Niagara, Peel, Waterloo and York), every local board in Ontario as defined in the *Municipal Affairs Act and the Municipal Act* and related Service Organizations. See [List of Ontario municipalities | Ontario.ca](#);

“OECM” means the Ontario Education Collaborative Marketplace;

“OECM’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 Public Service” or **“OPS”** means Ontario Public Service entities, the ministries, and other administrative units of Ontario over which ministers of Ontario preside (including their agencies, boards, commissions, and Crown corporations);

“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;

“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 OECM or the Customer or created by the Proponent pursuant to the RFP;

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

“Product” means all Janitorial and Custodial Supplies and related Equipment Products to be provided by the Supplier, under the Master Agreement, and includes everything that is necessary to be supplied, provided or delivered by the Supplier;

“Project Advisor” or **“PA”** 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;

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

“Qualification Response” means the information the Proponent is required to submit within OTP as part of the Qualification Envelope;

“Rates” means the maximum prices and minimum percentage discount off Suppliers Canadian list price, in Canadian funds, for the Products and/or Related Services as set out in the Proponent’s submitted Appendix C - Commercial Response;

“Request for Proposals” or **“RFP”** means this Request for Proposals #2023-421 issued by OECM, including all appendices and addenda thereto;

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

“Service” means all Janitorial and Custodial Supplies and Equipment Related 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 Part 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 D – OECM Geographical Zones.

APPENDIX B – FORM OF MASTER AGREEMENT

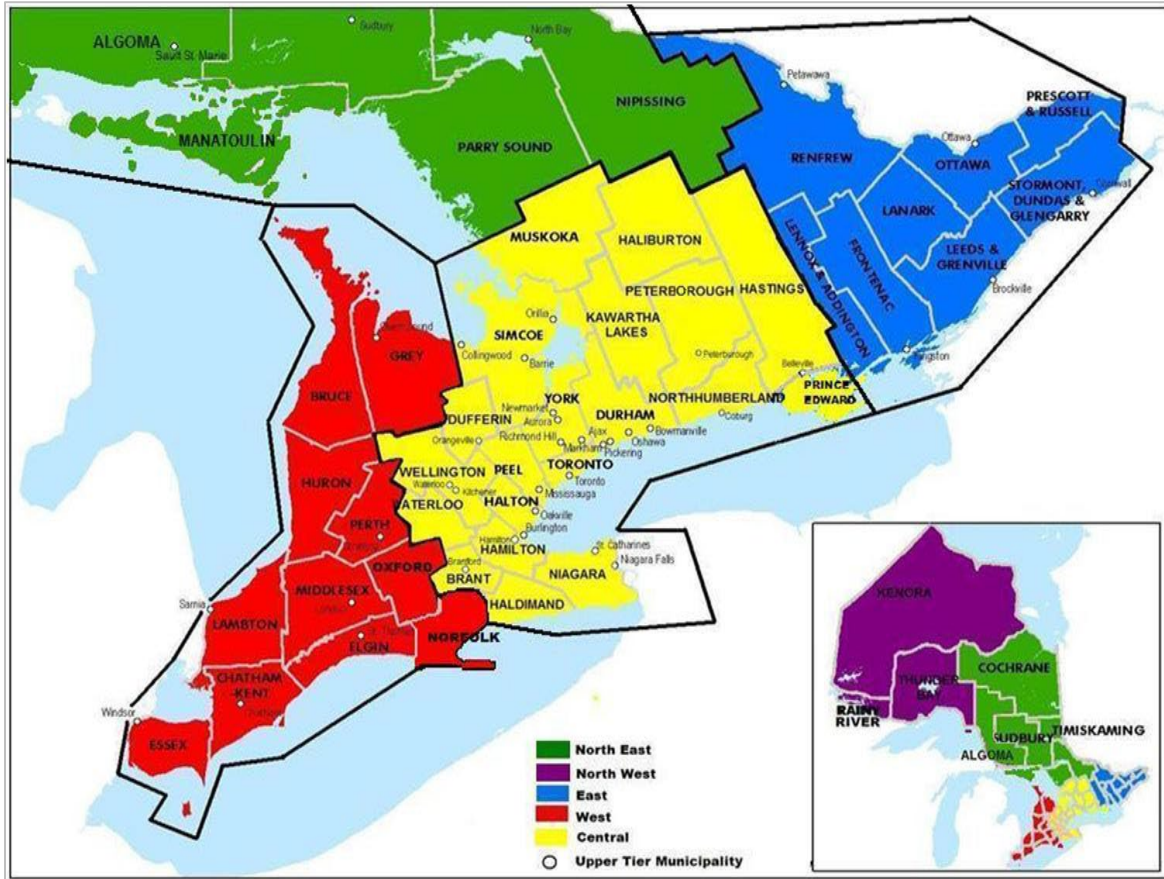
This appendix is posted as a separate PDF document.

APPENDIX C – COMMERCIAL RESPONSE

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

APPENDIX D – OEMC GEOGRAPHICAL ZONES

OECM Customers are located in one (1) or more of the following five (5) geographical Zones in Ontario.



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

Zones	School Board Customers			College Customers	University Customers
Central	Brant Haldimand Norfolk Catholic District School Board ("CDSB")	Hastings and Prince Edward DSB	Waterloo Region DSB	Centennial College of Applied Arts and Technology ("CAAT")	Brock University
	Conseil scolaire catholique MonAvenir	Kawartha Pine Ridge DSB	Wellington CDSB	Conestoga College Institute of Technology and Advanced Learning	McMaster University
	Conseil scolaire Viamonde	Niagara CDSB	York CDSB	Durham CAAT	OCAD University
	District School Board ("DSB") of Niagara	Peel DSB	York Region DSB	Fleming CAAT	Ryerson University
	Dufferin-Peel CDSB	Peterborough Victoria Northumberland and Clarington CDSB		George Brown CAAT	Trent University
	Durham CDSB	Simcoe County DSB		Georgian CAAT	University of Guelph
	Durham DSB	Simcoe Muskoka CDSB		Humber College Institute of Technology and Advanced Learning	University of Ontario Institute of Technology
	Grand Erie DSB	Toronto CDSB		Loyalist CAAT	University of Toronto
	Halton CDSB	Toronto DSB		Mohawk CAAT	University of Waterloo
	Halton DSB	Trillium Lakelands DSB		Niagara CAAT	University of Western Ontario
	Hamilton-Wentworth CDSB	Upper Grand DSB		Seneca CAAT	Wilfrid Laurier University
Hamilton-Wentworth DSB	Waterloo CDSB		Sheridan College Institute of Technology and Advanced Learning	York University	
East	Algonquin and Lakeshore CDSB	Conseil scolaire de district catholique ("CSDC") de l'Est Ontarien	Renfrew County CDSB	Algonquin CAAT	Carleton University
	CDSB of Eastern Ontario	Limestone DSB	Renfrew County DSB	Canadore CAAT	Queen's University
	Conseil des écoles catholiques du Centre-Est	Ottawa CDSB	Upper Canada DSB	La Cité collégiale	University of Ottawa
	Conseil des écoles publiques de l'Est de l'Ontario	Ottawa-Carleton DSB		St. Lawrence CAAT	
North East	Algoma DSB	Conseil scolaire public du Nord-Est de l'Ontario	Northeastern CDSB	Cambrian CAAT	Algoma University
	Conseil scolaire catholique de district des Grandes Rivières	DSB Ontario North East	Rainbow DSB	Collège Boréal	Laurentian University
	Conseil scolaire catholique du Nouvel-Ontario	Huron-Superior CDSB	Sudbury CDSB	Northern CAAT	Nipissing University
	Conseil scolaire catholique Franco-Nord	Near North DSB		Sault CAAT	
	Conseil scolaire public du Grand Nord de l'Ontario	Nipissing-Parry Sound CDSB			
North West	CSDC des Aurores Boréales	Lakehead DSB	Superior North CDSB	Confederation CAAT	Lakehead University
	Keewatin-Patricia DSB	Northwest CDSB	Superior-Greenstone DSB		
	Kenora CDSB	Rainy River DSB	Thunder Bay CDSB		
West	Avon Maitland DSB	Greater Essex County DSB	St. Clair CDSB	Fanshawe CAAT	University of Windsor
	Bluewater DSB	Huron-Perth CDSB	Thames Valley DSB	Lambton CAAT	
	Bruce-Grey CDSB	Lambton Kent DSB	Windsor-Essex CDSB	St. Clair CAAT	
	Conseil scolaire catholique Providence	London District Catholic School Board			

APPENDIX F – REPORTING REQUIREMENTS

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

Supplier Reporting Requirements		
Sales Reporting	Frequency	Due Date
Sales reporting including, but not limited to: (a) Customer's name; (b) Invoice number and date; (c) Product description and/or Service provided (or Service Category provided); (d) Unit of measure; (e) Quantity invoiced; (f) Rate and total Rate; and, (g) CRF.	Monthly	8th Business Day
Performance Reporting	Frequency	Due Date
(a) Key Performance Indicators reporting - as set out in Appendix C – Supplier Performance Management Scorecard. (b) Performance results specific to Customer's KPIs.	Quarterly	8th Business Day following each Calendar Quarter
CSA Reporting	Due Date	
(a) Provide a copy of each fully executed CSA	Within thirty (30) days of CSA execution	
Other Reporting		
Other reporting requirements may include: (a) Sales Forecasting Reports; i. By November 15 – for the next calendar year; ii. By March 15 – for April to December, if the forecast in (a) above has changed; and, iii. By July 15 – for August to December, if the forecast in (b) above has changed. (b) Specific Customer Reports, as requested (e.g., purchase orders, backorders, and invoices) (c) OECM Ad Hoc Reports - As requested and mutually agreed upon		

Final reporting requirements will be determined during negotiations.

APPENDIX G – PERFORMANCE MANAGEMENT SCORECARD

Master Agreement performance means 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 Products and/or Related Services at competitive Rates.

Supplier performance means the Supplier meets or exceeds the performance requirements described below and adheres to all the other contractual requirements.

As part of OECM's efforts to provide greater value to Customers, 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.

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 Resources 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 F – 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 Supplier's performance aiding the adoption of the Master Agreement.

By providing the reports, OECM is able to analyze and maintain the integrity of the Supplier's performance.

Failure, by the Supplier, to provide accurate reports by the due dates set out in Appendix F – Reporting Requirements may be deemed poor performance and will reflect on the Supplier's Performance Management Scorecard and SRP results.

During the Term of the Master Agreement, the Supplier shall collect and report the agreed upon results of the 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 of the Master Agreement, ensuring Customers receive appropriate Products and/or Related Services 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 Resources 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 related to OECM and Customer KPIs.

During the business review, OECM will review the KPIs with the Supplier. The KPIs include but are not limited to the following:

Supplier Provided Customer Performance Measures		
Key Performance Indicator	Performance Measurement	Performance Goal
Product Quality	Percentage (%) of shipped Products received undamaged and with correct products and quantities as orders by the Customers	98% or greater
Order Fill Rate	Percentage (%) of Customer orders delivered within the agreed-upon lead time	98% or greater
Accuracy of Invoices	Percentage (%) of invoices issued to the Customer with correct information (e.g. right Products, quantity and Rates)	98% or greater
Completion of Services	On time completion of Services	98% of the time
Customer inquiries response lead time	Within One (1) Business Day	100% of the time
Customer Survey Satisfaction	Annual average of Customer surveys results	Average 98 % satisfaction level
Customer Complaints	Number of Customer Complaints	Less than 2%
Issue Resolution	Issue resolved within five (5) Business Days	100% of the time

OECM Evaluation of Supplier's Performances		
Key Performance Indicator	Performance Measurement	Performance Goal
Fully Completed Integrated Report Submission	By 8th Business Day of each month	98% of the time
Fully Completed Performance (or Key Performance Indicator) Report Submission	By 8th Business Day following each calendar quarter	98% of the time
Executed CSAs sent to OECM	Within 30 days of CSA execution	98% of the time
Cost Recovery Fee Payment Remittance	By fifteenth (15th) calendar day following each quarter	98% of the time

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

Customer may, when executing a Customer-Supplier Agreement, seek other KPIs.

APPENDIX H – CODE OF CONDUCT

The Supplier will take every measure to comply with OECM'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 OECM's Customers as mutually agreed upon between the Customer and Supplier. OECM'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 Products and/or Related Services to OECM 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 OECM, and only use this information as part of their business relations with OECM;
- (d) Comply with intellectual property rights relating to the Products and/or Related Services provided to OECM and its Customers;
- (e) Never place an OECM 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 OECM; and,
- (g) Disclose to OECM any behaviour deemed unethical on the part of an OECM 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 Products and/or Related Services are provided to OECM 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 OECM employees and Customers. The Supplier must avoid situations that may adversely influence their business relationship with OECM or can be directly or indirectly perceived as a conflict of interest and interfere with the provision of the Products and/or Related Services to OECM or its Customers. The Supplier must disclose any actual or potential conflicts of interest promptly to OECM;
- (c) Never offer to OECM 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 OECM's employees' ability to make business decisions in the best interest of OECM and its Customers. If a Supplier is unsure whether a gift or entertainment offer to an OECM employee complies with OECM'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 OECM 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 Products and/or Related Services are identified and approved by the Customer and monitored to ensure compliancy with contractual obligations and adherence to OECM'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 Products and/or Related Services by the Supplier to OECM 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>.