



Savings | Choice | Service

RESIDENCE FURNITURE AND MATTRESSES

REQUEST FOR PROPOSALS # 2023-432

Request for Proposals Timetable	
Event	Time/Date
OECEM's Issue Date of Request for Proposals:	October 26, 2023
Proponent's Information and Ontario Tenders Portal Jaggaer Demonstration Session:	2:00 pm on November 1, 2023
Proponent's Deadline to Submit Questions:	5:00 pm on November 2, 2023
OECEM's Deadline for Issuing Answers:	November 8, 2023
Proponent's Deadline to Submit Questions Related to Addenda & Question and Answer Documents:	5:00 pm on November 14, 2023
OECEM's Deadline for Issuing Final Documents:	November 17, 2023
Proponent's Deadline to Submit Product Sample (Category B – Mattresses, Covers, Protectors, Encasements only):	2:00 pm on November 23, 2023
Closing Date:	2:00:00 pm on November 24, 2023
Anticipated Master Agreement Start Date:	February 2024

All times specified in this timetable are local times in Toronto, Ontario, Canada

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 Residence Furniture and Mattresses (“Products”) and related services as described in Part 2 – The Deliverables.

The Deliverables are divided in the following two (2) Categories:

- (a) Category A – Residence Furniture; and,
- (b) Category B – Mattresses, Covers, Protectors, and Encasements.

Proponent's may submit a Proposal for one (1) or both Categories.

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

Master Agreements will not be awarded by a particular geographical area. The Proponents will, however, identify the Ontario Region, County, District, or Single-Tier location (refer to Appendix E – Product Lead Times) where it is able to provide Residence Furniture and Mattresses Related Services. This information will be shared with Customers, post award, to support their Second Stage Selection Process (“Second Stage”).

This RFP is issued by OECM.

1.1 Objective of this RFP

The objective of this RFP is to:

- (a) Provide OECM Customers the ability to purchase Products from qualified Suppliers to satisfy their requirements;
- (b) Provide Customers with multiple Mattress varieties and cost-effective options.
- (c) Provide Product choice and consistency across regions;
- (d) Enhance the environmental sustainability Product options;
- (e) Ensure timely deliveries/installation at the lowest cost to the Customer and to the Supplier;
- (f) Provide firm pricing for Products;
- (g) Build a strong cooperative and proactive relationship with the Supplier; and,
- (h) Reduce the costs of associated competitive procurement processes on an ongoing basis (i.e., fewer competitive procurement documents issued by Customers).

1.2 Supplier Experience and Qualifications

The Supplier shall possess appropriate experience, qualifications, and demonstrated knowledge relative to the requirements in this RFP including, but not limited to:

- (a) Be fully cognizant of and have the demonstrated Products and Services knowledge ensuring Customers needs are met;
- (b) Possess and maintain applicable authorization and qualification from multiple OEMs (i.e., reseller authorization, if applicable);
- (c) Knowledgeable and certified personnel for applicable services, providing excellent Services to Customers;
- (d) Provide maximum flexibility in responding to changing and evolving requirements; and,
- (e) Ability to facilitate OEM warranty claims for Customers if required.

1.3 Authorized Reseller

The Proponent shall be the OEM or an Authorized OEM Reseller of the Deliverables, and provide the appropriate resources with associated skills, experience and knowledge to fulfill RFP requirements.

Where components comprising the Deliverables are not provided directly by the Supplier, the OEM of those components shall be deemed to be a Supplier's Subcontractor and the Supplier shall be responsible for providing those components to the Customer on the terms and conditions of the Contract.

The Supplier's reseller status shall be maintained throughout the Term of the Master Agreement ("Term"), with any changes of status to be communicated to OECCM within thirty (30) days of such change.

Authorized Reseller means the OEM has authorized the Supplier to market, advertise, sell and maintain directly to Customers on the OEM's behalf as a provider.

Each Proposal and Appendix I – OEM Undertaking/OEM Authorized Reseller letter shall represent the OEMs specified within Appendix I.

1.4 Project Background

OECCM issued an RFP in 2018 for Residence Furniture and Mattresses which resulted in five (5) Master Agreements ("MA"), three (3) MAs for Category A – Residence Furniture and two (2) MAs for Category B - Mattresses. The aggregate spend for the agreement is approximately twelve million (\$ 12,000,000) dollars as of September 2023.

The current Master Agreements are set to expire in March 2024.

This RFP is the third (3rd) generation project for Residence Furniture and Mattresses.

1.4.1 Historical Spend

There are presently twenty-five (25) unique Customers using these existing OECCM agreements with approximate spend as of September 2023 as noted below.

(a) Category A – Residence Furniture

- Three (3) School Boards – approximately seventy-seven thousand dollars (\$77,000);
- Eight (8) Colleges – approximately one point four million dollars (\$1.4M);
- Ten (10) Universities – approximately eight million dollars (\$8M); and,
- Two (2) BPS organizations – approximately one point two million dollars (\$1.2M)

(b) Category B – Mattresses:

- One (1) School Board – approximately twelve thousand (\$12,000);
- Seven (7) Colleges – approximately four hundred and twenty-five thousand (\$425,000);
- Ten (10) Universities – approximately six hundred and fifty thousand (\$650, 000) ; and,
- Two (2) BPS organizations – approximately seventeen hundred (\$1,700).

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

1.4.2 Customer Engagement

The following Customers were engaged with the development of the Deliverables set out in this RFP:

- (a) Brock University;
- (b) Carleton University;

- (c) Niagara College;
- (d) Queen's University; and,
- (e) Western University

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

1.5 Award Strategy

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

The Term is intended to be for two (2) years, with an option in favour of OECM to extend the Term on the same terms and conditions for up to two (2) additional years. Performance as set out in Appendix G – Supplier Performance Management Scorecard and, if applicable, Supplier Recognition Program evaluation results will be considered when contemplating a Master Agreement extension.

OECM will refresh this RFP, according to applicable trade agreements, by providing other suppliers an opportunity for inclusion at the renewal of the optional term of the Master Agreement (e.g., February 2026), if the option Term is exercised. The refresh process requirements will be aligned with this RFP. Should additional suppliers be added during a refresh process, all Master Agreements will be co-terminus.

Customers participating in the Master Agreements will execute a CSA with a Supplier as attached in Appendix A – Form of Master Agreement. Prior to executing a CSA, the Customer may negotiate their unique requirements and further negotiate with the Supplier and mutually agree to additional terms and conditions (e.g., reporting, Rates specific to the Customer's requirements and volumes) ensuring the additional terms and conditions are not in any way inconsistent with the Master Agreement agreed to by OECM and the Supplier.

The Supplier must provide a copy of every CSA to OECM within thirty (30) days of execution.

1.5.1 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, Section 3.7 of this RFP.

No legal relationship or obligation regarding the procurement of any Products 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 has occurred.

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

1.5.2 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 Products a Customer may:

- (a) Select a Supplier and sign a CSA; or,
- (b) Seek Rates and other relevant Product information specific to a Customer's organization (e.g., by issuing a non-binding request via a Second Stage tool (e.g., Quick Quote ("QQ")), , or Customer's process (e.g., directly or via an online e-tendering platform)) from the Supplier for their specific Product requirements (e.g., reporting, Rates, invoicing). If selected by the

Customer, the Supplier shall provide the Products 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, or it may request the Supplier to propose appropriate Products to fulfill the Customer's requirements and any other applicable information.

The Customer may negotiate their unique requirements (e.g., custom mattress, Rates, and the length of time the Rates remain firm) with the Supplier and mutually agree to additional terms and conditions ensuring the additional terms and conditions are not in any way inconsistent with the Master Agreement.

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

- (a) Proposed Products;
- (b) Product quantities;
- (c) Delivery locations;
- (d) Delivery and Installation dates (if applicable);
- (e) Delivery and Installation Rates (if applicable) and,
- (f) Final, net Rates. The Rates should be valid for a period of not less than ninety (90) days, or as requested by the Customer. Limited time offer Rates and/or promotional Rates must be specified by the Supplier, if applicable to the specific Second Stage request.

1.5.3 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.

1.6 About OECM

OECM is a trusted not-for-profit partner for Ontario's 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.

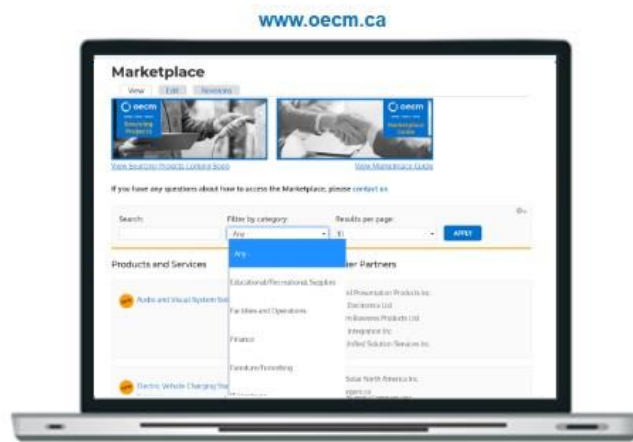
OECM contracts with innovative, reputable Suppliers to offer a comprehensive choice of collaboratively sourced and competitively priced products and services through its Marketplace, the goal of which is to generate significant value and savings, quality of choice and consistent service for its Customers. In addition to the Marketplace, OECM offers contract management services, procurement advisory services, business analytics, and opportunities for knowledge sharing.

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 of collaboration, responsiveness, integrity, innovation, and respect, 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 that aims to drive long-term performance by recognizing and motivating Suppliers to deliver continued savings, value, choice, and service to Customers.

A Marketplace of Choice

As of October 2023



OECM conducts procurements that are compliant with the Broader Public Sector (BPS) Procurement Directive and the trade agreements

Refer to OECM's Marketplace Guide at <https://oecm.ca/marketplaceguide>

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AGREEMENTS

1328
CUSTOMERS

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SUPPLIERS

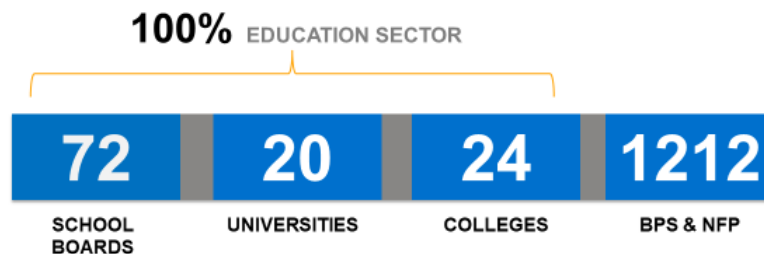
Customers represent a cumulative spend of more than **four (4) billion dollars** over the last eleven (11) years.



1.6.1 Use of OECM Master Agreements

As of October 2023, 1328 Customers were using one (1) or more OECM agreements with a cumulative spend of more than four (4) billion dollars over the last eleven (11) years.

OECD Customers



More information about OECD is available on our website - <https://oecd.ca/>.

1.6.2 The Ontario Broader Public Sector Procurement Directive

OECD, and the BPS 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 [Broader Public Sector Procurement Directive \(gov.on.ca\)](https://www.gov.on.ca).

1.6.3 Trade Agreements

OECD 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 4.6.11.

[End of Part 1]

PART 1A – RULES OF INTERPRETATION AND DEFINITIONS

1A.1 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 OEMC or the Supplier, such terms shall be construed and interpreted as synonymous and shall be construed to read “OEMC shall” or the “Supplier shall”, as the case may be;
 - ii. The term “should” relates to a requirement that OEMC would like the Supplier to fulfil; and,
 - iii. The term “will” describes a procedure that is intended to be followed.

1A.2 Definitions

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

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

“Authorized Reseller” means a Person that is authorized by the OEM to market, advertise, sell and distribute the Products;

“Best and Final Offer” or **“BAFO”** means a process during the negotiation stage in which a Preferred Proponent may be invited by OEMC 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 9:00 a.m. to 5:00 p.m. for OECM, as specified in the Customer's CSA, or agreed to by the parties in writing, except when such a day is a public holiday, as defined in the *Employment Standards Act (Ontario)*;

“Closing Date” means the Proposal submission date and time as set out in OTP and in Section 4.1.1 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 B – Commercial Response as part of the Commercial Envelope;

“Confidential Information” means confidential information of OECM 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 OECM, the Customer, the Proponent or any third-party; (ii) all information (including Personal Information) that OECM 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 OECM 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 OEMC 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 OEMC'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 OEMC's competitively sourced agreements. Once Customer-Supplier Agreements have been executed, this fee is remitted by the Supplier to OEMC 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 any Deliverables in this RFP specific to their organization;

"Deliverable" means all Products and 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 OEMC based on the template attached as Appendix A – 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 OEMC 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* ([List of Ontario municipalities | Ontario.ca](#)) and related Service Organizations;

"OEMC" means the Ontario Education Collaborative Marketplace;

"OEMC's Deadline for Issuing Final Addenda" means the date and time as set out in Section 4.1.1 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 Jaggaer" 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;

"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;

“PFO” means a provincially funded organization;

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

“Product” means all Deliverables 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;

“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, in Canadian funds, for the Products as set out in the Proponent’s submitted Appendix B - Commercial Response;

“Request for Proposals” or **“RFP”** means this Request for Proposals # 2023-432 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., 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 specific to a Customer’s organization;

“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 its Technical Response;

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

“Term” has the meaning set out in Section 1.5 of this RFP; and,

“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.

[End of Part 1A]

PART 2 – THE DELIVERABLES

This Part of the RFP describes the Residence Furniture and Mattresses (“Product”) and related service Deliverables per Category which will be incorporated into the final Master Agreement.

OECM requires that the Proponent have 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”).

There are two (2) Product Categories in this RFP. The Proponent, when submitting a Proposal, should consider which Category best aligns with their business model. The Proponent may submit a Proposal for one (1) or both Categories.

The Supplier shall carry out Deliverables and perform all of its obligations in a professional manner, according to the best standards of practice of the industry, including any applicable standards of professional conduct.

The Supplier shall provide all RFP requirements, per Category.

2.1 Product Categories

The Supplier shall provide a broad range of Products and Services to meet the Residence Furniture and Mattress needs of the Customer.

The requirements are set out in the following two (2) categories of Products and Services:

- Category A – Residence Furniture and Related Services; and,
- Category B – Mattresses, Covers, Protectors, Encasements, and Related Services.

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

Category	RFP Section per Category	Appendix
Category A – Residence Furniture and Related Services	RFP Section 2.2	Appendix I
Category B – Mattresses, Covers, Protectors, Encasements and Related Services	RFP Section 2.3	Appendix I

Deliverables, as set out in **Sections 2.4 to 2.26**, are applicable to all Categories.

2.2 Category A – Residence Furniture

The Supplier shall provide a wide range of Products to meet the Residence Furniture needs of the Customers, including but not limited to the following:

- (a) Beds (with or without drawers);
- (b) Bookshelves;
- (c) Coffee tables;
- (d) Desk/ Study chairs;
- (e) Dining chairs;
- (f) Dining tables;
- (g) Dresser/ Storage units;

- (h) End Tables;
- (i) Lamps (desk, floor, and table)
- (j) Mirrors;
- (k) Nightstands;
- (l) Ottomans;
- (m) Side chairs;
- (n) Sofas (two (2) and three (3) seater and sectional);
- (o) Study desk with hutches; and
- (p) Wardrobes.

Some Customers may require hotel-style furniture for their facilities; the Supplier should have the ability to provide these Products if requested.

2.2.1 Category A – Residence Furniture Minimum Requirements

The Products proposed for Category A – Residence Furniture should be constructed in a fashion to stand up in a commercial residential living environment and meet the following minimum requirements:

- (a) Furniture Frame and Construction should be:
 - i. Solid wood structural or metal connection systems, free from defects that may impact structural strength and functionality, sealed and moisture-proof; or,
 - ii. High-pressure plastic laminates, 45lb density core particle board, three (3) ply construction, one inch (1”) thickness, sealed and moisture-proof, available in various colours for Customer selection;
 - iii. hypo-allergenic, anti-bacterial, anti-fungal, and free of any toxic fire retardants;
 - iv. Upholstered furniture fabric with at least a thirty thousand (30,000) double-rub rating;
 - v. Have an upholstered fabric folio grade or the equivalent of four (4) or greater;
 - vi. Kiln-dried lumber for solid parts shall be free of any large knots, burls, cracks, or objectionable colour streaks.

2.3 Category B – Mattresses, Covers, Protectors, and Encasements

The Supplier shall provide Customers with a wide range of OEMs and sizes of Products to meet the Mattresses, Covers, Protectors, and Encasements requirements, including but not limited to the following:

- (a) Foam mattress;
- (b) Innerspring mattress (coil/wire);
- (c) Mattress Covers and Protectors; and,
- (d) Mattress Encasements.

Some Customers may require, mattresses with alternative construction or mattresses with fabrics other than specified (e.g. vinyl cover, healthcare fabric), the Supplier shall provide these Products as requested.

2.3.1 Category B – Product Minimum Requirements

The Products proposed for Category B - Mattresses, Covers, Protectors, and Encasements should meet the following minimum requirements:

- (a) Made of fire-retardant material;
- (b) Designed with inverted seams at all joints, no tapes to be used;
- (c) Stitched with heavy-duty tread;
- (d) Be hypo-allergenic, anti-bacterial, and anti-fungal;
- (e) Fabric requirements:
 - i. Vintex equivalent liquid proof;
 - ii. Chemsafe equivalent; and,
 - iii. Recovery 5 fabric equivalent.
- (f) All Products proposed for Category B should be free of:
 - i. Polybrominated diphenyl ethers (PBDEs);
 - ii. Chlorinated Tris (TDCPP);
 - iii. Toxic fire retardants; and,
 - iv. Volatile organic compounds (VOCs).

2.3.1.1 Foam Mattress Minimum Requirements

- (a) Foam density: 1.8lb. (net of test tolerance percentage);
- (b) Compression for one-piece core mattresses – 32lb.;
- (c) Compression for layered mattresses:
 - i. Convoluted top and bottom layer - 26 lb compression, height 1.5" over 0.5";
 - ii. Mid core - 38 lb compression, height 6"; and,
 - iii. Edge - 50 lb compression, width 3".

2.3.1.2 Innerspring Mattress Minimum Requirements

- (a) Eight hundred (800) coils;
- (b) Quarter inch (1/2") foam wrap/encasement;
- (c) Mattress height 9.5"; and
- (d) Quarter inch (1/2") top pad.

2.3.1.3 Mattress Covers, Protectors, and Encasements Minimum Requirements

- (a) Fabric requirements:
 - i. Flame retardant;

- ii. Fire shield barrier available as a separate layer or as part of the cover;
- iii. Tear resistant, 70 denier, minimum 210 thread count nylon fabric with PVC coating (75% PVC, 25% Nylon) unless otherwise specified; and,

(b) Waterfall double seam with center border 360-degree zipper.

2.3.2 Mattress Identification

All Mattress Products proposed for Category B should include, but not be limited to the following identification:

- (a) External mark or label to indicate applicable fire standard (e.g. CAN/ULS - S137 Standard for the Flammability (Open Flame) of mattresses, CAL TB117-2013 new flammability standard for residence furniture);
- (b) External mark or label to be date stamped for warranty; and,
- (c) Serial number to printed, as required.

2.3.3 Product Sample for RFP Evaluation

Category B Proponents are required to provide six (6) each 20" x 20" Foam and Innerspring mattress samples for evaluation purposes related to this RFP process.

Product Samples should be clearly marked "Product Sample Residence Furniture and Mattresses RFP# 2023-432" and submitted to:

OECM

2 Lansing Square, Suite 200

Toronto, Ontario

M2J 4P8

All samples MUST be received no later than 3:00:00 p.m. on November 22, 2023, to be considered for evaluation. Any samples received after this time will not be evaluated and the proponent will receive a score of zero (0) for this section of the RFP evaluation.

2.3.4 Test Reports

The Proponent should provide a copy of test reports from a reputable laboratory for:

(a) Foam Mattress:

- i. Vintex equivalent liquid-proof fabric;
- ii. Chemsafe equivalent fabric; and,
- iii. Recovery 5 fabric equivalent fabric;
- iv. Foam density and compression; and,

(b) Innerspring Mattress

- i. Vintex equivalent liquid-proof fabric;
- ii. Chemsafe equivalent fabric; and,
- iii. Recovery 5 fabric equivalent fabric; and,
- iv. Spring compression and wear over time.

2.4 Commercial Grade Products

Customers require commercial grade Products, alternatively known as contract grade Products, defined to meet the following performance requirements:

2.4.1 Durability

- (c) Products should maintain durability while functioning well with heavy use in an institutional environment;
- (d) Products should maintain their original appearance over the expected life, with normal wear and tear in an institutional environment;
- (e) Finishes and constructions of the Products should have the ability to take impact from normal move, disassemble, and reassemble without reducing the expected life, if applicable; and,
- (f) Products should be designed to prevent parts from being removed without the aid of required tools.

2.4.2 Product Safety

- (a) Products should be designed to be safe for the intended audience (i.e. eliminate tip-overs, minimize pinch points);
- (b) Products should be made with hygienic materials; and,
- (c) Products should be easily transported by one to two (1 - 2) individuals.

2.4.3 Ease of Maintenance

- (a) Products should be easily maintained (e.g. clean) during their expected life;
- (b) Products should possess features such as moisture resistance, moisture barrier, antimicrobial properties, and/or bacterial resistance;
- (c) Fabrics/textiles should repel stains as well as release stains; and,
- (d) Replacement parts should be available for discontinued Products for a period of no less than one (1) year from the notification of discontinuation.

2.5 Ergonomic Considerations

- If required by the Customer, the Supplier should provide a variety of ergonomic Products designed with adjustment features that can be utilized by a broad range of users with different ages, heights, sizes, usage, and physical requirements. Ergonomic Products may include arms/holders/supports, footrests, height-adjustable desks, keyboard trays, monitor risers, seating, sit stands, and, task lighting.
- If requested by the Customer, the Supplier shall provide ergonomic training/demonstrations and /or Product literature at no additional cost to the Customer.
- The Supplier shall identify these ergonomic Products and/or options to Customers and OECM throughout the Term as they become available.

2.6 Industry Standards

The Supplier shall provide Products that meet or exceed all applicable standards, including but not limited to the following:

- (a) *Canada Consumer Product Safety Act*;
- (b) ASTM (e.g. D117, D751, E96 Procedure B), as applicable;
- (c) Canadian General Standards Board (CGSB);

- (d) Flammability requirements (e.g. Ontario Regulation 7210-9 large scale fire test, National Fire Protection Association (“NFPA”) 701 and 99, California Technical Bulletin 117), as applicable;
- (e) Greenguard Indoor Air Quality requirements, or equivalent;
- (f) American National Standards Institute / Business & Institutional Furniture Manufacturer’s Association (ANSI/BIFMA) or others, or equivalent, as applicable;
- (g) Occupation Health and Safety Standards;
- (h) Province of Ontario building and Ontario Electrical Safety Code where applicable to the installation and hook-up of all electric requirements, as applicable; and,
- (i) WHIMS requirements, as applicable.

2.6.1 Electrical Requirements

The Supplier shall ensure electrical Products are authorized or approved by the Customer and in accordance with the Ontario Electrical Safety Code, the Canadian Standards Association Group (“CSA Group”), Underwriters Laboratories of Canada (“ULC”), a certification organization accredited with the *Standards Council of Canada Act* (Canada), 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.

2.6.2 Workplace Hazardous Material Information System

The Supplier shall ensure Workplace Hazardous Materials Information System (“WHMIS”) 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 and equipment, in accordance with the *Ontario Occupational Health and Safety Act*.

2.7 Licences, Right to Use and Approvals

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

Where a Supplier is required by Applicable Law to hold or obtain any such licence, permit, 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 OEMC shall be considered an approval by OEMC for the Supplier to carry on such activity without the requisite licence, right to use or approval.

2.8 Accessibility for Ontarians with Disabilities Act

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

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

The AODA may be found at <https://www.ontario.ca/laws/statute/05a11>

2.9 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 Products 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.

2.10 Related Services

During the Term of the Agreement, the Supplier may be requested by Customers to provide the following Services:

- (a) Consultation, Education, and Training Services;
- (b) Space Planning and Design Services;
- (c) Installation and Assembly Services;
- (d) Asset tagging;
- (e) Product storage Services;
- (f) Relocation of existing Products; and,
- (g) Disposal of existing Products.

2.10.1 Consultation, Education, and Training Services

- During the Term of the Agreement, Customers may require assistance on Product selection, quantity, placement and/or use. The Supplier may supply the Customer with in person consultation, information packages, video links, webinars and/or training sessions, or other training material and options as appropriate at no additional cost to the Customer.

2.10.2 Space Planning and Design Services

The Supplier shall provide space planning and design Services at the Customer's request. Services required will depend on Customer specific needs and include, but are not limited to:

- (a) Conducting site measurements (which may include site visits) and providing drawings in at least 2D and 3D views, in an acceptable format (i.e. CAD) as required;
- (b) Product selections that ensure Customer's needs are met. Considerations include, but are not limited to:
 - i. Customer Product standards that may exist;
 - ii. Usage of space;
 - iii. Student makeup, including students with special needs;
 - iv. Aesthetics;
 - v. Integrating new furniture types and technology, as requested; and,
 - vi. Budget constraints.
- (c) Consultative approach ensuring Customer's input is integrated in all areas of design and Product selection; and,

- (d) Providing detailed Product lists that include Product description, price, and any other related costs (i.e. taxes), and all revisions, as required by the Customer.

The resulting space designs shall be approved by the Customer and should be age-appropriate, optimally functional, comfortable, and visually pleasing. At a minimum, they shall meet accessibility requirements, fire codes, building requirements, and any other regulations required by provincial law.

The Supplier shall provide their maximum pricing for this Service as indicated in Appendix B – Commercial Response.

2.10.3 Regular Installation, On-Site Assembly and Set-in-Place Services

The Supplier shall deliver, unpack, install and/or assemble Products at Customer's locations as required. The Supplier shall meet the Customer's requirements (i.e. collective agreements) including but not limited to the following:

- (a) Follow Customer's instructions, policies, and procedures to coordinate delivery and/or installation;
- (b) Provide one (1) point of contact for all installations;
- (c) Schedule deliveries within Business Days unless alternate delivery dates have been requested by the Customer. Delivery windows may not exceed four (4) hours;
- (d) Transport Products to multiple rooms within the same location;
- (e) Transport Products up or down flights of stairs;
- (f) Accommodate locations with no elevator access;
- (g) Assemble Products as per Customer's request, following manufacturer's instructions;
- (h) All furniture on non-carpeted floors shall receive appropriate glides/felt padding to prevent slipping and scratching;
- (i) Remove, dispose of, and/or recycle all packaging materials;
- (j) Ensure minimal disruption to Customer;
- (k) Comply with general labour requirements (e.g. applicable collective agreement);
- (l) Comply with the requirements of codes, by-laws, and regulations (e.g. WSIB, the Ontario Electrical Code);

If any of the Products are found to be damaged or not ready for use during installation, on-site assembly or after the packaging material has been removed, the Supplier shall inform the Customer's designated person (e.g. the person who placed the order, the project manager) immediately for arranging returns and delivery of new Products at no charge to the Customer.

The Proponent shall provide their maximum Rates for this Service as indicated in Appendix B – Commercial Response.

The Supplier and Customer will mutually agree to Rates for installation, on-site assembly, and set in place Services that exceed the requirements set out above.

2.10.4 Custom Order and Project-Specific Installations

The Supplier shall provide a designated project manager and/or site supervisor for custom orders and project-specific orders, as required.

The Supplier shall ensure its designated project manager and/or site supervisor possess the experience and qualification to supervise the unloading, removal of packaging, and installation.

The Supplier shall ensure Customers specific requirements are met, including but not limited to the following:

- (a) Attendance of site meetings and project meetings as required;
- (b) Conduct site measurements and provide drawings in an acceptable format (e.g. AutoCAD), as required;
- (c) Provide project specific timelines and resources for Customer's approval, as required;
- (d) Provide a contingency plan on any delay for Customer's prior approval, as required;
- (e) Provide project updates via a project plan on a regular basis, as required;
- (f) Obtain any required permits;
- (g) Post notification for the related installation on site, as required by Customer and by law;
- (h) Maintain the site as required by Customer and by law (e.g. fence the designated area, daily cleaning, signage); and,
- (i) Follow and coordinate with Customer any facility management requirements (e.g. parking arrangement, booking elevator, accessible hours).

The Supplier shall accommodate multi-floor residence buildings without elevator access including but not limited to townhouses.

2.10.5 After Hour Installation

In situations where the Supplier is required to accommodate the Customer's schedule (e.g. schedule to meet project deadline, class schedule) to carry out installation outside of Business Day (i.e. evening, weekend and/or holiday), the associated cost, if any, must be identified in Appendix B.

2.10.6 Site Clean Up

The Supplier shall provide daily removal of crating and packing materials from the Customer's premises. The crating and packaging material shall be properly and legally disposed of off-site by the Supplier at the Supplier's expense. The Supplier shall clean up the site and restore the impacted area completely to the Customer's satisfaction before the completion of installation.

2.10.7 Acceptance

Products shall be considered received when completely unpacked, assembled, installed in rooms, and free of dirt, dust, marks, dents, scratches, tape, packaging, or other foreign substances. The installation Service performed shall be inspected by representatives of the Customer and the Supplier prior to final acceptance by the Customer.

Rates for any special installation Service requirements shall be mutually agreed upon between the Supplier and Customer prior to Service.

The Supplier shall make any adjustments on-site to remedy any loose or incorrectly operating components (e.g. drawer glides). In the event the delivered Product fails to conform to Customers specifications, the Supplier shall remove the delivered Product and replace it with an equivalent Product conforming to the Agreement requirements at no additional cost to the Customer.

2.10.8 Deficiencies

The Supplier shall provide a Product deficiency list within twenty-four (24) to forty-eight (48) hours after final inspection together with a work plan to repair and resolve the deficiencies with timelines to Customer, if required. If possible, the Supplier shall provide a temporary solution to Customer, at no additional cost.

2.10.9 Asset Tagging

The Supplier shall provide asset tagging Services as required by Customers, including but not limited to the following:

- (a) Digital solutions;

- (b) Colour binding for sizes; and,
- (c) Providing serialized labels.

2.10.10 Product Storage Services

To accommodate a Customer's project schedule, the Supplier should provide storage (e.g. on-site container, at Supplier's facility or other facility) for Customers as required.

Grace period refers to the length of time (i.e. calendar days) where storage is provided at no cost to Customers.

In situations where storage cost will occur beyond the proposed grace period, the Supplier shall provide cost to Customer for prior approval. The Supplier is expected to support Customer's project schedule, at the best of its ability under most circumstances.

The Proponent should propose grace period days in their Technical Response and additional storage cost in Appendix B.

2.10.11 Relocation of Existing Products

The Supplier shall provide relocation services (e.g. campus building A to campus building B) of the existing Product as required by the Customer the associated cost, if any, must be identified in Appendix B.

2.10.12 Disposal of Existing Products

The Supplier shall remove the existing Products from the Customer's site and dispose of them in an appropriate, environmentally sound manner (e.g. dispose of them at a Ministry of Environment approved recycling facility) or recycle, or repurpose at no additional cost to the Customer, where charges may apply for the disposal of old Products.

2.11 Product List and/or Catalogue

The Supplier shall provide the following Product list(s) and/or catalogue(s) to Customers as required:

- (a) Core Product list with details and images, in printed and/or electronic format;
- (b) An electronic list of all Products in its published standard catalogue with details and images, excluding those already listed on the core Product list;
- (c) Standard printed published catalogue, if applicable;
- (d) Fabric swatch;
- (e) Material samples; and,
- (f) French catalogue.

2.12 Product Samples

During the Term of the Agreement, Customers may request Product samples; including but not limited to full-size mattresses and fabric swatches; for testing and evaluation to ensure Products meet Customers' requirements and are suitable for their purpose. These Product samples shall be provided to Customers at no cost. The duration of any testing will be agreed upon by the Customer and the Supplier.

The Supplier shall:

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

2.13 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;

2.13.1 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.

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

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

2.13.2.1 Website Testing

Customers may need to perform 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. Provide 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.

2.13.2.2 Website Security

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.

2.13.3 Minimum Order

The Supplier shall not have any minimum order value or volume requirements.

2.13.4 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).

2.13.5 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.

2.13.5.1 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.

The Supplier should consider the peak ordering periods in late spring and summertime, and ensure sufficient inventory to minimize backorders.

2.13.5.2 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 approval at no additional costs.

2.13.6 Discontinued Products and/or Replacement Parts

When discontinuing Products and/or replacement parts Customers have purchased, the Supplier shall provide manufacturer's supporting letter, where applicable, to OECM and the Customer a minimum of thirty (30) calendar days prior to the discontinuation.

Discontinued Products should be available for a period of no less than one (1) year from the notification of discontinuation.

2.13.7 Coordinating Bulk Purchases

The Supplier shall support coordinated bulk purchases initiated by OECM and/or Customers for several Customers during the Term. If this occurs, OECM 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 2.16.1**. The Customer will ensure reasonable lead times for bulk purchases are requested.

OECM 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.

2.14 Delivery

All Products shall be **Delivered Duty Paid ("DDP")** to inside the door, dock, or residence room at Customer's location as requested by the Customer. In some instances, Customer may not have loading docks and/or elevators and may require delivery to individual residence rooms, where charges may apply. Customers may have more than one (1) DDP location within their organization.

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

The Supplier should arrange and coordinate the delivery with the Customer and ensure the timely arrival of all Products required. Customer may request a twenty-four (24) hour prior delivery confirmation for all deliveries. The Supplier and Customer may mutually agree to other terms when executing a CSA.

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, catalogue number if applicable, Products and quantities shipped, weight of shipment where possible, back ordered Products and quantities, if any).

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

The Supplier shall provide a breakdown of product and delivery pricing on request by Customer or OECM.

2.14.1 Delivery Lead Time

2.14.1.1 Regular Lead Time

The Supplier shall adhere to its standard lead time and ensure Customers receive Products on time.

The Proponent should complete Appendix E - Product Lead Times Form and upload it to OTP, specifying the Product delivery times for each Counties, Districts and Regions ("CDRs").

2.14.1.2 Lead Time for Custom and / or Project Specific Orders

When Customers order custom made and /or project specific Products, the Supplier shall provide estimated lead time when quoting Rates or prior to order confirmation, as appropriate, for Customer's approval. Once the lead time is mutually agreed upon between the Customer and the Supplier at order confirmation, the expectation is that the Supplier will deliver Products within the quoted lead time.

2.14.2 Damaged or Defective Shipment

The Supplier is responsible for ensuring that all Products are shipped free of damage or defects. 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) 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.

2.14.3 Recalled Products

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.

2.15 Replacement Parts

Replacement parts such as chair wheels, drawer gliders and captains bed feet; should be available to Customers as required during the warranty and post warranty period. Costs for all replacement parts should be included in Appendix B - Commercial response tab (3) Product Category Discounts.

2.16 Warranty

The Supplier shall warrant all Products from the date of acceptance against conditions including but not limited to the following:

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

In addition, the following warranty shall be applicable:

- (a) Manufacturer's standard warranty shall cover parts and labour for a minimum of five (5) years for Category A – Residence Furniture;
- (b) A minimum of five (5) year non prorated warranty against wear and tear for Category A – Residence Furniture;
- (c) A minimum of five (5) year non prorated warranty against defects, sagging of the mattress foam and seam stitching for Category B – Mattresses, except mattress covers, protectors, or encasements; and
- (d) A minimum of ten (10) years warranty on Category B – Mattresses, Covers, Protectors, and Encasements.

Non-prorated warranty is defined as a warranty which provides full replacement costs for the Product(s) covered during the full term of the warranty.

Where a manufacturer's warranty applies to a Product, the Supplier shall be responsible for arranging Product exchange and repair. All shipping costs, labour costs, and additional costs (including travel time) as they relate to the approved warranty exchanges and repairs, shall be executed at no cost to the Customers.

Where Installation Services are provided, the Supplier should provide warranty on Services completed for one (1) year. All labour and travel costs as they relate to repairs shall be completed free of charge to Customers.

The Supplier shall provide post warranty repairs, on an as-and-when-required basis at a cost to be mutually agreed upon by the Customer and the Supplier.

2.17 Recalled Products

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

The Supplier shall immediately report on recalled Products to OEMC 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 repaired or replaced at the no cost to Customers.

2.18 Non-Obsolescence

Replacement parts and components for Category A – Residence Furniture should be made available to Customers to purchase beyond warranty period.

2.19 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 submit an invoice per shipment (aligned with packing slip) to the Customer after Product and Services have been delivered and installed as applicable, to the appropriate Customer locations.

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

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

- (a) Customer's name and delivery address;
- (b) Invoice date and number;
- (c) Name of the person who placed the order and/or the Customer's purchase order number, as required;
- (d) Detailed description of Product and Services invoiced, quantity and Rate;
- (e) Customer's cost centre number, general ledger number, as required; and,
- (f) Extended total and Harmonized Sales Tax ("HST").

2.19.1 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.

2.19.2 Electronic Funds 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.

2.20 Rates

The proposed Product and Services Rates shall be firm Rates per Category for Customers located in Ontario and shall be:

- (a) Category A – Residence Furniture:
 - i. Minimum Percentage (%) Discount off Canadian MSRP for Product Category Discounts; and,
 - ii. Maximum Net Rates per OEMC Zone for Related Services.
- (b) Category B – Mattresses, Covers, Protectors, Encasements and Related Services Core Products;
 - i. Maximum Net Rates for Product Rates and Related Services (per OEMC geographical Zone).
- (c) Firm Rates for the initial two (2) term of the Master Agreement;

- (d) In Canadian funds and shall include all applicable costs, including, but not limited to overhead, materials, fuel, fuel surcharge, duties, tariffs, travel, delivery, office support, profit, permits, licences, labour, insurance, and Workplace Safety Insurance Board costs; and,
- (e) Exclusive of the HST, or other similar taxes.

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

The Supplier may provide volume percentage discounts for Products; see Commercial Response, Appendix B, for more details.

The Customer and Supplier will mutually agree on Rates and the length of time the Rates remain firm based on the Customer's Product needs. However, the Rates for Ontario Customers, shall not exceed the Master Agreement Rates.

Rates for Customers outside of Ontario will be negotiated and mutually agreed upon by the Customer and Supplier.

2.20.1 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;
- (c) Dependent care;
- (d) Home management; and,
- (e) Personal telephone calls.

2.20.2 Rate Refresh

OECM's goal is to keep Rates as low as possible for Customers. However, the Supplier may request a Rate refresh per Category and per Zone at the renewal of the optional term (e.g. March 2026) of the Master Agreement, if exercised.

The Supplier shall provide a written notice to OECM at least one-hundred-and-twenty (120) days prior to the initial term expiry of the Master Agreement.

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, Fair Wage Policy, substantial fluctuations in foreign exchange Rates as published by Bank of Canada, ordinances or tariffs. Any Rate refresh request from a Supplier must be accompanied and supported by the OEM (if the Supplier is a reseller) by appropriate documentation (i.e. Supplier's most current Canadian price list, OEM's letter of increases, detailed calculations, and individual Customer impact analysis) to support any Rate adjustment. OECM may also incorporate 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.

Rate adjustments from a substantial fluctuation between the Canadian dollar ("CAD") and United States dollar ("USD") exchange rate may be considered where the average USD-to-CAD exchange rate has a variance of a plus or a minus five percent (+/- 5%) or greater to the baseline rate established by OECM. Any such request from the Supplier must be accompanied by supporting

evidence that the fluctuation in the exchange rate had a direct impact on the Rates of the Products and Services.

Volumes and Agreement management performance (i.e. Supplier's Performance Management Scorecard results) will be considered when contemplating a Rate refresh.

If a proposed Rate refresh was agreed upon between OEMC and the Supplier, the new Rates would only be applicable to Products and Services ordered after the amendment effective date of the agreed upon Rate change. The effective date of the Rate change must allow Customers a minimum of thirty (30) day prior notice. If, however, a proposed Rate increase is not accepted by OEMC the Agreement shall 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 Services at the lower agreed upon Rates.

If a Rate refresh request is not requested, the Rates from the previous year shall remain in effect until the next Rate refresh opportunity.

If new or changed municipal, provincial, or federal regulations, by-laws, tariffs or ordinances take affect at any time during the term of the agreement, OEMC may allow for a Rate refresh outside of the semi-annual refresh periods. Only Products impacted by these municipal, provincial, or federal changes will be subject to an increase and at OEMC's discretion only. Appropriate documentation from the municipal, provincial or federal government must be provided by the Supplier for OEMC to consider.

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

Based on above, the Master Agreement will be amended, accordingly.

2.21 Optional Process to Add Other Products and/or Services

During the Term the Supplier may request adding other Products (e.g., newly available Products) to the Master Agreement, if mutually agreed by OEMC and the Supplier, to align with Customer needs. OEMC will review and assess the request and may accept or reject based on Products in the current Master Agreement and Customer needs.

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

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

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

Rates, for newly added Products, will be negotiated at the time of the request.

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

2.22 OEMC Cost Recovery Fee ("CRF")

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

The Supplier shall pay to OEMC a maximum CRF of two-point-seven-five percent (2.75%) on all Products and Services invoiced by the Supplier to the Customers throughout the Term.

CRF will be calculated as follows:

EXAMPLE OF HOW CRF WILL BE CALCULATED WITH A CRF = 2.75%				
Sales per Quarter	Calculation	CRF	HST (13%)	Total CRF Payment to OECM
If Supplier has \$100,000 total sales in first quarter	\$100,000 x 2.75% CRF	\$2,750	\$357.50	\$3,107.50
If Supplier has \$200,000 total sales in second quarter	\$200,000 x 2.75% CRF	\$5,500	\$715	\$6,215
If Supplier has \$50,000 total sales in third quarter	\$50,000 x 2.75% CRF	\$1,375	\$178.75	\$1,553.75
If Supplier has \$50,000 total sales in fourth quarter	\$50,000 x 2.75% CRF	\$1,375	\$178.75	\$1,553.75
Total CRF Payment to OECM for <u>first year of the Master Agreement</u>:				

The CRF and applicable HST shall be paid to OECM quarterly, via EFT, by May 15, August 15, November 15 and February 15 throughout the Term as follows:

Calendar Quarter	Months	CRF Payment Due Date
1st Quarter	January, February, March	May 15
2nd Quarter	April, May, June	August 15
3rd Quarter	July, August, September	November 15
4th Quarter	October, November, December	February 15

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

The Supplier shall be responsible for paying interest, as specified in Article 4.08 of the Master Agreement, for late CRF payments.

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

2.23 Supplier 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;
- (a) Managing issue resolution in a timely manner;
- (b) Complying with agreed upon escalation processes to resolve outstanding issues;
- (a) Ensuring minimal disruption to the Customer;
- (b) Providing easy access to the Supplier (e.g., online, toll free telephone number, email, voicemail, chat or fax);

- (c) Providing training/demonstrations, knowledge transfer, and no-cost educational events (e.g., webinars), if available;
- (d) Establishing an ongoing communications program with the Customer (e.g., new initiatives, innovation, sustainability);
- (e) Adhering to the Customer's confidentiality and privacy policies (e.g., related to student's private information);
- (f) Providing written notice to Customers on any scheduled shut down that would impact services (e.g., inventory count, relocation of warehouse, website maintenance);
- (g) Provide Customer reporting; and,
- (h) Attending meetings with Customers, as requested.

2.23.1 Transition Support

The Supplier should, at no additional cost, provide Customers transition support including but not limited to account setup, ensuring seamless transition and minimal service disruption, at no cost.

2.23.2 Customer Reporting Requirements

Upon Customer request, the Supplier shall provide Customers with annual spend reports with the following information at a minimum:

- (a) Service description;
- (b) Volume of Services provided to the Customer; and,
- (c) Rates.

The Supplier shall also provide Customers with other reports as requested when executing a CSA.

2.24 Supplier Management Support to OECM

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

- (a) Assigning an OECM account executive responsible for overseeing all aspects of the Customer relationship and issues, providing OECM support 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 A – Form of Master Agreement;
- (e) Attending business review meetings with OECM to review such information as:
 - i. CSAs and upcoming opportunities;
 - ii. Issue management and opportunities for improvement; and,
 - iii. Review and monitor performance management compliance;
- (f) Complying with Appendix H – OECM's Supplier Code of Conduct requirements as described on the OECM website at <https://oecm.ca/suppliers/#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 – Supplier 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 OEMC).

2.24.1 Master Agreement Award and Launch

The Supplier will meet with OEMC to discuss an effective launch strategy, and shall provide:

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

2.24.2 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 which may include, but not be limited to:

- (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).

OEMC will promote the use of the Master Agreement with Customers which may include, but not be limited to:

- (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.

2.24.3 Supplier 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 – Supplier Performance Management Scorecard.

2.24.4 Savings Calculation

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

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

2.24.5 OECM's Supplier Recognition Program

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

Further details will be provided to the Suppliers.

2.24.6 Reporting to OECM

The Supplier shall be responsible for providing reports as further described in Appendix F – Supplier 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.

2.25 Environmental, Social, and Governance

The Supplier shall have and provide information, if requested by OECM or the Customer, of a robust Environmental, Social and Governance ("ESG") business framework.

The Supplier shall collaborate and support the Customer to align with their ESG framework as it relates to currently available ESG processes, products/equipment, technologies and/or sustainable initiatives.

Throughout the Term of the Master Agreement, OECM and/or the Customer may consult with the Supplier to assess ESG commitments.

2.25.1 Environmental and Sustainability Considerations

OECM and its Customers are committed to reducing their carbon footprint. The Supplier should keep OECM and 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.

Wherever practical and without compromising quality, Suppliers are to promote:

- (a) Environmental design principles as required by the Customer (e.g., environmental sustainability, data security and privacy, lean construction practices, waste management, decarbonization, indoor air quality, comfort);
- (b) fair-trade practices;
- (c) Environmental initiatives and associated implementation timelines, as applicable;
- (d) Any environmental considerations such as increased energy savings and greenhouse gas reductions.
- (e) 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); and,

- (f) 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.

2.25.2 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.

2.25.3 Governance

The Supplier should keep OECM and the Customers informed of their Governance practices to enhance positive impact to the Customer (e.g., corporate oversight, risk management, staff retention and management, and leadership).

2.26 Disaster Recovery and Business Continuity

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

[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	Description	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	210	137
Stage III	Commercial Response	3.4	90	Not Applicable
Stage IV	Cumulative Score	3.5	300	Not Applicable
Stage V	Tie Break Process	3.6	Not Applicable	Not Applicable
Stage VI	Negotiations	3.7	Not Applicable	Not Applicable
Stage VII	Master Agreement Finalization	3.8	Not Applicable	Not Applicable

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

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

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

Title	OTP Envelope
Form of Offer	Qualification
Compliance with Form of Master Agreement	Qualification
Authorized Reseller Letter**	Qualification
Commercial Response (in Microsoft Excel format only)***	Commercial

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

Other than inserting the information requested on the qualification submission forms set out above, the Proponent may not make any changes to any of the forms. Any Proposal containing any such changes, whether on the face of the form or elsewhere in the Proposal, may be disqualified.

Please note, a double asterisk (**) above signifies the Proponent must upload one letter per OEM and Authorized Reseller letters must be combined and uploaded as a single attachment into the Qualification Envelope of OTP.

Please note, a triple asterisk (***) above signifies the Proponent must upload one Appendix B – Commercial Response for each Category they are responding to, these are listed in the table below:

Category	Applicable Appendix B – Commercial Response file
Category A - Residence Furniture	Appendix B – Category A- Residence Furniture – Commercial Response
Category B – Mattresses, Covers, Protectors, and Encasements	Appendix B – Category B – Mattresses, Covers, Protectors, and Encasements – Commercial Response

3.3 Stage II – Technical Response

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

If a Proponent is submitting a proposal for both Categories, the Technical Response question for both categories must be completed.

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. 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. While the overall threshold for the Technical Response is sixty five percent (65%) or one hundred and thirty-seven points (137), some Technical Response sections have minimum thresholds that must be met to receive a pass. The point allocations and minimum thresholds for each Category are listed in the tables below:

Category A – Residence Furniture Technical Response Sections	Available Points	Minimum Threshold, if any
1.0 – Proponent's Overview, and Experience	10	NA
2.0 – Product Offering	90	58
3.0 – Related Services	45	30
4.0 – Product Catalogue, Order Management, and Delivery	30	NA
5.0 – Product Warranty and Maintenance	10	NA
6.0 – Customer Support and Account Management	13	NA
7.0 – Environmental, Social and Governance	12	NA
TOTAL POINTS:	210	65%

Category B – Mattresses, Covers, Protectors, and Encasements Technical Response Sections	Available Points	Minimum Threshold, if any
1.0 – Proponent's Overview, and Experience	10	NA
2.0 – Product Offering	90	58
3.0 – Product Sample	20	13
4.0 – Related Services	25	16
5.0 – Product Catalogue, Order Management, and Delivery	30	NA
6.0 – Product Warranty and Maintenance	10	NA
7.0 – Customer Support and Account Management	13	NA
8.0 – Environmental, Social and Governance	12	NA
TOTAL POINTS:	210	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., it 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 used when determining the cumulative score by Category as described below in Section 3.5. Each Category will be evaluated and scored independently, and those scores will be 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 B – Commercial Response, in Microsoft Excel format only, for the specific Category 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.

The point allocations for each Category are listed in the tables below:

Category A – Residence Furniture Commercial Response Sections	Available Points
Product Rates – evaluated as a basket of goods (for evaluation purposes only)	50
Product Category Discount	10
Related Services	30
TOTAL POINTS:	90

Category B – Mattresses, Covers, Protectors and Encasements Commercial Response Sections	Available Points
Product Rates	60
Related Services	30
TOTAL POINTS:	90

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

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

Maximum Net Rates will be evaluated using a relative formula. See examples below:

EXAMPLE OF COMMERCIAL RESPONSE EVALUATION FOR RELATED SERVICES (Delivery without Loading Dock)		
Proposed Rates	Calculation	Resulting Points
If Proponent 1 proposes the lowest Rate of \$100.00 for delivery without loading dock it would receive 100% of the points allocated.	$\$100 \div \$100 \times 4 \text{ Points}$	4
If Proponent 2 proposes the second lowest Rate of \$200.00 for delivery without loading dock it would receive 50% of the points allocated.	$\$100 \div \$200 \times 4 \text{ Points}$	2
If Proponent 3 proposes the third lowest Rate of \$400.00 for delivery without loading dock it would receive 25% of the points allocated.	$\$100 \div \$400 \times 4 \text{ Points}$	1

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.	$30 \% \div 30 \% \times 5 \text{ Points}$	5
If Proponent 2 proposes the second highest percentage discount of 15%, that Proponent will receive 50 % of the points allocated.	$15 \% \div 30 \% \times 5 \text{ Points}$	2.5
If Proponent 3 proposes the third highest percentage discount of 10 %, that Proponent will receive 10 % of the points allocated.	$10 \% \div 30 \% \times 5 \text{ Points}$	1

Where \$0.00 is entered in any Rate cell, it is deemed to mean that the particular Product **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. 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		
Number of Proposals with a proposed Rate of \$0.00 for a particular Product	The number of remaining Proposals with a Product Rate greater than \$0.00	The percentage (%) of the Product 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, it is deemed to mean that the particular Product 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 B – Commercial Response will receive a zero (0) point allocation for that particular pricing section.

Stage III resulting scores per Eligible Proposal will be used when determining the cumulative score per Category, 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 per Category.

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

Reference checks will be performed to confirm or clarify information provided within the Proposal. The reference checks themselves will not be scored, however, OEM 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 per Category achieve a tie score on completion of the Stage IV, OEM may invite all Proponents per Category to negotiations or break the tie by selecting the Proposal per Category 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 Deliverables, and the Proposals, understanding that OECM is seeking the best overall solution and value for money for Customers.

The negotiations may include:

- (a) RFP Deliverables;
- (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:

- i. Request the Preferred Proponent to submit its Best and Final Offer;
- ii. Terminate negotiations with that particular Preferred Proponent;
- iii. Extend the negotiation timeline; or,
- iv. 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 4.6.

[End of Part 3]

PART 4 – TERMS AND CONDITIONS OF THE RFP PROCESS

4.1 General Information and Instructions

Procurement Process Non-Binding

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

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

Non-Binding Rates

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

4.1.1 RFP Timetable

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

Request for Proposals Timetable	
Event	Time/Date
OECM's Issue Date of Request for Proposals:	October 26, 2023
Proponent's Information and Ontario Tenders Portal Jaggaer Demonstration Session:	2:00 pm on November 1, 2023
Proponent's Deadline to Submit Questions:	5:00 pm on November 2, 2023
OECM's Deadline for Issuing Answers:	November 8, 2023
Proponent's Deadline to Submit Questions Related to Addenda & Question and Answer Documents:	5:00 pm on November 14, 2023
OECM's Deadline for Issuing Final Documents:	November 17, 2023
Proponent's Deadline to Submit Product Sample (Category B – Mattresses, Covers, Protectors, Encasements only):	2:00 pm on November 23, 2023
Closing Date:	2:00:00 pm on November 24, 2023
Anticipated Master Agreement Start Date:	February 2024
All times specified in this timetable are local times in Toronto, Ontario, Canada	

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.

4.1.2 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 4.1.1.

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 4.3.1.

4.1.3 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.

4.1.4 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.

4.1.5 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, mattress samples, shipping/delivery of the mattress samples and submission of its Proposal;
- (b) The Proponent's attendance at any meeting related to the RFP process, in relation to the RFP process;
- (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.

4.2 Communication after RFP Issuance

4.2.1 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 project advisor;
- (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.

4.2.2 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 4.1.1 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.

4.2.3 Proponent's Intent to Submit Proposal

The Proponent should inform OECM, via OTP **Message**, by the date specified in the RFP Timetable noted in Section 4.1.1 of the RFP, if it intends to submit a Proposal in response to this RFP.

4.2.4 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 4.2.2 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 4.2.2 were present with respect to the RFP; and,
- (b) Claim that OECM is responsible for any of the circumstances listed in Section 4.2.2 of this RFP.

4.2.5 All New Information to Proponents by way of Addenda

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

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

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

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

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

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

4.3 Proposal Submission Requirements

4.3.1 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 4.1.1 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.

4.3.2 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.

4.3.3 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.

Description	OTP Envelope	Complete within OTP	Complete and Upload to OTP
Qualification Response	Qualification	√	
Appendix I – OEM Undertaking/OEM Authorized Reseller Letter	Qualification		√
Technical Response	Technical	√	
Appendix C – Product Specifications (in Microsoft Excel format only)	Technical		√
Appendix E – Product Lead Times (in Microsoft Excel format only)	Technical		√
Appendix B – Commercial Response (in Microsoft Excel format only)	Commercial		√

4.3.4 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 4.3.13 Clarification of Proposals.

4.3.5 Proposal Receipt by OEMC

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.

4.3.6 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.

4.3.7 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.

4.3.8 Completeness of Proposal

By submitting a Proposal, the Proponent confirms that all components required to use and/or manage the Products 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.

4.3.9 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.

4.3.10 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.

4.3.11 Amendments to RFP

Subject to Section 4.1.1 and Section 4.2.4, 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.

4.3.12 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.

4.3.13 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.

4.3.14 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, 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.

4.3.15 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.

4.3.16 RFP Incorporated into Proposal

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

4.3.17 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.

4.3.18 Substantial Compliance

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

4.3.19 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.

4.4 Negotiations, Timelines, Notification and Debriefing

4.4.1 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.

4.4.2 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 4 – 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.

4.4.3 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 A – Form of Master Agreement.

4.4.4 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.

4.4.5 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.

4.4.6 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.

4.5 Prohibited Communications, and Confidential Information

4.5.1 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.

4.5.2 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.

4.5.3 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.

4.5.4 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 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 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.

4.5.5 Non-Disclosure Agreement

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

4.5.6 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.

4.5.7 Municipal Freedom of Information and Protection of Privacy Act

The *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M. 56 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.

4.5.8 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.

4.6 Reserved Rights and Governing Law of OECM

4.6.1 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 OECEM 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 OECEM, or has otherwise failed to perform such agreement to the reasonable satisfaction of OECEM (i.e., has not submitted required reporting and/or Cost Recovery Fees to OECEM);
 - (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 OECEM, or who has, in the opinion of OECEM, 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 OECEM, 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 OECEM;
 - (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 OECEM;
 - (q) Cancel this RFP process at any stage and issue a new RFP for the same or similar requirements, including where:
 - i. OECEM determines it would be in the best interest of OECEM not to award a Master Agreement,
 - ii. the Proposal prices exceed the bid prices received by OECEM for Products acquired of a similar nature and previously done work,
 - iii. the Proposal prices exceed the costs OECEM 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, or,
 - v. the funding for the acquisition of the proposed Products has been revoked, modified, or has not been approved,

and where OECEM cancels this RFP, OECEM may do so without providing reasons, and OECEM 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 OECEM receives a Proposal from a Proponent with Rates that are abnormally lower than the Rates in other Proposals, OECEM 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 OECEM and/or its Customers or is otherwise engaged in a dispute with OECEM 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 OECEM 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 OECEM exercising any of its express or implied rights under this RFP.

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

4.6.2 Rights of OECEM – Proponent

In the event that the Preferred Proponent fails or refuses to execute the Master Agreement within allotted time from being notified, OECEM 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, OECEM 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.

OECEM 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.

4.6.3 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 OECEM commits a material breach of OECEM's obligations pursuant to this RFP, OECEM's liability to the Proponent, and the aggregate amount of damages recoverable against OECEM 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 OECEM, 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.

4.6.4 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.

4.6.5 Entire RFP

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

4.6.6 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.

4.6.7 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.

4.6.8 References and Past Performance

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

4.6.9 Cancellation

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

4.6.10 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.

4.6.11 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>.

4.6.12 Governing Law

The terms and conditions in this Part 4:

- (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 4]

APPENDIX A – FORM OF MASTER AGREEMENT

This Appendix is posted as a separate PDF document.

APPENDIX B – COMMERCIAL RESPONSE

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

The Proponent may not make any changes to any of the RFP forms, including Appendix B – Commercial Response. Any Proposal containing any such changes, whether on the face of the form or elsewhere in the Proposal, may be disqualified.

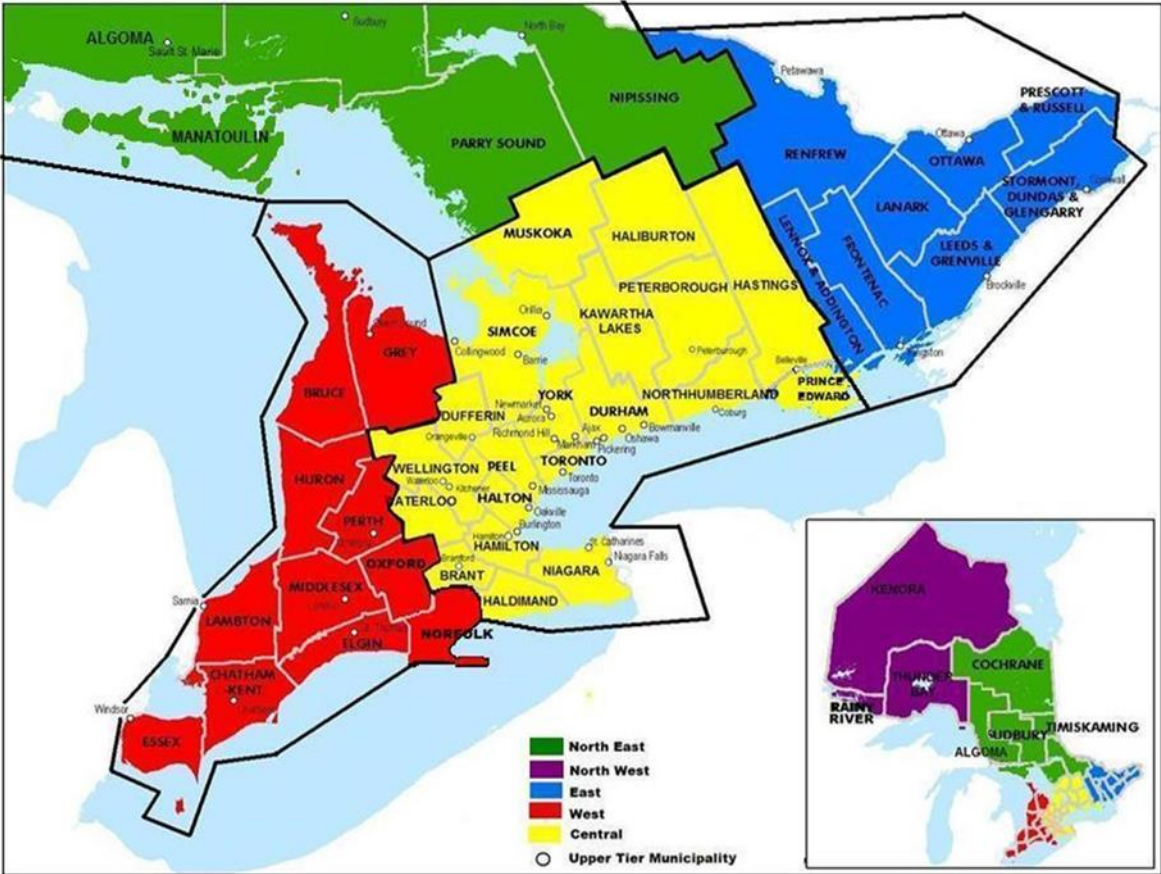
APPENDIX C – PRODUCT SPECIFICATIONS

The Proponent should complete this Appendix for each proposed Category, posted as separate Microsoft Excel documents, and upload it into OTP.

The Proponent may not make any changes to any of the RFP forms, including Appendix C – Product Specifications. Any Proposal containing any such changes, whether on the face of the form or elsewhere in the Proposal, may be disqualified.

APPENDIX D – OEMC GEOGRAPHICAL ZONES

Customers in the Province of Ontario are located in the following five (5) geographical Zones.



APPENDIX E – PRODUCT LEAD TIMES

The Proponent should complete this Appendix for each proposed Category, posted as a separate Microsoft Excel document, and upload it into OTP.

The Proponent may not make any changes to any of the RFP forms, including Appendix E – Product Lead Times. Any Proposal containing any such changes, whether on the face of the form or elsewhere in the Proposal, may be disqualified.

APPENDIX F – SUPPLIER REPORTING REQUIREMENTS

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

Supplier Reporting Requirements		
Reports	Frequency	Due Date
<u>Integrated Reporting Template</u>		
1. Sales Report including, but not limited to: <ul style="list-style-type: none"> (a) Customer’s name; (b) Invoice number and date; (c) Manufacturer’s Product number; (d) Supplier’s Product number; (e) Product description and/or Service Provided Description; (f) Unit of measure; (g) Quantity shipped per unit of measure; (h) Rate per Unit and/or per Service/hour; (i) MSRP or Supplier’s List Price; (j) Total per Product and/or Service provided; (k) Cost Recovery Fees (including HST); (l) Purchase Order Number; (m) Product Category; (n) OEM Name; and, (o) Master Agreement Price 	Monthly	8th Business Day
<u>Performance Reporting</u>		
1. Key Performance Indicators (“KPIs”) Report - As set out in Appendix G – Performance Management Scorecard. 2. Performance results specific to Customer’s KPIs.	Quarterly (calendar)	8th Business Day following each quarter
<u>Other Reports</u>		
1. Specific Customer Reports - As requested (e.g. spend, back order, delivery)	As requested	As requested
2. OEMC Ad Hoc Reports - As requested and mutually agreed upon (e.g. savings report, sales forecasting)	As requested	As requested

Final reporting requirements will be determined during negotiations.

APPENDIX G – SUPPLIER PERFORMANCE MANAGEMENT SCORECARD

Master Agreement performance means the Supplier aligns with OEMC's three (3) pillars of Savings, Choice and Service, supporting the growth of the Master Agreement among Customers, and providing quality products and 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 OEMC's efforts to provide greater value to Customers, 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.

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

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

Reporting, as described in Appendix F – Supplier's 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, OEMC provides Customers a thorough understanding of the Supplier's performance aiding the adoption of the Master Agreement.

By providing the reports, OEMC 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 – Supplier 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 OEMC. 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 on time. The Supplier's performance score will be considered when OEMC 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 OEMC and Customer KPIs.

During the business review, OEMC 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
Completion of Services	Percentage (%) of Customer installations completed on the date as scheduled with the Customer	100% 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
Damaged Shipment	Total Number of Damaged Shipments to Total Number of Shipments	Less than 2% of total shipments
Defective Resources	Total Number of Defective Resources to Total Number of Resources Delivered	Less than 1% of total delivered Resources

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
Response Time to OECM Inquiries	24 Hours	98% of the time
Price Refresh Submissions	By one hundred and twenty (120) days prior to price refresh effective date	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 – OECEM'S SUPPLIER CODE OF CONDUCT

The Supplier will take every measure to comply with OECEM's Supplier Code of Conduct ("SCC") principles set out below and to adopt behaviours and practices that are in alignment with these principles or those of OECEM's Customers as mutually agreed upon between the Customer and Supplier. OECEM's core values of collaboration, responsiveness, integrity, innovation and respect 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 to OECEM and/or Customers.

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

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

Also, the Supplier shall:

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

service providers are paid properly and promptly to avoid any disruption in the provision of Products 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/suppliers/#code-of-conduct>.

APPENDIX I – OEM UNDERTAKING/OEM AUTHORIZED RESELLER LETTER

This Appendix is posted as a separate PDF document.