



Savings | Choice | Service

ELECTRONIC DEVICE DISPOSAL AND RECYCLING SERVICES

REQUEST FOR PROPOSALS #2025-483

Request for Proposals Timetable	
Event	Time/Date
OECD's Issue Date of Request for Proposals:	June 9, 2025
Proponent's Information and Ontario Tenders Portal Demonstration Session:	2:00 pm on June 12, 2025
Proponent's Deadline to Submit Questions:	5:00 pm on June 16, 2025
OECD's Deadline for Issuing Answers:	June 23, 2025
Proponent's Deadline to Submit Questions Related to Addenda & Question and Answer Documents:	5:00 pm on June 27, 2025
OECD's Deadline for Issuing Final Documents:	July 7, 2025
Proponent's Intent to Submit a Proposal:	July 9, 2025
Closing Date:	2:00:00 pm on July 28, 2025
Anticipated Master Agreement Start Date:	October 2025
All times specified in this timetable are local times in Toronto, Ontario, Canada	

OECD 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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TABLE OF CONTENTS

PART 1 – INTRODUCTION	5
1.1 Objective of this RFP	5
1.2 Supplier Experience and Qualifications	5
1.3 Project Background	5
1.3.1 Historical Spend	6
1.3.2 Customer Engagement	6
1.4 Award Strategy	6
1.4.1 No Contract until Execution of Written Master Agreement	6
1.4.2 Customer's Usage of Master Agreements	7
1.4.3 No Guarantee of Volume of Work or Exclusivity of Master Agreement	7
1.5 About OECM	7
1.5.1 Use of OECM Master Agreements	9
1.5.2 The Ontario Broader Public Sector Procurement Directive	9
1.5.3 Trade Agreements	9
 PART 1A – RULES OF INTERPRETATION AND DEFINITIONS	 10
1A.1 Rules of Interpretation	10
1A.2 Definitions	10
 PART 2 – THE DELIVERABLES	 15
2.1 Description of Deliverables	15
2.2 Compliance Review and Site Visit Requirements	15
2.3 Privacy and Security Requirements	15
2.3.1 Privacy and Security Compliance	16
2.3.2 Cybersecurity Policy Framework	16
2.3.3 Privacy Impact and Thread Risk Assessments	17
2.4 Pick up and Transportation	17
2.4.1 Lead Time	18
2.5 IT Asset Disposition and Secure Media Destruction	18
2.5.1 Data Wipe	18
2.5.2 Data Bearing Devices	19
2.5.3 Type of Data	19
2.5.4 Capture Serial Number Information on Devices	19
2.5.5 De-branding	19
2.5.6 Audit and Repair of Devices	20
2.5.7 Selling Devices	20
2.5.8 Scraps Processing and Selling	20
2.5.9 Recycling of Unsold Devices	21
2.5.10 Device Re-Deployment	21
2.5.11 Media Destruction	21
2.5.12 Disposal of Destroyed Materials	21
2.6 Electronic Waste Device Recycling	21
2.6.1 Mandatory Requirement	21
2.6.2 Types of Electronic Waste Devices	21
2.6.3 Electronic Waste Devices Processing	22
2.7 Device Decommission	22
2.8 Downstream Management	22
2.9 Transboundary Movement	22
2.10 Prevention of Device and/or Data Loss	22
2.11 Certificates and Audit List	23
2.11.1 Certificates	23
2.11.2 Audit List	23
2.11.3 Certificates and Audit List Retention	23
2.12 Reporting	23
2.12.1 Annual E-Waste Audit Report	24
2.12.2 Service Activity Report	24

2.13	Disaster Recovery and Business Continuity	24
2.14	Licences, Permits, Right to Use and Approvals	24
2.15	Environmental, Social, and Governance	25
2.15.1	Social Programs	25
2.16	Financial Administration Act Section 28	25
2.17	Order Management	25
2.17.1	Minimum Order	26
2.17.2	Electronic Commerce	26
2.18	Invoicing	26
2.18.1	Payment Terms and Methods	26
2.18.2	Electronic Fund Transfer	26
2.19	Rates	27
2.19.1	Incentives for Customers	27
2.19.2	Travel Expenses	27
2.19.3	OECM Cost Recovery Fee	28
2.20	Supplier Support to Customers	29
2.20.1	Transition Support	29
2.21	Supplier Management Support to OECM	29
2.21.1	Master Agreement Award and Launch	30
2.21.2	Promoting OECM Master Agreements	30
2.21.3	Supplier Performance Management Scorecard	31
2.21.4	Rate Refresh	31
2.21.5	Process to Add Other Services	32
2.21.6	Saving Calculation	32
2.21.7	OECM's Supplier Recognition Program	32
2.21.8	Reporting to OECM	32

PART 3 – EVALUATION OF PROPOSALS.....33

3.1	Stages of Proposal Evaluation	33
3.2	Stage I – Review of Qualification Responses (Pass/Fail)	33
3.3	Stage II – Technical Response	33
3.4	Stage III – Commercial Response	34
3.5	Stage IV – Cumulative Score	35
3.6	Stage V – Tie Break Process	36
3.7	Stage VI – Negotiations	36
3.8	Stage VII – Master Agreement Finalization	36

PART 4 – TERMS AND CONDITIONS OF THE RFP PROCESS.....37

4.1	General Information and Instructions	37
4.1.1	RFP Timetable	37
4.1.2	Proponent's Information and OTP Demonstration Session	38
4.1.3	Proponent to Follow Instructions	38
4.1.4	OECM's Information in RFP Only an Estimate	38
4.1.5	Proponent's Costs	38
4.2	Communication after RFP Issuance	38
4.2.1	Communication with OECM	38
4.2.2	Proponent to Review RFP	39
4.2.3	Proponent's Intent to Submit Proposal	39
4.2.4	Proponent to Notify	39
4.2.5	All New Information to Proponents by way of Addenda	40
4.3	Proposal Submission Requirements	40
4.3.1	General	40
4.3.2	Proposal in English	40
4.3.3	Proposal Submission Requirements	40
4.3.4	Other Proposal Considerations	41
4.3.5	Proposal Receipt by OECM	41
4.3.6	Withdrawal of Proposal	41
4.3.7	Amendment of Proposal on OTP	41
4.3.8	Completeness of Proposal	41
4.3.9	Proposals Retained by OECM	41

4.3.10	Acceptance of RFP	42
4.3.11	Amendments to RFP	42
4.3.12	Proposals will not be Opened Publicly	42
4.3.13	Clarification of Proposals	42
4.3.14	Verification of Information	42
4.3.15	Proposal Acceptance	42
4.3.16	RFP Incorporated into Proposal	42
4.3.17	Exclusivity of Contract	43
4.3.18	Substantial Compliance	43
4.3.19	No Publicity or Promotion	43
4.4	Negotiations, Timelines, Notification and Debriefing	43
4.4.1	Negotiations with Preferred Proponent	43
4.4.2	Failure to Execute a Master Agreement	43
4.4.3	Master Agreement	43
4.4.4	Notification to Other Proponents	44
4.4.5	Debriefing	44
4.4.6	Bid Dispute Resolution	44
4.5	Prohibited Communications, and Confidential Information	44
4.5.1	Confidential Information of OECM	44
4.5.2	Confidential Information of the Proponent	45
4.5.3	Proponent's Submission	45
4.5.4	Personal Information	45
4.5.5	Non-Disclosure Agreement	45
4.5.6	Freedom of Information and Protection of Privacy Act	45
4.5.7	Municipal Freedom of Information and Protection of Privacy Act	45
4.5.8	Intellectual Property	46
4.6	Reserved Rights and Governing Law of OECM	46
4.6.1	General	46
4.6.2	Rights of OECM – Proponent	48
4.6.3	No Liability	48
4.6.4	Assignment	48
4.6.5	Entire RFP	48
4.6.6	Reservation of Copyright	48
4.6.7	Priority of Documents	49
4.6.8	Disqualification for Misrepresentation	49
4.6.9	References and Past Performance	49
4.6.10	Cancellation	49
4.6.11	Competition Act	49
4.6.12	Trade Agreements	49
4.6.13	Governing Law	49
APPENDIX A – FORM OF MASTER AGREEMENT		51
APPENDIX B – COMMERCIAL RESPONSE		52
APPENDIX C – SUPPLIER REPORTING REQUIREMENTS		53
APPENDIX D – SUPPLIER PERFORMANCE MANAGEMENT SCORECARD		54
APPENDIX E – OECM'S SUPPLIER CODE OF CONDUCT		56
APPENDIX F – OECM'S CUSTOMER GEOGRAPHICAL LOCATIONS		58
APPENDIX G – SAMPLE ELECTRONIC WASTE DEVICES		59

PART 1 – INTRODUCTION

This non-binding Request for Proposals (“RFP”) is an invitation to obtain Proposals from qualified Proponents for Electronic Device Disposal and Recycling Services (“Services”) as described in Part 2 – The Deliverables.

OECM intends to award up to three (3) Master Agreements, with a fixed Term of the Master Agreement (“Term”) of seven (7) years, with no extensions.

The Proponent must **not** be a U.S. Business (“U.S. Business”), where U.S. Business means a supplier, manufacturer, or distributor of any business structure (including a sole proprietorship, partnership, corporation, or other business structure) that: (i) has its headquarters or main office located in the U.S., and (ii) has fewer than two-hundred and fifty (250) full-time employees in Canada. If a Proponent is a subsidiary of another corporation, part (i) of the definition above is met if that Proponent is controlled by a corporation that has its headquarters or main office located in the U.S. Refer to Section 1A.2 for more information.

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 Services to satisfy their requirements;
- (b) Reduce the costs of associated competitive procurement processes on an ongoing basis (i.e., fewer competitive procurement documents issued by Customers);
- (c) Provide a variety of data wipe options (e.g., NIST, NAID);
- (d) Provide certificate of data erasure, destruction and recycling compliant with privacy and security standards;
- (e) Promote the circular economy;
- (f) Incorporate Environmental, Social, and Governance (“ESG”) considerations to minimize environmental impact;
- (g) Be capable of providing quality Services in a timely manner, demonstrating value for money;
- (h) Provide Customers with professional and responsive Customer support and account management; and,
- (i) Work in a cooperative manner with Customers, are flexible, and innovative in providing quality Services.

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) Acceptable e-waste solutions demonstrating extensive knowledge related to the Services;
- (b) Capacity to transport to and from required locations in a timely manner;
- (c) Commitment to continuous improvement; and,
- (d) Adhering to applicable standards and regulations (e.g., Resource Productivity and Recovery Authority (“RPRA”), *Ontario Environmental Protection Act*, R.S.O. 1990, Sustainable Electronics Recycling International Standards Organization (“R2v3”), and International Organization for Standardization (“ISO”) 9001, 14001 and 45001 requirements).

1.3 Project Background

OECM currently has agreements with five (5) suppliers for Electronic Device Disposal and Recycling Services that will expire on May 2, 2026. There are presently fifty-nine (59) unique Customers using these existing OECM agreements:

- (a) Twenty-six (26) School Boards;
- (b) Nine (9) Colleges;
- (c) Eight (8) Universities; and,
- (d) Sixteen (16) other organizations.

1.3.1 Historical Spend

Approximate purchases through these existing agreements from May 2021 to April 2025 was two million five hundred and fifty-three thousand dollars (\$2,553,000).

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

1.3.2 Customer Engagement

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

- (a) Educational Collaborative Network of Ontario;
- (b) Seneca Polytechnic;
- (c) Sheridan College;
- (d) University of Western; and,
- (e) Upper Grand District School Board.

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

1.4 Award Strategy

OECM may, through this RFP process, enter into Master Agreements with up to three (3) Suppliers who are not U.S. Businesses for the provision of the Services. This approach will deliver savings, enhance choice, and create value for our Customers, while considering the scale of the industry and the presence of major market players. Refer to Section 1A.2 for the definition of U.S. Business.

The Term is intended to be fixed for seven (7) years with no extensions.

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.

1.4.1 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 Services shall be created between the Proponent and OECM by this RFP process until the successful completion of negotiation and execution of a written Master Agreement for the provision of the Services has occurred.

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

1.4.2 Customer's Usage of Master Agreements

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

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

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

- (a) Select a Supplier, obtain Rates and sign a CSA; or,
- (b) Seek Rates and other relevant Service information specific to a Customer's organization (e.g., by issuing a non-binding request via a Second Stage tool (e.g., Request for Services ("RFS"), or Customer's process (e.g., directly or via an online e.tendering platform)) from the Supplier for their specific Service requirements (e.g., specific Services, Rates, reporting, payment terms, invoicing). If selected by the Customer, the Supplier shall provide the Services in accordance with the Master Agreement and in the Customer's CSA.

When a Second Stage request is issued, which does not constitute a contract A, contract B situation, it will identify the required Services or it may request the Supplier to propose appropriate Services to fulfill the Customer's requirements and any other applicable information.

The Customer may negotiate their unique requirements (e.g., specific Services, Rates, reporting, payment terms, invoicing) 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 Services;
- (b) Timelines for Services; and,
- (c) 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.

1.4.3 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.

1.5 About OECM

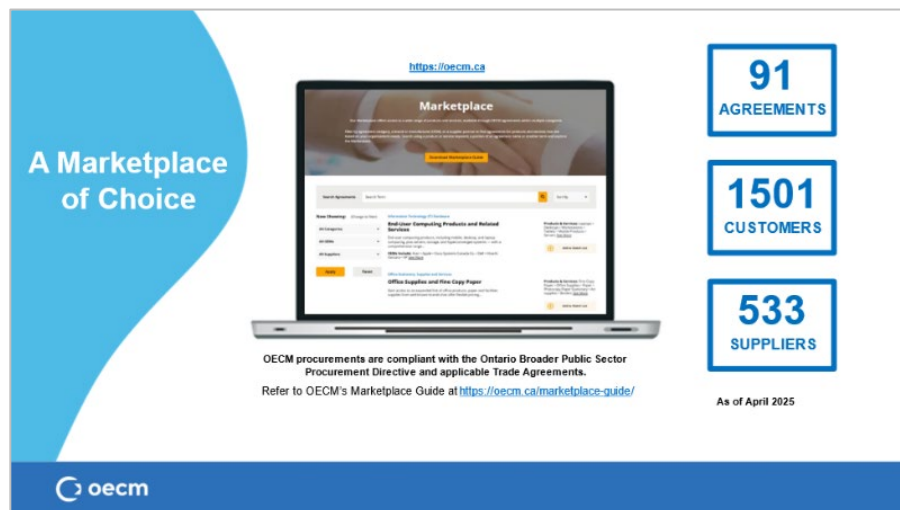
OECM is a trusted not-for-profit partner for Ontario's educational entities (e.g., school boards or authorities, Provincial and Demonstration Schools Branch with the Ontario Ministry of Education, colleges, and universities, and may also include Private Schools and Private Career Colleges), health and social service entities, hydro, Local Housing Corporations, 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.

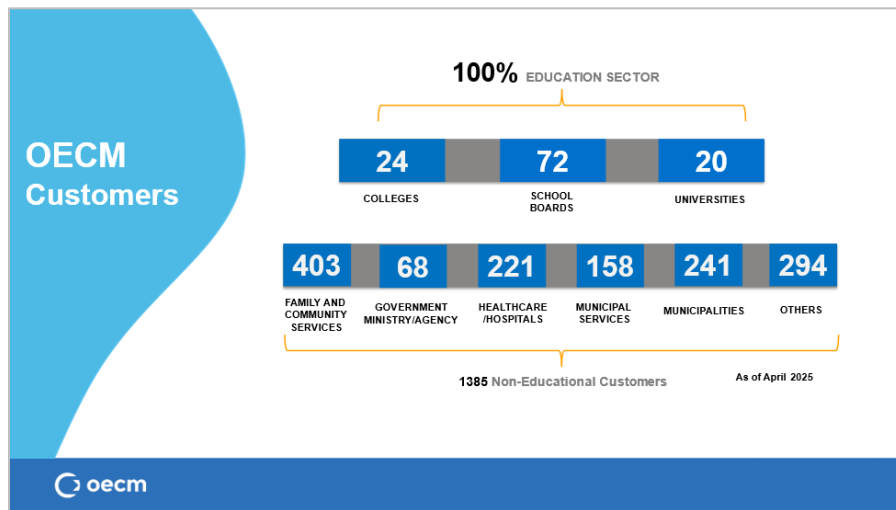
Recognizing the power of collaboration, OECM is committed to fostering strong relationships with both Customers and suppliers by:

- (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.



1.5.1 Use of OECM Master Agreements

As of April 2025, over fifteen hundred (1,500) Customers were using one (1) or more OECM agreements with a cumulative spend of more than five billion (5) billion dollars.



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

1.5.2 The Ontario Broader Public Sector Procurement Directive

OECM, 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 \(ontario.ca\)](http://ontario.ca/BroaderPublicSectorProcurementDirective)

1.5.3 Trade Agreements

OECM procurements are undertaken within the scope of Chapter 5 of the Canadian Free Trade Agreement ("CFTA"), Chapter 19 of the Comprehensive Economic and Trade Agreement ("CETA"), and within the scope of the Trade and Cooperation Agreement between Quebec and Ontario and are subject to such agreements, although the rights and obligations of the parties shall be governed by the specific terms of this RFP. For more information, refer to the Section 4.6.12.

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

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;

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

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

- (a) every hospital (i.e., public hospital, private hospital that received public funds in the previous fiscal year of the Government of Ontario, a community health facility within the meaning of the Oversight of Health Facilities and Devices Act that was formerly licensed under the Private Hospitals Act and that received public funds in the previous fiscal year of the Government of Ontario, and the University of Ottawa Heart Institute);
- (b) every school board,
- (c) every university in Ontario;
- (d) every college of applied arts and technology and post-secondary institution;
- (e) every agency designated as a children's aid society under subsection 34 (1) of Part III of the *Child, Youth and Family Services Act, 2017*;

- (f) every corporation controlled by one (1) or more designated Broader Public Sector organizations that exists solely or primarily for the purpose of purchasing goods or services for the designated Broader Public Sector organizations;
- (g) every publicly funded organization that received public funds of 10 million dollars or more in the previous fiscal year of the Government of Ontario; and,
- (h) every organization that is prescribed for the purposes of this definition;

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

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

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

“Business Day” or **“Day”** means Monday to Friday between the hours of 9:00 a.m. to 5:00 p.m. for OEMC, 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 OEMC 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 OEMC, the Customer, the Proponent or any third-party; (ii) all information (including Personal Information) that OEMC 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 OEMC 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 OECM'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 OECM's competitively sourced agreements. Once Customer-Supplier Agreements have been executed, this fee is remitted by the Supplier to OECM 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, Local Housing Corporations, 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 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;

“Local Housing Corporation” means a local housing corporation as defined in the *Housing Services Act, 2011, S.O. 2011, c. 6, Sched. 1*;

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

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

“OECM” means the Ontario Education Collaborative Marketplace;

“OECM'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” 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 OEMC 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;

"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 Services as set out in the Proponent's submitted Appendix B - Commercial Response;

"Request for Proposals" or **"RFP"** means this Request for Proposals #2025-483 issued by OEMC, including all appendices and addenda thereto;

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

"Service" 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;

"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 OEMC 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 OEMC 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.

"U.S. Business" means a supplier, manufacturer, or distributor of any business structure (includes a sole proprietorship, partnership, corporation, or other business structure) that: (i) has its headquarters or main office located in the United States of America (U.S.), and (ii) has fewer than two hundred and fifty (250) full-time employees in Canada prior to the Closing Date. A supplier, manufacturer, or distributor that is a subsidiary of another corporation, part (i) of the definition above is met if that supplier, manufacturer, or distributor is controlled by a corporation that has its headquarters or main office located in the U.S.

“Zone” means the OECM geographical boundaries within the Province of Ontario as identified in Appendix F – OECM Customer’s Geographic Locations.

[End of Part 1A]

PART 2 – THE DELIVERABLES

This Part of the RFP describes the Electronic Device Disposal and Recycling Services (“Services”) and related Service Deliverables which will be incorporated into the final Master Agreement.

OECM requires that the Proponent has a clear and comprehensive understanding of the RFP requirements (i.e., Part 2 – The Deliverables). The Proponent will be required to indicate their agreement accordingly in the Form of Offer in the Qualification Envelope on OTP.

If applicable, the Supplier and/or its subcontractor shall be registered with the Resource Productivity and Recovery Authority (“RPRA”).

The Preferred Proponent will be required to provide all proper documentation (i.e., copy of RPRA) within fifteen (15) days from notice of negotiation. Should the Supplier fail to provide the required documentation, OECM may grant a reasonable extension or may terminate negotiations.

The Supplier shall provide **all** RFP Deliverables.

2.1 Description of Deliverables

The Supplier shall provide a broad range of quality Services to meet the requirements of Customers including, but not limited to:

- (a) Pick up and transportation;
- (b) IT Asset Disposition (“ITAD”) and secure media destruction (e.g., data wipe, selling devices, scraps processing and selling, and disposal);
- (c) Electronic waste device recycling;
- (d) Certificates and audit list; and,
- (e) Reporting.

2.2 Compliance Review and Site Visit Requirements

The Supplier shall cooperate with the Customer in conducting compliance reviews to ensure adherence to contractual, operational, regulatory, and security requirements as detailed in this RFP. Additionally, the Supplier shall accept on-site visits, if required by the Customers, to ensure compliance with the requirements of the RFP. The on-site visits may be conducted upon advance notice of ten (10) business days, unless otherwise required by law.

During such visits, the Supplier shall provide reasonable access to personnel, systems, documents, and processes relevant to the scope of work. The Supplier shall also accommodate any related audits or assessments the Customer may deem necessary as part of the compliance review process, to be agreed upon between the Supplier and the Customer.

2.3 Privacy and Security Requirements

The Proponent shall possess/comply with the following minimum Privacy and Security requirements in order to submit a Proposal in response to this RFP.

The Proponent shall:

- (a) Comply with applicable Ontario/Canadian privacy and other applicable laws/legislation. Refer to Sections 2.3.2 and 4.6.13;
- (b) Only collect personal information as defined in the Master Agreement, the Customer-Supplier Agreement (“CSA”) and authorized by the Customer;
- (c) Perform regular Privacy Impact Assessments (“PIA”) and Threat Risk Assessments (“TRA”); and,
- (d) Possess documented Business Continuity Plan and Disaster Recovery Plan.

2.3.1 Privacy and Security Compliance

The Supplier will be expected to meet and provide detail of how they meet privacy and security requirements, including, but not limited to:

- (a) Having an individual responsible for privacy and security compliance within its organization;
- (b) Providing to Customer, upon request, applicable policies and plans:
 - i. Privacy Policy (e.g., detailing the collection, use, disclosure, and retention of data);
 - ii. Disaster Recovery Plan (e.g., people, roles/responsibilities, backups, recovery infrastructure, steps involved, stakeholder communication, plan testing, version control, executive signoff);
 - iii. Business Continuity Plan (e.g., people, roles/responsibilities, backups, steps involved, stakeholder support and communication, plan testing, version control, executive signoff);
 - iv. Cyber Security Incident Response Plan (e.g., people, roles/responsibilities, backups, steps involved, stakeholder support and communication, plan testing, version control, executive signoff); and,
 - v. Privacy Breach Response Plan (e.g., people, roles/responsibilities, backups, steps involved, stakeholder support and communication, plan testing, version control, executive signoff).
- (c) Providing to Customer, upon request, a copy of the Supplier's most recent Privacy Impact Assessment ("PIA");
- (d) Providing evidence that Customer requested data has been destructed appropriately;
- (e) Providing security log capabilities and maintaining such logs for at least one (1) year; and,
- (f) Ensuring the Supplier's staff are appropriately trained in privacy and security.

2.3.2 Cybersecurity Policy Framework

The Supplier should ensure it has an established cybersecurity policy framework that conforms to applicable federal and provincial laws/regulations of Canada and industry practices such as:

- (a) General Data Protection Regulation;
- (b) *Health and Information Protection Act, 2016* (HIPA);
- (c) *Personal Health Information Protection Act* ("PHIPA");
- (d) *Personal Information Protection and Electronic Documents Act* ("PIPEDA");
- (e) Security Alliance Security Trust and Assurance Registry ("STAR") or any web-based compliance;
- (f) Web Content Accessibility Guidelines ("WCAG") 2.0 and 2.1;
- (g) *Accessibility for Ontarians with Disabilities Act* ("AODA");
- (h) *Freedom of Information and Protection of Privacy Act* ("FIPPA");
- (i) *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA");
- (j) *Occupational Health and Safety Act*;
- (k) *Ontarians with Disabilities Act, 2001* ("ODA");
- (l) Ontario Human Rights Code ("HRC");
- (m) *Pay Equity Act*;

- (n) National Institute of Standards and Technology ("NIST 2.0");
- (o) International Standards Organization ("ISO") 27001/27002 Information Security Management System/Information Security Controls;
- (p) Control Objectives for Information and Related Technologies ("COBIT") Cybersecurity Framework;
- (q) Service Organization Control ("SOC") II Type 2 Certification;
- (r) Center for Internet Security ("CIS"); and,
- (s) Information Security Forum ("ISF");

2.3.3 Privacy Impact and Threat Risk Assessments

The Supplier should conduct a PIA and TRA for each Customer at no additional cost to the Customer and within the time agreed to by the Customer (e.g., annually).

Customer should have the right to conduct their own PIA and TRA at any time during the Term of the Master Agreement or engage an independent third-party to conduct such assessments. In the event of a privacy breach or threat, the Supplier will be responsible for resolution at no additional cost to the Customer.

Data sensitivity will be ranked and have the appropriate security and controls implemented relative to the type of data as per the Customer's information security and privacy classification policy.

2.4 Pick up and Transportation

The Supplier shall provide pick up and transportation Services including, but not limited to:

- (a) Onsite secured transport from Customer's storing location to transportation truck (e.g., bins with locks);
- (b) Secured containers (e.g., bins with locks) to Customer for collection and storage of devices;
- (c) Waste container (e.g., Gaylord boxes) to Customer for collection and storage of electronic waste;
- (d) Package and/or palletize as needed at the Customer's location;
- (e) Guard in a truck when devices with sensitive data moved to a truck;
- (f) Secured transport to the Supplier's facility;
- (g) Option to transport the devices directly to the facility where device disposition and destruction will be carried out (i.e., no stops); and,
- (h) Secured storage in a supervised location until the data wipe will be carrying out, including CCTV as required.

The Supplier shall pick up devices from the Customer's location and transport the devices to its facility.

If a Customer sends a device accidentally, the Supplier shall assist the Customer by retrieving the device and returning it to the Customer in a secured manner.

Customers may have mixed loads of electronic waste devices; the Supplier shall not charge the Customer if RPRA eligible and non-eligible electronic waste devices are not segregated.

The Customer may have multiple pick up locations (e.g., within its schools, campuses, buildings); Customer locations may be with or without loading dock; Customer may also require scheduled pick ups or on-as-needed-basis.

The Supplier should arrange and coordinate the pick up with the Customer and ensure timely arrival at the Customer's site. At confirmation of pick up, the Supplier should communicate with the Customer any request on usage of Customer resource (e.g., controlled freight elevator, pump truck). The Supplier and Customer may mutually agree to other terms when executing a CSA.

Upon the Customer's request, the Supplier shall provide the Customer with storage containers (e.g., bins, boxes) at no additional cost. These storage containers shall have the option to be locked and secured as per Customer request. Any storage containers provided to Customer must be safe and in good usable condition.

All pick up and transportation must be made by licensed and bonded carrier including the Supplier's own fleet or by a reputable transportation company allowing for tracking of the shipment. In addition, the Supplier shall ensure itself or its third-party service transportation provider possesses all regulatory permits and licenses and follows all applicable rules and regulations related to transportation of equipment (e.g., transportation of dangerous goods).

2.4.1 Lead Time

The Supplier shall pick up devices from the Customer's location within two (2) Business Days of request unless otherwise agreed upon by Customer. Some Customers will be able to provide advance notice, the Supplier shall confirm and adhere to the agreed upon schedule and communicate any changes with Customer.

For scheduled pick up, the Supplier shall create a schedule and obtain the Customer's approval before the provision of any Services.

2.5 IT Asset Disposition and Secure Media Destruction

The Supplier shall provide IT Asset Disposition ("ITAD") and secure media destruction Services including, but not limited to the following:

2.5.1 Data Wipe

The Supplier should provide a variety of data wipe options to Customers including, but not limited to:

- (a) National Association for Information Destruction ("NAID") – Canada wipe (e.g., NAID AAA for on-site and/or at plant);
- (b) National Institute of Standards and Technology ("NIST") – (e.g., NIST 800-88);
- (c) Department of Defence ("DOD") wipes (e.g., 1 pass, 3 pass); and,
- (d) The Canadian Centre for Cyber Security (e.g., ITSP.40.006 v2).

The Supplier should provide Customers with the option of on-site data wipe Services.

If the Supplier is taking the devices for data wipe Services at their facility, the devices shall be held in a locked and secured location with restricted access ensuring no data can be retrieved before being processed. The lead-time and details for data wipe Services at the Supplier's facility can be mutually agreed upon between Supplier and Customer (e.g., perform the data wipe Services within two (2) Business Days after picking up the devices from the Customer's location).

The Supplier shall use the data wipe option which is suitable for the type of media and ensure there are no areas of the storage device that can be recovered with forensic tools.

During the Term, the Supplier shall make other data wipe options available to Customers as they become available or as requested.

When performing the data wipe Services, if data cannot be wiped because the data bearing device (e.g., hard drive) is broken, the Supplier shall ensure the broken data bearing device is securely destroyed (i.e., shredded and incinerated as applicable) ensuring no data can be retrieved, the Supplier shall provide a certificate of data destruction upon completion of work. The Supplier shall ensure no data leaves Canada before proper processing (i.e., wiped or destroyed).

The Supplier shall provide a certificate for data erasure to Customer upon completion of Services, including date and time of destruction within thirty (30) days of receipt.

2.5.2 Data Bearing Devices

Customers may have a variety of data bearing devices that will require Services including, but not limited to:

- (a) Analog computers;
- (b) Compact disks ("CD"s);
- (c) Computer terminals;
- (d) Data tapes;
- (e) Data diskettes;
- (f) Flash memory cards;
- (g) Flatbed scanners;
- (h) Hard drives;
- (i) Mainframe computers;
- (j) Media storage devices;
- (k) Microcomputers;
- (l) Mobile phones;
- (m) Network equipment (e.g., switches, security equipment, router, firewall, load balancer);
- (n) Personal computers (e.g., chrome book, desktop, laptop, netbook, Personal Digital Assistant);
- (o) Printers and Multi-Function Devices ("MFDs");
- (p) Universal Serial Bus ("USB") drives; and,
- (q) Servers.

2.5.3 Type of Data

Data bearing devices may contain various types of data, the Supplier shall provide data wiping Services on the following types of data including, but not limited to:

- (a) Magnetic tapes;
- (b) Magnetic hard drives;
- (c) Mobile device storage; and,
- (d) Solid state drives.

2.5.4 Capture Serial Number Information on Devices

The Supplier shall capture the serial number on the device including hard drive as requested, manufacturer name of the device, model and configuration information as required. The Supplier shall also report the information to Customers in the format of the Audit List, as described in Section 2.11.2, upon completion of the Services.

2.5.5 De-branding

The Supplier shall remove all Customer identifying information from the device (e.g., asset tags, labels and/or logos).

2.5.6 Audit and Repair of Devices

The Supplier shall audit the device to ensure it is in resaleable condition. In situations where parts or accessories are to be replaced, the Supplier will provide the required parts and/or accessories to repair the device. If the device cannot be repaired, it will be sent for recycling ensuring proper disposal.

The Supplier shall also re-load operating system or image onto the devices and package the devices properly for shipping.

The Supplier or its applicable subcontractor shall have proper licenses to install operating system and/or software on the devices.

2.5.7 Selling Devices

If requested by the Customer, the Supplier shall sell (e.g., resale, auction, and wholesale) the devices for best obtainable value for the Customer. The Supplier shall provide Customer estimated revenue value associated with the selling of devices and obtain the Customer's approval prior to the pickup.

The Supplier shall provide a detailed invoice listing with itemized costs and resale value (i.e., revenue to Customer) to Customer upon completion of Services. The Supplier shall process the payment of revenue to Customer within thirty (30) days from date of invoice or at a time mutually agreed upon between the Customer and the Supplier.

The Supplier shall meet the standards required by Electrical and Electronic Equipment ("EEE") processing and refurbishing procedure for information technology, telecommunications and audio-visual equipment and lighting made under *Resource Recovery and Circular Economy Act, 2016*.

The Supplier shall maintain documented procedures for processing all devices to:

- (a) Ensure that all parts and components used in the refurbishing processes are system compatible;
- (b) Ensure that all software and firmware are properly licensed;
- (c) Test all devices and verify proper functioning prior to remarketing;
- (d) Ensure remarketed items are adequately packaged to protect from damage during transport;
- (e) Provide a minimum thirty (30) day warranty for the repair or replacement of all remarketed device, excluding consumable (e.g., batteries, toners, fusers); and,
- (f) Ensure end-of-life devices and components are processed through an approved recycler.

If requested by the Customer, the Supplier shall provide reporting documentation to the Customer regarding the sale of devices including, but not limited to:

- (a) Items sold;
- (b) Gross sales price;
- (c) List of asset serial numbers and corresponding hard drive serial numbers removed with the Certificate of Destruction
- (d) Bill of Sale; and,
- (e) Calculation of the net proceeds shared with the Customer.

2.5.8 Scraps Processing and Selling

After destruction of devices, the Supplier shall sort the destroyed items into appropriate categories (e.g., metals, plastic, glass) to maximize the recovery of valuable scrap components. The materials must be kept in a secured and organized manner. The Supplier shall sell the scrap materials at a fair market value and in compliance with relevant environmental and safety regulations. The Supplier shall implement environmentally responsible practices in all aspects of the destruction and scrap selling process to minimize the environmental impact and waste to landfill.

The Supplier shall remit the rebate payment obtained from selling of scrap materials to the Customer.

2.5.9 Recycling of Unsold Devices

The Supplier shall arrange for transportation of the unsold devices to recycling facility at no cost to Customer and proceed with recycling.

2.5.10 Device Re-Deployment

Customers may request the devices be shipped and deployed at other designated locations within the Customer's organization instead of being sold; the Supplier shall facilitate the program meeting Customer's specific needs. Any cost associated with the device re-deployment shall be provided to Customer for negotiation and prior approval.

2.5.11 Media Destruction

The Supplier shall mechanically destroy (i.e., shred) the data bearing devices securely using appropriate method (e.g., continuous shred, cross cut, pierce and tear) at its facility.

The Supplier should provide Customers with the option of on-site destruction and / or the option for Customer to witness the destruction at the Supplier's location.

2.5.12 Disposal of Destroyed Materials

The Supplier shall responsibly dispose of the destroyed materials (e.g., pulping, incineration, smelting) ensuring no data can be retrieved.

2.6 Electronic Waste Device Recycling

The Supplier shall provide electronic waste device recycling Services including, but not limited to:

2.6.1 Mandatory Requirement

The Supplier and/or its Subcontractor including downstream processors shall operate, establish, alter, enlarge or extends a waste management system or a waste disposal site in compliance with Ontario *Environmental Protection Act, R.S.O. 1990* unless otherwise excepted in the Act. Refer to <http://www.ontario.ca/laws/statute/90e19> for more details.

If applicable, the Supplier and/or its Subcontractor including downstream processors must possess the following registry and/or approval issued by Ontario Ministry of Environment and Climate Control, as it pertains to the Proponent's and/or its Subcontractor including downstream processor's operation:

- (a) Environmental Activity and Sector Registry (EASR); and/or,
- (b) Environmental Compliance Approval (ECA).

If the Supplier or its Subcontractor including downstream processors lose the registry and/or approval during the Term, the Supplier shall notify Customers and OEM within one (1) Business Day; in such a situation, the Supplier will be temporarily suspended from providing Services until it regains the applicable registry and/or approval.

The Preferred Proponent will be required to provide all proper documentation related to its or relevant Subcontractors including downstream processors' operation (i.e., copy of EASR, ECA) within fifteen (15) days from notice of negotiation. Should the Supplier fail to provide the required documentation, OEM may grant a reasonable extension or will rescind the award.

If applicable, the Supplier and/or its Subcontractor including downstream processors shall meet the R2v3 standard or shall be in transition from R2 standard to the R2v3 within the applicable timelines permitted by Sustainable Electronics Recycling International ("SERI").

2.6.2 Types of Electronic Waste Devices

Electronic waste products include all devices that are powered by electricity for its intended functionality; the devices may be powered by a plug or battery. Please refer to Appendix G - Sample Electronic Waste Devices. The Appendix G is subject to be updated by RPRA, the Supplier should notify OEM and Customers of any changes within thirty (30) days.

2.6.3 Electronic Waste Devices Processing

The Supplier shall provide electronic waste devices Services including, but not limited to:

- (a) Weight incoming materials;
- (b) Sort Customer's electronic waste devices if incoming shipment is a mixed load;
- (c) Separate and remove hazardous and/or potentially hazardous materials (e.g., alkaline, lithium, lead acid, mercury) prior to processing, following all applicable municipal, provincial and federal laws and regulations;
- (d) Remove all packaging for reuse and/or recycle;
- (e) Ensure all Customer identifying information is removed and/or destroyed; and,
- (f) Mechanically shred materials by type (e.g., plastic, metal) for recycling.

The Supplier shall also ensure its processing facility follows all applicable health and safety (e.g., *Occupational Health and Safety Act* <https://www.ontario.ca/laws/statute/90o01>) and environmental regulations (e.g., air pollution, noise pollution).

2.7 Device Decommission

The Supplier shall disconnect, remove and package devices at Customer's location prior to the commencement of any Services, as requested. Any cost associated with the device decommissioning shall be provided to Customer for negotiation and prior approval.

2.8 Downstream Management

The Supplier shall ensure the outgoing materials are tracked and captured in its reporting to Customers. The outgoing materials can be to subcontractors, downstream processors and/or recycling facilities.

It is the Supplier's responsibility to manage its downstream subcontractors including processors for additional process and/or disposal, ensuring Agreement compliance and downstream subcontractors including processors' performance. The activities carried out by the downstream subcontractors and processors including, but not limited to:

- (a) Additional processing (e.g., sort, dismantle, shred);
- (b) Forming materials into new products;
- (c) Process materials to recover commodities (e.g., copper, gold, silver); and,
- (d) Disposal and/or incineration with or without waste to energy recovery.

2.9 Transboundary Movement

The Supplier shall put in place a process and procedure to monitor, track and report transboundary movement of hazardous wastes and their disposal, the process includes the export, import and transit of such materials. The Supplier shall follow the Basel Convention. For more details, please visit: [Canada-US agreement on transboundary movement of hazardous waste - Canada.ca](#), and <http://www.basel.int/>.

2.10 Prevention of Device and/or Data Loss

The Supplier shall put in place a process to ensure device and/or data is secured (i.e., maintain the chain of custody) and no device and/or data loss will happen during the pick up, transportation, storage, and processing. The Supplier shall also put in place a process to retrieve Customer's mistakenly shipped devices to prevent loss.

Should an event of Customer's device and/or data loss occur, the Supplier shall notify the Customer within one (1) Business Day of the occurrence.

2.11 Certificates and Audit List

The Supplier shall provide copies of various certificates and audit lists to Customer upon completion of Services.

2.11.1 Certificates

The Supplier shall provide the Customer with the Service certificates upon completion of Services, including, but not limited to:

- (a) Certificate of data erasure;
- (b) Certificate of destruction; and,
- (c) Certificate of recycling.

The certificates shall include, at minimum, the following information:

- (a) Name of Customer;
- (b) Date of Service (i.e., data erasure, destruction or recycling);
- (c) Type of device;
- (d) Size of drive;
- (e) Method of data erasure (i.e., erasure method, number of wipes);
- (f) Quantity of device;
- (g) Bill of lading number; and,
- (h) Total weight of devices for the order.

2.11.2 Audit List

The Supplier shall also include a detailed audit list together with the applicable certificate. The audit list shall include, at minimum, the following information:

- (a) Device description (e.g., laptop, monitor);
- (b) Manufacturer information (i.e., manufacturer name);
- (c) Model number;
- (d) Serial number of the device;
- (e) Applicable Service (e.g., disposition, destruction, recycling); and,
- (f) Applicable asset tag removed.

2.11.3 Certificates and Audit List Retention

The Supplier shall maintain all Service certificates and audit lists for seven (7) years and provide copies of them to Customers as required.

2.12 Reporting

The Supplier shall provide various reports to Customers as required including, but not limited to:

- (a) Annual E-Waste Audit Report; and,
- (b) Service Activity Report.

The Supplier shall provide other Ad Hoc reports as requested by Customer and mutually agreed upon.

2.12.1 Annual E-Waste Audit Report

The Supplier shall provide an annual e-waste audit report to Customer; the report shall include the material type and weight associated with, at minimum, the following information:

- (a) Customer's organization name;
- (b) Picked up;
- (c) Reused;
- (d) Destroyed;
- (e) Sold;
- (f) Donated;
- (g) Donation recipients and related charity program if applicable;
- (h) Commodities recovered such as base and precious metals;
- (i) Toxic waste such as mercury, lead and brominated fire retardants; and,
- (j) Diversion rate.

The Supplier shall also provide the e-waste audit report by pick up location per Customer request.

2.12.2 Service Activity Report

The Supplier shall provide periodic Service activity reports to the Customer, as requested. The Service activity report shall include, at minimum, the following information:

- (a) Customer's organization name;
- (b) Time period of the report;
- (c) Customer's device model, make, if applicable;
- (d) Quantity of devices picked up;
- (e) Weight of the devices for associated Service (e.g., type of devices, weight, volume), if applicable;
- (f) Service description;
- (g) Service charge, if applicable; and,
- (h) Rates (costs and/or revenue) charged/provided to Customers.

2.13 Disaster Recovery and Business Continuity

The Supplier shall possess and provide to OEM 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 Service availability critical to Customers.

2.14 Licences, Permits, 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 Services and provide them at Customer and OEM 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 OEM shall be considered an approval by OEM for the Supplier to carry on such activity without the requisite licence, right to use or approval.

2.15 Environmental, Social, and Governance

The Supplier shall possess and provide information, if requested by OEM or the Customer, related to its 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.

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) Sustainable social design principles as required by the Customer (e.g., social equity and equality, diversity, inclusive, accessibility, economic, and cultural impacts that achieve overarching Customer goals that helps shape healthy, diverse and inclusive environments); and,
- (c) Governance practices to enhance positive impact to the Customer (e.g., corporate oversight, risk management, staff retention and management, and leadership).

The Supplier should keep OEM and Customers informed about social procurement processes.

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

2.15.1 Social Programs

The Supplier should assist the Customer in various social responsibility programs (e.g., donation) to maximize the usability of the devices, as requested.

2.16 Financial Administration Act Section 28

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

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

2.17 Order Management

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

- (a) Electronic Data Interchange ("EDI");
- (b) Email;
- (c) Fax;

- (d) Supplier's online ordering process;
- (e) Toll free phone; and/or,
- (f) Via purchase order through the Customer's system;

Where applicable, Customers may need to perform integration testing on the Supplier's online ordering system to ensure it is compatible with the Customers' systems, policies and procedures.

2.17.1 Minimum Order

The Supplier shall not have any minimum order value, volume, weight, or by type of container. The Supplier shall provide pick up costs including freight, container and packaging costs and any surcharges associated with volumes less than one (1) skid to Customer for negotiation and obtain Customer's prior approval before each pick up.

2.17.2 Electronic Commerce

Customers currently use a variety of ERP, e-Procurement or financial systems (e.g., PeopleSoft, Jaggaer) for processing orders and payments. To support these processes, the Supplier will provide reasonable technology and implementation support, at any time during the Term, at no additional cost to the Customer.

2.18 Invoicing

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

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

- (a) Customer name and location;
- (b) Customer purchase order number (if applicable) and order date;
- (c) Description of Services provided, quantity and Rates; and,
- (d) Harmonized Sales Tax ("HST") and total cost.

2.18.1 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.

2.18.2 Electronic Fund Transfer

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

- (a) A void cheque;
- (b) Financial institution's name;
- (c) Financial institution's transit number;
- (d) Financial institution's account number; and,

- (e) Email address for notification purposes.

2.19 Rates

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

- (a) Maximum Rates;
- (b) Minimum percentage revenue provided to Customers;
- (c) 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 all other overhead, office support, profit, licenses including any fees or other charges required by law; and,
- (d) Exclusive of the HST, or other similar taxes.

The Customer and Supplier will mutually agree on Rates and the process and timing for refreshing those Rates based on the Customer's Service needs. However, the Rates, for Ontario Customers, shall not exceed the Master Agreement Rates.

While this RFP and resulting Master Agreement are primarily intended for use by OEMC Customers located in Ontario, OEMC encourages Suppliers to extend their Services to eligible Customers across Canada. Any such Customer-Supplier Agreement ("CSA") must be conducted under the same terms and conditions set out in the Master Agreement.

Rates, pick up and delivery fees, related logistical arrangements, and provincial specific terms, if any, for Customers located outside Ontario shall be mutually negotiated and agreed upon between the Supplier and the Customer when executing a CSA or placing an order after a CSA has been executed. These negotiated terms shall not conflict with the provisions of the Master Agreement, which shall remain in full force and effect for all Customers, regardless of location.

2.19.1 Incentives for Customers

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

- (a) Informing and guiding Customers about potential incentives (e.g., government);
- (b) Early adopters discounts;
- (c) Early payment discount for Customers;
- (d) Higher volumes;
- (e) Overall growth;
- (f) Purchase of other add-on features; and,
- (g) Configuration and/or customization of the solution completed by the Supplier for a Customer, which other Customers can leverage at no additional cost.

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

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

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

2.19.2 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) Laundry or dry cleaning;
- (d) Valet services;
- (e) Dependent care;
- (f) Home management; and,
- (g) Personal telephone calls.

2.19.3 OECD Cost Recovery Fee

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

The Supplier shall pay to OECD a maximum CRF of two percent (2%) on all Services invoiced by the Supplier to the Customers throughout the Term.

For IT Asset Disposition, the expectation is that the CRF will be paid to OECD from the Supplier portion of the revenue from selling devices, not the Customer's portion.

CRF will be calculated as follows:

<u>EXAMPLE OF HOW CRF WILL BE CALCULATED WITH A CRF = 2%</u>				
Sales per Quarter	Calculation	CRF	HST	Total CRF Payment to OECD
If Supplier has \$100,000 total sales in first quarter	\$100,000 x 2% CRF	\$2,000.00	\$260.00	\$2,260.00
If Supplier has \$200,000 total sales in second quarter	\$200,000 x 2% CRF	\$4,000.00	\$520.00	\$4,520.00
If Supplier has \$50,000 total sales in third quarter	\$50,000 x 2% CRF	\$1,000.00	\$130.00	\$1,130.00
If Supplier has \$50,000 total sales in fourth quarter	\$50,000 x 2% CRF	\$1,000.00	\$130.00	\$1,130.00
Total CRF Payment to OECD for <u>first year of the Master Agreement</u>:				\$9,040.00

The CRF and applicable HST shall be paid to OECD 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 OEM's sole discretion, be adjusted downwards for 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.

2.20 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;
- (b) Managing issue resolution in a timely manner;
- (c) Complying with agreed upon escalation processes to resolve outstanding issues;
- (d) Responding to Customer's inquiries (e.g., to day-to-day activities) within one (1) Business Day;
- (e) Ensuring minimal disruption to the Customer;
- (f) Providing easy access to the Supplier (e.g., online, toll free telephone number, email, voicemail, chat or fax);
- (g) Providing training/demonstrations, knowledge transfer, and no-cost educational events (e.g., webinars), if available;
- (h) Establishing an ongoing communications program with the Customer (e.g., new initiatives, innovation, sustainability);
- (i) Adhering to the Customer's confidentiality and privacy policies (e.g., related to student's private information);
- (j) Providing written notice to Customers on any scheduled shut down that would impact services (e.g., inventory count, relocation of warehouse, website maintenance);
- (k) Provide Customer reporting; and,
- (l) Attending meetings with Customers, as requested.

2.20.1 Transition Support

The Supplier should, at no additional cost, provide Customers transition support with minimal service disruption.

2.21 Supplier Management Support to OEM

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

- (a) Assigning to OECM a Supplier Account Executive and team responsible for supporting and overseeing all aspects of the Master Agreement;
- (b) Working and acting in an ethical manner demonstrating integrity, professionalism, accountability, transparency and continuous improvement;
- (c) Promoting the Master Agreement within the Customer community;
- (d) Maintaining OECM's and Customer's confidentiality by not disclosing Confidential Information without the prior written consent of OECM and/or the Customer, as the case may be, as further described in Appendix A – Form of Master Agreement;
- (e) Attending business review meetings with OECM to review such information as:
 - i. CSAs and upcoming opportunities; and,
 - ii. Review and monitor performance management compliance;
- (f) Complying with Appendix E – 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 C – 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 OECM).

2.21.1 Master Agreement Award and Launch

The Supplier will meet with OECM 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.

2.21.2 Promoting OECM Master Agreements

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

The Supplier will actively promote the Master Agreement to Customers 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 Services).

OECM 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.

2.21.3 Supplier Performance Management Scorecard

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

2.21.4 Rate Refresh

OECM's goal is to keep Rates as low as possible for Customers. However, the Supplier may request a Rate refresh on the first anniversary date of the Master Agreement and every anniversary date thereafter during the Term.

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

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

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

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

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

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

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

2.21.5 Process to Add Other Services

During the Term the Supplier may request adding other Services (e.g., newly available Services) to the Master Agreement annually to align with Customer needs. OECM will review and assess the request and may accept or reject based on Services in the current Master Agreement and Customer needs.

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

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

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

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

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

2.21.6 Saving Calculation

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

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

2.21.7 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.

2.21.8 Reporting to OECM

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

[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	140	60%
Stage III	Commercial Response	3.4	60	Not Applicable
Stage IV	Cumulative Score	3.5	200	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
Qualification Response	Qualification
Appendix B – Commercial Response (in Microsoft Excel format only)	Commercial

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

A Proposal may **not** be evaluated further if the Proponent is a U.S. Business. A Proponent shall represent and warrant in its Proposal that it is not a U.S. Business.

3.3 Stage II – Technical Response

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

The Technical Response includes a series of questions the Proponent is required to respond to in order to demonstrate the Proponent’s ability to fulfill the RFP Deliverables. 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. The overall minimum threshold for the Technical Response is sixty percent (60%), or eighty-four (84) points. In addition, Sections 2 and 3 of the Technical Response each have individual minimum thresholds of sixty percent (60%), or fifteen (15) and thirty-nine (39) points, respectively.

Point allocations for the Technical Response sections are as follows:

Technical Response Sections	Available Points	Minimum Threshold
1. Proponent's Experience and Qualifications	7	Not Applicable
2. Pick Up and Transportation	25	15
3. IT Asset Disposition and Secure Media Destruction	65	39
4. Electronic Waste Device Recycling	15	Not Applicable
5. ESG Considerations	28	Not Applicable
6. Privacy and Security	Not Applicable	Not Applicable
TOTAL POINTS:	140	84

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 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, into the OTP Commercial Envelope for this stage of evaluation.

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

Point allocations for the Commercial Response sections are as follows:

Commercial Response Sections	Available Points
1. Pick Up and Transportation	14
2. IT Asset Disposition and Secure Media Destruction	36
3. Electronic Waste Device Recycling	10
TOTAL POINTS:	60

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

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

<u>EXAMPLE OF COMMERCIAL RESPONSE EVALUATION FOR ONSITE SERVICES – DECOMMISSIONING, AUDIT AND PACKAGING</u>		
Proposed Rates	Calculation	Resulting Points
If Proponent 1 proposes the lowest Rate of \$100.00, it would receive 100% of the points allocated.	$\$100 \div \$100 \times 2 \text{ Points}$	2

EXAMPLE OF COMMERCIAL RESPONSE EVALUATION FOR ONSITE SERVICES – DECOMMISSIONING, AUDIT AND PACKAGING		
Proposed Rates	Calculation	Resulting Points
If Proponent 2 proposes the second lowest Rate of \$200.00, it would receive 50% of the points allocated.	$\$100 \div \$200 \times 2 \text{ Points}$	1
If Proponent 3 proposes the third lowest Rate of \$400.00, it would receive 25% of the points allocated.	$\$100 \div \$400 \times 2 \text{ Points}$	0.5

Where \$0.00 is entered in any Rate cell, **with exception to Section 3 – Electronic Waste Device Recycling in the Commercial Response**, it is deemed to mean that the particular Service **will be provided to Customers at no additional cost**. Therefore, when evaluating and scoring the Rates, a Proposal specifying \$0.00 in a Rate cell in the Commercial Response shall receive the maximum point allocation for that particular Service. The remaining Proposals will be evaluated using a relative formula based on the remaining percentage of available points regardless of the Proposals of \$0.00 Rate as per below example.

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

For Section 3 – Electronic Waste Device Recycling section in the Commercial Response, revenue provided to Customer back could be minus values (e.g., -\$1.29). Therefore, when evaluating and scoring the Rates, a Proposal specifying the **lowest value** in a Rate cell in the Commercial Response of the Electronic Waste Device Recycling section shall receive the maximum point allocation for that particular Rate.

Where N/A or not applicable is entered in a Commercial Response cell or a Commercial Response cell is left blank for the Service, it is deemed to mean that the particular Service will **not be provided** to Customers. Therefore, when evaluating and scoring the Rates, a Proposal specifying N/A or not applicable, or left blank in Appendix B – Commercial Response will receive a zero (0) point allocation for that particular pricing section. The remaining Proposals will be evaluated using a relative formula based on the remaining percentage of available points.

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

3.5 Stage IV – Cumulative Score

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

Subject to the express and implied rights of OEMC; the Proponents with the three (3) highest scoring Eligible Proposals 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, OEMC may adjust Technical Response scores related to the information obtained during the reference check.

3.6 Stage V – Tie Break Process

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

3.7 Stage VI – Negotiations

Concurrent negotiations, with the Preferred Proponents, will be based on the RFP 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:

RFP Timetable	
Event	Time/Date
OECM's Issue Date of RFP:	June 9, 2025
Proponent's Information and OTP Demonstration Session:	2:00 pm on June 12, 2025
Proponent's Deadline to Submit Questions:	5:00 pm on June 16, 2025
OECM's Deadline for Issuing Answers:	June 23, 2025
Proponent's Deadline to Submit Questions Related to Addenda & Question and Answer Documents:	5:00 pm on June 27, 2025
OECM's Deadline for Issuing Final Documents:	July 7, 2025
Proponent's Intent to Submit a Proposal:	July 9, 2025
Closing Date:	2:00:00 pm on July 28, 2025
Anticipated Master Agreement Start Date:	October 2025

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, and submission of its Proposal;
- (b) The Proponent's attendance at any meeting related 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) Form on the OTP at <https://jaggaer.my.site.com/SupplierSupportRequest/s/>;
- (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 OECM 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	√	
Technical Response	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 OECM

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

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

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 Services have been identified in its Proposal or will be provided to OECM or its Customers at no additional cost. Any requirement that may be identified by the Proponent after the Closing Date or subsequent to signing the Master Agreement shall be provided at the Proponent's expense.

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, (e.g., site visit) 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 Services unless specifically requested. OECM shall maintain the information for a period of seven (7) years from the time of collection. Should OECM request such information, OECM will treat this information in accordance with the provisions of this Section;
- (b) Use – Any personal information as defined in the *Personal Information Protection and Electronic Documents Act*, S.C. 2005, c.5 that is requested from a Proponent by OECM shall only be used to select the qualified individuals to undertake the Services and to confirm that the work performed is consistent with these qualifications; and,
- (c) Consent – It is the responsibility of the Proponent to obtain the consent of such individuals prior to providing the information to OECM. OECM will consider that the appropriate consents have been obtained for the disclosure to and use by OECM of the requested information for the purposes described.

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 OECM to be non-compliant with the requirements of this RFP;
- (i) Disqualify any Proponent that is, or at anytime becomes prior to the award of the Master Agreement, a U.S. Business;
- (j) Disqualify a Proposal based upon the past performance or on inappropriate conduct in a prior procurement process, or where the Proponent has or the principals of a Proponent have previously breached an agreement with OECM, or has otherwise failed to perform such agreement to the reasonable satisfaction of OECM (i.e., has not submitted required reporting and/or Cost Recovery Fees to OECM);

- (k) 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.
- (l) Disqualify the Proponent who has been charged or convicted of an offence in respect of an agreement with OECM, or who has, in the opinion of OECM, engaged in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion or collusion, unethical conduct, including lobbying as described above or other forms of deceitfulness, or other inappropriate communications offering gifts to any employees, officers, agents, elected or appointed officials or other representatives of OECM, or where the Proponent reveals a Conflict of Interest or Unfair Advantage in its Proposal or a Conflict of Interest or evidence of any Unfair Advantage is brought to the attention of OECM;
- (m) 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;
- (n) 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;
- (o) Accept or reject a Proposal if only one (1) Proposal is submitted;
- (p) Reject a Subcontractor proposed by a Proponent within a Consortium;
- (q) Select any Proponent other than the Proponent whose Proposal reflects the lowest cost to OECM;
- (r) Cancel this RFP process at any stage and issue a new RFP for the same or similar requirements, including where:
 - i. OECM determines it would be in the best interest of OECM not to award a Master Agreement,
 - ii. the Proposal prices exceed the bid prices received by OECM for Services acquired of a similar nature and previously done work,
 - iii. the Proposal prices exceed the costs OECM or its Customers would incur by doing the work, or most of the work, with its own resources,
 - iv. the Proposal prices exceed the funds available for the Services, or,
 - v. the funding for the acquisition of the proposed Services has been revoked, modified, or has not been approved,
 and where OECM cancels this RFP, OECM may do so without providing reasons, and OECM may thereafter issue a new request for proposals, request for qualifications, sole source, or do nothing;
- (s) Discuss with any Proponent different or additional terms to those contained in this RFP or in any Proposal;
- (t) Accept any Proposal in whole or in part;
- (u) If OECM receives a Proposal from a Proponent with Rates that are abnormally lower than the Rates in other Proposals, OECM may verify with the Proponent that the Proponent satisfies the conditions for participation and is capable of fulfilling the Master Agreement; or,
- (v) Reject any or all Proposals in its absolute discretion, including where a Proponent has launched legal proceedings against OECM and/or its Customers or is otherwise engaged in a dispute with OECM and/or its Customers;

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

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

4.6.2 Rights of OECM – Proponent

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

- (a) Extend the period for concluding the Master Agreement, provided that if substantial progress towards executing the Master Agreement is not achieved within a reasonable period of time from such extension, OECM may, in its sole discretion, terminate the discussions;
- (b) Exclude the Preferred Proponent from further consideration and begin discussions with the next highest scoring Proponent without becoming obligated to offer to negotiate with all Proponents; or,
- (c) Exercise any other applicable right set out in this RFP including, but not limited to, cancelling the RFP and issuing a new RFP for the same or similar Services.

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

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

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 Reservation of Copyright

This work, including all addenda, schedules, appendices, and attachments hereto, is protected by copyright law. OECM, as the copyright holder, hereby reserves all rights, including but not limited to the rights of reproduction, distribution, display, performance, adaptation, and translation. No part of this work may be reproduced, distributed, or used in any form or by any means, electronic or mechanical, in whole or in part, without the prior written permission of OECM. This includes, without

limitation, the right to create derivative works, to authorize others to exercise these rights, and to enforce these rights. Any unauthorized use, reproduction, distribution of this work, in whole or in part, will constitute a violation of the OECM's copyright and will be pursued to the fullest extent permitted by law, including legal prosecution.

4.6.7 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.

4.6.8 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.

4.6.9 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.

4.6.10 Cancellation

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

4.6.11 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.

4.6.12 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/agreement/trade-and-cooperation-agreement-between-quebec-and-ontario>; and,
- (c) Comprehensive Economic and Trade Agreement at <http://www.international.gc.ca/gac-amc/campaign-campagne/ceta-aecg/index.aspx?lang=eng>.

4.6.13 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 – SUPPLIER REPORTING REQUIREMENTS

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

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

Final reporting requirements will be determined during negotiations.

APPENDIX D – SUPPLIER PERFORMANCE MANAGEMENT SCORECARD

Master Agreement performance means the Supplier aligns with OEM'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 OEM's efforts to provide greater value to Customers, OEM has implemented a Supplier Recognition Program ("SRP"). Through the SRP, OEM 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 OEM to ensure:

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

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

By providing the reports, OEM 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 C – 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 OEM. 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 Services on time. The Supplier's performance score will be considered when OEM 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 products and/or services to the Master Agreement;
- (c) Master Agreement extensions; and,
- (d) Master Agreement termination.

The Supplier shall maintain accurate records to facilitate the required performance management reporting requirements related to OEM and Customer KPIs.

During the business review, OEM 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
Response Time to Customer Inquiries	One (1) Business Day	98% of the time
Lead time for Pick Up	Two (2) Business Days from request receipt	98% of the time
Provide Certificate upon Completing the Services	Within thirty (30) Business Days	98% of the time
Accurate Invoicing	Number of invoicing errors annually	Invoicing error less than 2%

OECM Evaluation of Supplier's Performances		
Key Performance Indicator	Performance Measurement	Performance Goal
On time Sales Report Submissions	8th business day following each calendar month	98% of the time
On time KPI Report Submissions	8th business day following each calendar quarter	98% of the time
On time submission of executed CSAs	Within 30 days of CSA execution	98% of the time
On time CRF payment remittance	Quarterly, by May 15, August 15, November 15, and February 15	98% of the time
Response time to OECM inquiries	Within one (1) business day	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 CSA, seek other KPIs.

Penalties and Rewards

The Supplier shall be responsible for all liquidated damages incurred by the Customers as a result of Supplier's failure to perform according to the Master Agreement and/or CSA. Additional penalties for failure to meet or rewards for exceeding the Master Agreement and/or CSA requirements may be mutually agreed upon between the Customer and the Supplier, at the time of CSA execution. Any penalty and/or reward shall be reported to OECM.

APPENDIX E – OEMC'S SUPPLIER CODE OF CONDUCT

The Supplier will take every measure to comply with OEMC'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 OEMC's Customers as mutually agreed upon between the Customer and Supplier. OEMC'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 Services to OEMC 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 OEMC, and only use this information as part of their business relations with OEMC;
- (d) Comply with intellectual property rights relating to the Services provided to OEMC and its Customers;
- (e) Never place an OEMC 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 OEMC; and,
- (g) Disclose to OEMC any behaviour deemed unethical on the part of an OEMC 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 OEMC 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 OEMC employees and Customers. The Supplier must avoid situations that may adversely influence their business relationship with OEMC or can be directly or indirectly perceived as a conflict of interest and interfere with the provision of the Services to OEMC or its Customers. The Supplier must disclose any actual or potential conflicts of interest promptly to OEMC;
- (c) Never offer to OEMC 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 OEMC's employees' ability to make business decisions in the best interest of OEMC and its Customers. If a Supplier is unsure whether a gift or entertainment offer to an OEMC employee complies with OEMC'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 OEMC or its Customers at risk of violating anti-bribery and/or anti-corruption laws. The Supplier must ensure that the requirements of all these applicable laws are met, and not engage in any form of corrupt practices including extortion, fraud or bribery;
- (e) Ensure that any outsourcing and/or subcontracting used to fulfill Services are identified and approved by the Customer and monitored to ensure compliancy with contractual obligations and adherence to OEMC's SCC. Supplier's employees, subcontractors and other service providers must adhere to the requirements of the SCC, which must be made available as necessary. The Supplier must also ensure that its subcontractors and other

service providers are paid properly and promptly to avoid any disruption in the provision of Services by the Supplier to 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.

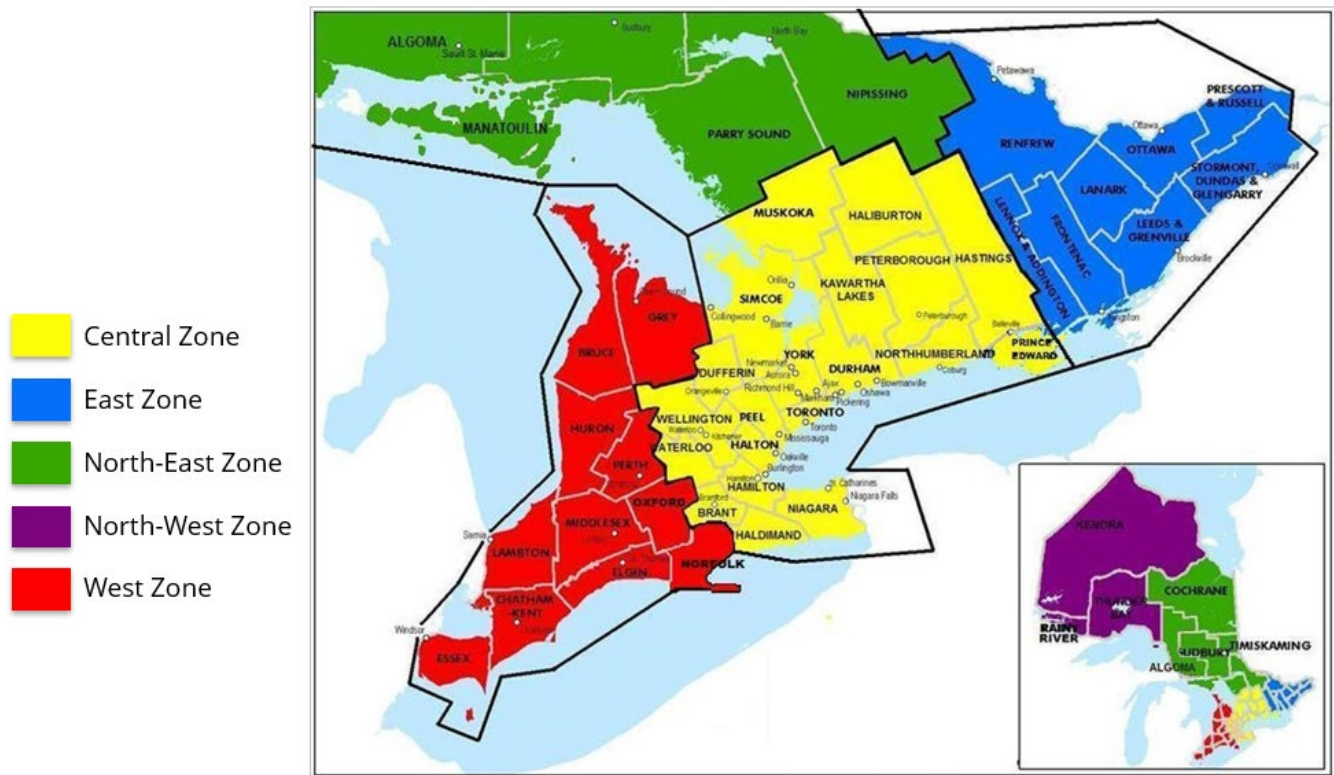
The practices adopted by the Supplier must be verifiable. Such verification may be conducted by way of a Supplier's self-evaluation and/or an audit completed by OECM at its discretion. The Supplier must provide, upon request, OECM with documents attesting to their compliance with the SCC.

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 F – OECM’S CUSTOMER GEOGRAPHICAL LOCATIONS



APPENDIX G – SAMPLE ELECTRONIC WASTE DEVICES

- (a) Computers;
- (b) Servers;
- (c) Network Switches;
- (d) Modems;
- (e) Routers;
- (f) Laptops;
- (g) iPads/Tablets;
- (h) Printers (desktop and floor-standing), including printer cartridges;
- (i) Video gaming devices;
- (j) Telephones, including cellular phones;
- (k) Display devices including Monitors, TVs, Digital Projectors;
- (l) Radios and stereos, including after-market vehicle stereos;
- (m) Headphones;
- (n) Speakers;
- (o) Cameras, including security cameras;
- (p) Video recorders;
- (q) Cable and Satellite Receivers;
- (r) Drones with audio or visual recording equipment;
- (s) Peripherals and cables used to support the function of information technology, telecommunications and audio visual equipment, including charging equipment;
- (t) Parts of information technology, telecommunications and audio visual equipment sold separately, such as hard drives, Memory, Circuit Boards, Power Supplies;
- (u) Handheld point-of-sale terminals or devices;
- (v) Musical instruments and audio recording equipment;
- (w) Battery Back Up (UPS); and,
- (x) Lighting and Light Bulbs.