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## Customer User Guide

Janitorial and Cleaning Services Master  
Agreements

## TABLE OF CONTENTS

<b>PART 1 – INTRODUCTION .....</b>	<b>2</b>
1.1 ..... About OECM .....	2
1.2 ..... OECM's Sourcing Process .....	2
1.3 ..... The Ontario Broader Public Sector Procurement Directive.....	2
1.4 ..... Trade Agreements.....	2
<b>PART 2 – PROCUREMENT BACKGROUND .....</b>	<b>3</b>
2.1 ..... Purpose of Procurement.....	3
2.2 ..... Objective of the RFSQ.....	3
<b>PART 3 – JANITORIAL AND CLEANING SERVICES .....</b>	<b>3</b>
3.1 ..... Janitorial and Cleaning Services .....	3
3.2 ..... Janitorial and Cleaning Services Suppliers.....	4
<b>PART 4 – MASTER AGREEMENT DETAILS .....</b>	<b>6</b>
4.1 ..... Master Agreement Construct.....	6
4.2 ..... Master Agreement Term.....	6
4.3 ..... Master Agreement Rates.....	6
4.4 ..... Master Agreement Material on OECM's Website .....	7
4.5 ..... Customer Eligible to Use Master Agreements .....	7
4.6 ..... Customer-Supplier Agreement .....	7
<b>PART 5 – OECM'S AGREEMENT MANAGEMENT .....</b>	<b>8</b>
5.1 ..... Master Agreement Supplier Relationship Management.....	8
5.2 ..... Master Agreement Performance Management.....	8
5.3 ..... Supplier Recognition Program.....	9
<b>PART 6 – BUYING SERVICES .....</b>	<b>9</b>
6.1 ..... Customer's Procurement Policies and Procedures .....	9
6.2 ..... How to Get Started .....	9
6.3 ..... Compare Rates Across Suppliers.....	9
<b>PART 7 – OECM CONTACT INFORMATION .....</b>	<b>9</b>
7.1 ..... Who at OECM can help with Questions?.....	9
<b>APPENDIX A – CIMB-GB ROADMAP .....</b>	<b>10</b>
<b>APPENDIX B – HOW TO START WITH THE SUPPLIER SELECTION WORKBOOK.....</b>	<b>11</b>
<b>APPENDIX C – SECOND STAGE TEMPLATE EXAMPLE .....</b>	<b>12</b>

## **PART 1 – INTRODUCTION**

This User Guide provides OECM Customers with information and assistance on how to use the OECM Janitorial and Cleaning Services (“Services”) Master Agreements.

### **1.1 About OECM**

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 Ontario Broader Public Sector (“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.

### **1.2 OECM's Sourcing Process**

OECM Master Agreements including these Master Agreements are established through the issuance of formal procurement documents. In this case, a Request for Supplier Qualifications (“RFSQ”) was used.

The evaluation of Proposals submitted in response to the RFSQ issued for this project resulted in the identification of qualified Suppliers and the signing of Master Agreements between those Suppliers and OECM.

### **1.3 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://Broader Public Sector Procurement Directive (ontario.ca)).

### **1.4 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 the Master Agreements.

## **PART 2 – PROCUREMENT BACKGROUND**

This part of the Customer User Guide provides background information related to these Master Agreements.

### **2.1 Purpose of Procurement**

The non-binding RFSQ, issued by OECM, was an invitation to obtain Proposals from qualified Proponents for Janitorial and Cleaning Services for the purpose of pre-qualifying Suppliers and creating multiple Master Agreements for OECM Customers.

Master Agreements were not awarded by a particular geographical area. Each Supplier was asked, however, to identify the Ontario Counties, Districts, Regions, and/or Single-Tier locations where it can provide Janitorial and Cleaning Services.

### **2.2 Objective of the RFSQ**

The objective of this RFSQ was to:

- (a) Provide Customers the ability to procure Janitorial and Cleaning Services from qualified Suppliers to satisfy a wide array of environments, each with its own set of requirements and challenges (e.g., expansive office space, high traffic public areas, school hallways, sterile hospital areas, libraries, community centres, daycares, student residences, routine and deep cleaning);
- (b) Establish a list of pre-qualified, quality Suppliers able to provide professional Services that support environmental and sustainability practices and drive cost efficiencies;
- (c) Provide Customers appropriate Service coverage and support to meet their operational needs as required which may include twenty-four (24) hours a day, seven (7) days a week;
- (d) Ensure Customers' compliance with Legal and Regulatory Standards;
- (e) Provide Customers with the ability to obtain customized Janitorial and Cleaning Services;
- (f) Inform Proponents of the Customer's Second Stage process;
- (g) Provide Customers with professional and responsive Customer support; and,
- (h) Reduce the costs of associated competitive procurement processes on an ongoing basis (i.e., fewer, competitive procurement documents issued by Customers).

## **PART 3 – JANITORIAL AND CLEANING SERVICES**

The Services applicable are:

### **3.1 Janitorial and Cleaning Services**

The Supplier shall provide Janitorial and Cleaning Services that meets or exceeds the Customer's requirements including, but not limited to:

- (a) Providing Janitorial Services;
- (b) Internal/external Services;
- (c) Personnel requirements;
- (d) Supplies and equipment;
- (e) Providing environmental and social sustainability commitment;
- (f) Providing green cleaning practices;
- (g) Meeting CIMS-GB standards;

- (h) Providing quality assurance and standards;
- (i) Promoting technology and innovation;
- (j) Providing appropriate administrative and reporting requirements (e.g., incident, inspection reporting); and,
- (k) Providing specialized and on demand cleaning Services (e.g., special events, site supervisor role, window washing, disinfection services, post construction cleanup, healthcare cleaning).

Refer to the Master Agreement for a full description of all Janitorial and Cleaning Services.

### **3.2 Janitorial and Cleaning Services Suppliers**

Effective January 1, 2024, the Ontario Government implemented *Building Ontario Businesses Initiative Act, 2022* ("BOBIA") and *Fighting Against Forced Labour and Child Labour in Supply Chain Act* ("Bill S-211"). Additionally, effective March 4, 2025, the Ontario Government issued a *Procurement Restriction Policy* as part of their BPS Procurement Directive related to U.S. Businesses.

As such, when submitting a Proposal, information about BOBIA, Bill S-211 and U.S. Business status were requested.

As per BOBIA, an Ontario business means a business that meets the following requirements and as such is considered to be an Ontario business for the purposes of the Act:

- (a) the business is a supplier, manufacturer or distributor of any business structure that conducts its activities on a permanent basis in Ontario.
- (b) the business either,
  - i. has its headquarters or main office in Ontario; or,
  - ii. has at least two hundred and fifty (250) full-time employees in Ontario at the time of the applicable procurement process.

BOBIA can be found at <https://www.ontario.ca/laws/regulation/230422>.

As per Bill S-211, an entity means a corporation or a trust, partnership or other unincorporated organization that:

- (a) is listed on a stock exchange in Canada.
- (b) has a place of business in Canada, does business in Canada or has assets in Canada and that, based on its consolidated financial statements, meets at least two (2) of the following conditions for at least one (1) of its two (2) most recent financial years:
  - i. it has at least twenty million dollars (\$20,000,000) in assets.
  - ii. it has generated at least forty million dollars (\$40,000,000) in revenue.
  - iii. it employs an average of at least two hundred and fifty (250) employees.
- (c) is prescribed by regulations.

Bill S-211 can be found at <https://laws.justice.gc.ca/eng/acts/F-10.6/page-1.html>.

U.S. Business, as per Ontario Government's Procurement Restriction Policy, means a supplier, manufacturer, or distributor of any business structure (including a sole proprietorship, partnership, corporation, or other business structure) that:

- (a) has its headquarters or main office located in the U.S.; and,
- (b) has fewer than two-hundred and fifty (250) full-time employees in Canada at the time of this RFP prior to the Closing Date.

If the awarded Supplier is a subsidiary of another corporation, part (a) of the definition above is met if that awarded Supplier is controlled by a corporation that has its headquarters or main office located in the U.S.

The following Suppliers have executed Master Agreements with OECM. Indicated below is information on whether each Supplier qualifies as an Ontario Business under BOBIA, whether they meet the definition of a Bill S-211, and whether they meet the definition of a U.S. Business.

Supplier	Ontario Business	Bill S211 Entity
Elite Facilities Group	Yes	Yes
ANK Maintenance Services	Yes	No
BEST Service Pros Ltd.	Yes	Yes
1434378 Ontario Inc. o/a Commercial Cleaning Services	Yes	Yes
Connect Building Services Inc.	Yes	Yes
Facility Network (an iCheck Company)	Yes	Yes
GREEN MAPLES ENVIRONMENT INC.	Yes	No
GrimeCleaners	Yes	No
Hallmark Housekeeping Services Inc.	Yes	Yes
ICS Clean Inc.	No	No
Impact Cleaning Services Ltd.	Yes	Yes
ION FACILITY SERVICES INC.	Yes	Yes
JMML SERVICES GO2YOU - ECLAT PROPRE CLEANING	Yes	No
K&D Cleaning & Staffing Services Ltd.	Yes	No
Monarch Professional Cleaning Services Ltd.	Yes	No
NIAGARA SCRUBBERS CLEANING INC.	Yes	No
Northern Star Janitorial Services	Yes	No
Reliable Cleaning Services	Yes	No
SPEICO	No	Yes
SQM Integrated Facility Services/SQM Janitorial Services Inc.	Yes	Yes

Sunshine Building Maintenance	Yes	Yes
TBM Service Group Inc.	Yes	Yes
United Services Group	Yes	Yes
Dexterra	Yes	Yes
Evripos Janitorial Services Inc.	Yes	No
C&W Facility Services Canada Inc.	No	No
Scandinavian Building Services Ltd.	Yes	No
Power Cleaners PowerPro Facility Services	Yes	No
ServiceMaster Clean of Western Ontario	Yes	No

All awarded Suppliers are not considered a U.S. Business.

For the list of Supplier contacts, please refer to the OECM website, specifically the Supplier information found under the OECM agreement webpage, <https://oecm.ca/marketplace/janitorial-and-cleaning-services/#awarded-supplier-partners>.

## PART 4 – MASTER AGREEMENT DETAILS

### 4.1 Master Agreement Construct

Master Agreements were executed between OECM and the Suppliers.

The entire Master Agreement, for each Supplier is applicable to every executed Customer-Supplier Agreement (“CSA”) between a Customer and a Supplier.

### 4.2 Master Agreement Term

The Master Agreements will be in effect for from December 10, 2025, to December 9, 2030, with an extension option of up to three (3) additional years until December 9, 2033.

### 4.3 Master Agreement Rates

The Services Rates for Ontario Customers are based on:

- (a) Mutually agreed upon between the Customer and Supplier for the specific Service requirements which may be the result of a Second Stage (e.g., price per square footage, time and material, fixed monthly fee, task-based pricing, frequency-based pricing, budget-based solution);
- (b) In Canadian funds and include all applicable costs, including, but not limited to overhead, materials, duties, tariffs, office support, profit, permits, travel, delivery, 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,
- (c) Exclusive of the HST, or other similar taxes.

The process and timing for Customer Rate refreshes (e.g., for annual refresh for Rates) shall be mutually agreed upon between the Supplier and Customer.

#### **4.4 Master Agreement Material on OECM's Website**

The following documents are available on OECM's website for these Master Agreements:

- (a) Second Stage Template;
- (b) Supplier Selection Workbook;
- (c) Master Agreements;
- (d) Customer-Supplier Agreements Template;
- (e) Posted RFSQ; and,
- (f) Sourcing Summary Process.

Customers must create an account on the OECM website Marketplace section to access some of the above information. Creating an account is easy and non-committal.

#### **4.5 Customer Eligible to Use Master Agreements**

The following OECM Customers located in Ontario may use these Master Agreements:

- (a) Crown Corporations;
- (b) Educational Entities;
- (c) First Nations Federal Agencies;
- (d) Health and Social Service Entities;
- (e) Hydro;
- (f) Indigenous Organizations and Communities;
- (g) Local Housing Corporations;
- (h) Municipalities and Related Service Organizations;
- (i) Not-for-Profit Organizations;
- (j) Ontario Broader Public Sector ("BPS") Agencies;
- (k) Ontario Electricity Financial Corporation;
- (l) Ontario Power Authority;
- (m) Ontario Public Service ("OPS") ministry, agency, board or commission;
- (n) Provincially Funded Organizations ("PFO");
- (o) Shared Service Organizations;
- (p) The Legislative Assembly;
- (q) Utilities and Local Boards; and,
- (r) Other Provincial, Territorial and Federal Public Sector Entities/Agencies or similar entities not mentioned here.

Additionally, Customers outside of Ontario may use these Master Agreements.

#### **4.6 Customer-Supplier Agreement**

Customers cannot purchase any Master Agreement Services without first entering into their own separate agreement, the CSA, with one (1) or more Suppliers. The CSA is Schedule 2 of the Master Agreements.

All terms and conditions of the Master Agreements apply to the CSA. In the event of a conflict or inconsistency between the CSA and the Master Agreements, the Master Agreements shall govern unless the Master Agreements provide otherwise.

The Customer should complete various aspects of the CSA applicable to their organizations. The CSA Template is available on OECM's website.

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

## **PART 5 – OECM'S AGREEMENT MANAGEMENT**

### **5.1 Master Agreement Supplier Relationship Management**

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

- (a) Assigning to OECM a Supplier Representative 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;
- (e) Attending business review meetings with OECM to review such information as:
  - i. CSAs and upcoming opportunities;
  - ii. Performance management compliance.
- (f) Complying with OECM's Supplier Code of Conduct requirements;
- (g) Managing issue resolution in a timely manner;
- (h) Complying with agreed upon escalation processes to resolve outstanding issues;
- (i) Timely submission of Supplier reports; 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).

### **5.2 Master Agreement Performance Management**

OECM manages, within the Supplier Relationship Management team, the Supplier with respect to:

- (a) Performance and issue management;
- (b) Contractual activities (e.g., extensions, closeouts);
- (c) Service refreshes;
- (d) Facilitating Second Stage processes, if needed;
- (e) Compliance to OECM Supplier Code of Conduct;
- (f) Knowledge sharing; and,
- (g) Customer learning opportunities.

### **5.3 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.

Refer to OECM's website – the Supplier Recognition Program section under [Suppliers - OECM](#).

## **PART 6 – BUYING SERVICES**

OECM Suppliers have been **pre-qualified** through a rigorous RFSQ process. Therefore, it is not necessary for Customers to assess their capabilities of fulfilling the Master Agreement Services, terms and conditions.

When planning to procure Services, OECM encourages Customers to optimize their purchasing power to effectively increase the value of their Service purchases.

### **6.1 Customer's Procurement Policies and Procedures**

OECM encourages each Customer to be guided by their own internal policies and procedures when leveraging this agreement.

### **6.2 How to Get Started**

Customers may:

1. Use the [Supplier Selection Workbook](#) to identify available suppliers by filtering based on geographical location, narrowing the list to those who can provide services at the customer's specific location and meet their requirements. Follow the instructions to enable the workbook in **Appendix B – How to Start with the Supplier Selection Workbook**.
2. Use a [Second Stage process](#) (e.g., there may be more than one (1) Supplier offering the same for Services). Options include:
  - (a) Seeking pricing from multiple Suppliers (e.g., based on generic specifications that the Suppliers would need to bid on equivalent Services);
  - (b) Negotiating Rates;
  - (c) Assessing Supplier Rates based on Customers commitment (e.g., annual volumes and/or spend)
  - (d) Seeking references (if applicable); and,
  - (e) Negotiating additional discounts (e.g., simplified invoicing, payment terms).
3. Review and complete the CSA after the Second Stage process is complete, ensuring the Supplier agrees with the content, and execute the CSA with the Supplier and send a copy to OECM; and,
4. Begin working with the Supplier and ordering Services.

### **6.3 Compare Rates Across Suppliers**

To secure the best value, compare Rates, Services offerings across various Suppliers. Different Suppliers may offer competitive Rates or additional Customer benefits.

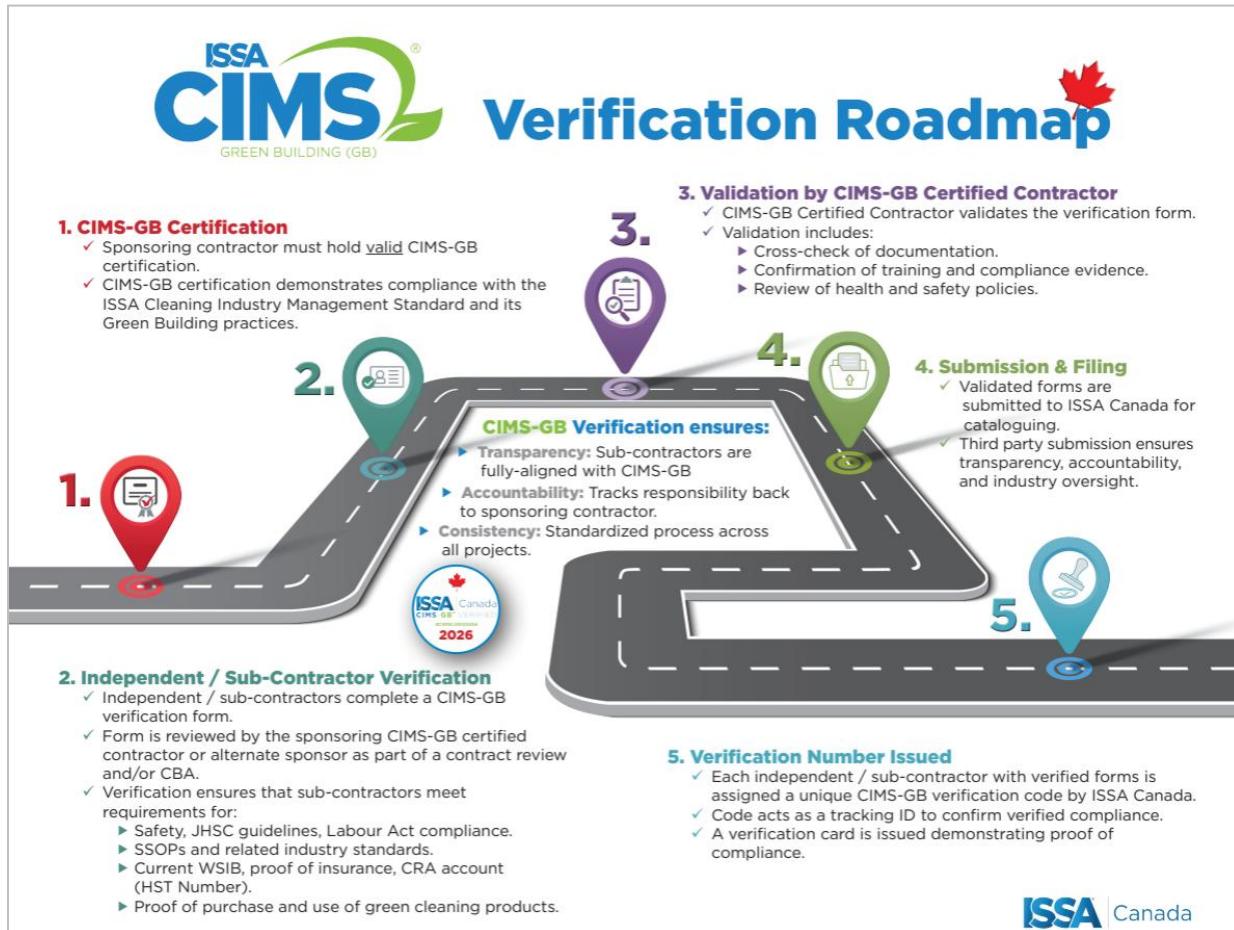
## **PART 7 – OECM CONTACT INFORMATION**

### **7.1 Who at OECM can help with Questions?**

For more information, please contact OECM's dedicated Customer Support team at:

- 1-844-OECM-900 (1-844-632-6900) or [customersupport@oecm.ca](mailto:customersupport@oecm.ca)

## APPENDIX A – CIMB-GB ROADMAP



## APPENDIX B – HOW TO START WITH THE SUPPLIER SELECTION WORKBOOK

### How to Enable the Filter in this Workbook - Troubleshooting Tips

This workbook includes features built using Excel's Developer Tools.

Because you are opening the file from an external source, Excel may block these features and show a message such as:

*"Microsoft has blocked macros from running because the source of this file is untrusted."*

To use the search/filter tool, please follow these steps:

#### **Step 1 - Download the Workbook to your Desktop**

#### **Step 2 - Unblock the File**

1. Close the workbook completely.
2. Before re-opening the workbook, right-click the downloaded file and select Properties.
3. At the bottom of the popped up window, check the box for:  
 **Unblock**
4. Click **Apply**, then **OK**.

#### **Step 3 - Enable Macros When Opening**

1. Reopen the workbook.
2. At the top of Excel, you may see a warning bar that says Security Risk or Macros have been disabled.
3. Click **Enable Content** or **Enable Macros**.

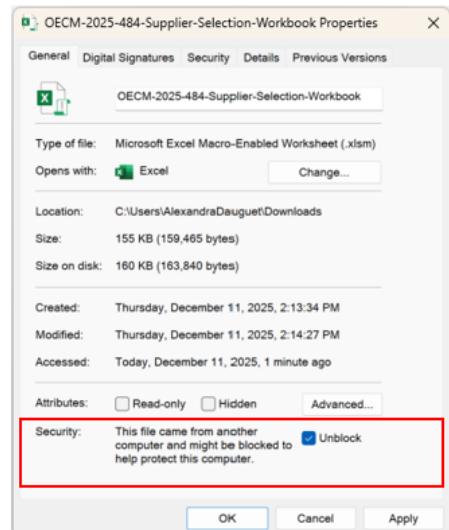
**If the steps above do not allow you to use the filters. Follow these additional steps:**

#### **Step 1 - Enable ActiveX Settings**

1. Click the **File** tab in the top-left corner.
2. In the left sidebar, click **Options**.
3. In the Excel Options window, select **Trust Center** from the list on the left.
4. On the right, click the **Trust Center Settings...** button.
5. In the new Trust Center window, click **ActiveX Settings** in the left-hand list.
6. Under ActiveX Settings, select the **second option** (the second radio button in the list).
7. Click **OK** to close the Trust Center window.
8. Click **OK** again to close the Excel Options window.

#### **Step 2 - Use the Filter Tool**

Once completed, the search box and filter controls will work normally.



## APPENDIX C – SECOND STAGE TEMPLATE EXAMPLE

### Instructional Information

OECM has **pre-qualified** the Suppliers who have Janitorial and Cleaning Services Master Agreements.

OECM encourages each Customer to be guided by their own internal policies and procedures when leveraging this agreement.

Should a Second Stage process be needed, the Customer could use this template as a starting point, inserting relevant information specific to the Customer's Service needs:

- (a) Remove sections/information that are not relevant to the Customer's project.
- (b) The terms and conditions of the OECM Master Agreements govern the Second Stage.
- (c) Customers do not need to sign a Customer-Supplier agreement ("CSA") prior to seeking Rates and/or Service information from a Supplier.
- (d) Customers may use this Second Stage to assess the Supplier's offering, and Customers are not obligated to make any subsequent purchases from any Supplier.
- (e) Consult the Customer's internal policy to see if the Supplier is required to sign a Confidentiality Agreement before receiving Customer's specific information.
- (f) Determine and disclose Second Stage evaluation process.
- (g) Send Second Stage to one (1) or more Suppliers, advising when their responses are required.
- (h) Assess Second Stage responses.
- (i) When a Customer completes a Second Stage process and decides to proceed with a purchase, ensure that a CSA is in place between the Customer and the selected Supplier. If a new CSA is executed, provide a copy of the executed CSA to OECM.
- (j) **Delete and/or overwrite** (where appropriate) instructional/suggestions (text in green or blue font) once the document is ready to be sent to the Suppliers. Where areas are overwritten, please ensure the text is non-italicized, the shading (if any) is removed, and the font colour is changed to black.

## Customer Details

<b>Customer's Internal Second Stage #:</b>	
<b>Second Stage Issue Date:</b>	
<b>Customer's Organization:</b>	
<b>Contact Name:</b>	
<b>Address:</b>	
<b>Telephone:</b>	
<b>Email:</b>	
<b>Second Stage Due Date:</b>	
<b>Pre-qualified Supplier's Name:</b>	
<b>Supplier Representatives Contact Information:</b>	
<b>Return Response to Contact via:</b>	

## Second Stage Requirements

<b>Second Stage Request</b>	
<b>Service Requirements/Description</b>	
<b>Service Requirements</b>	<b>Supplier's Quote</b>

### Terms of this Second Stage:

- (a) This Second Stage process is not intended to 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;
- (b) The parties will bear their own costs associated with or incurred through this Second Stage process, including any costs arising out of or incurred in: (a) the preparation and issuance of this Second Stage; (b) the preparation and making of a submission; or (c) the conduct of meetings, negotiations or other activities related to this Second Stage process;
- (c) All Rates shall be in Canadian funds for Services requested by Customer;
- (d) The Supplier's response is provided for evaluation purposes only;
- (e) The selected Supplier, if any, may be expected to enter into a Customer-Supplier Agreement ("CSA") with the Customer. Failure to do so may result in the selection of another Supplier and may adversely impact the Supplier's eligibility to participate in future Second Stage processes;

- (f) All Services shall be delivered by the Supplier, and as approved by the Customer. Substitutions can occur only upon the prior agreement of the Customer;
- (g) The Customer expects the Services will be delivered in the manner proposed. Any changes must be discussed and agreed upon in advance by the Customer;
- (h) Neither party shall have the right to make claims against the other (including any application or other proceeding for a review by any court or other body) with respect to this Second Stage process, the selection of Supplier, the failure to be selected to enter into a CSA, or the failure to honour submissions prior to the execution of a CSA;
- (i) No legal relationship or obligation regarding the procurement of any Services shall be created between the Supplier and the Customer prior to the execution of a CSA;
- (j) The Customer may elect not to consider the Supplier if its submission contains misrepresentations or any inaccurate, misleading or incomplete information;
- (k) The Customer may cancel this Second Stage process at any time; and,
- (l) The Supplier agrees to all the terms of this procurement process set out in this Second Stage.

**Attention:** The information contained in this document is confidential and proprietary to OECM. This document is intended for use only by OECM Customers and is not for public distribution. The Customer's organization is required to keep this information confidential (i.e., do not show or distribute, in any format, copies to other Suppliers or their agents). Unauthorized distribution or use of this document or the information contained herein is strictly prohibited.