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BROADBAND INTERNET AND RELATED SERVICES

REQUEST FOR SUPPLIER QUALIFICATIONS # 2024-465

Request for Supplier Qualifications ("RFSQ") Timetable	
Event	Time/Date
OECM's Issue Date of RFSQ:	September 16, 2024
Proponent's Information and Ontario Tenders Portal Demonstration Session:	2:00 pm on September 23, 2024
Proponent's Deadline to Submit Questions:	5:00 pm on September 26, 2024
OECM's Deadline for Issuing Answers:	September 30, 2024
Proponent's Deadline to Submit Questions Related to Addenda & Question and Answer Documents:	5:00 pm on October 3, 2024
OECM's Deadline for Issuing Final Documents:	October 8, 2024
Proponent's Intent to Submit a Proposal:	October 8, 2024
Closing Date:	2:00:00 pm on October 16, 2024
Anticipated Master Agreement Start Date:	January 2025
All times specified in this timetable are local times in Toronto, Ontario, Canada	

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

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PART 1 – INTRODUCTION

This non-binding Request for Supplier Qualifications (“RFSQ”) is an invitation to obtain Proposals from qualified Proponents for Broadband Internet and Related Services (“Services”) for the purpose of pre-qualifying prospective Suppliers and establishing Master Agreements for OECM Customers, as defined in Part 1A.2 Definitions, to use on an as-and-when required basis. Refer to Part 2 - The Deliverables for a full description of the requirements.

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

This RFSQ does not require the Proponent to submit pricing. During the Second Stage, the Customer will further define their requirements, and specifications and request pricing accordingly. Only Suppliers who are awarded Master Agreements resulting from this RFSQ will be eligible to participate in any such Second Stage. The Second Stage, further outlined in Section 1.6.3, provides opportunities for Suppliers who have the capacity and relevant experience.

OECM intends to award one (1) or more Master Agreements but may not award more than practicable, with Term of the Master Agreement (“Term”) of five (5) years with no option to extend it further.

This RFSQ is issued by OECM.

1.1 **Objective of this RFSQ**

The objective of this RFSQ is to:

- (a) Establish a list of pre-qualified, quality Suppliers able to provide a wide range of Services (e.g., high-speed Internet access, installation, maintenance, technical support, network management, and associated connectivity solutions) to OECM Customers;
- (b) Inform Suppliers of the Customer’s Second Stage process;
- (c) Provide Customers with professional and responsive Customer support; and,
- (d) Reduce the costs of associated competitive procurement processes on an ongoing basis (i.e., fewer, of the same, competitive procurement documents issued by Customers).

1.2 **Supplier Experience and Qualifications**

The Supplier shall possess the following relative to the requirements in this RFSQ including, but not limited to:

- (a) Appropriate experience, qualifications, and demonstrated knowledge relative to the requirements in this RFSQ;
- (b) Understand and be compliant with industry standards and regulations, including but not limited to those set by the Canadian Radio-television and Telecommunications Commission (“CRTC”) and other relevant regulatory bodies;
- (c) Ability to support a diverse group of Customers with a variety of Service needs;
- (d) Possess applicable professional qualifications, and certifications to provide the Services; and,
- (e) Ability to provide knowledgeable and appropriately trained personnel to execute the Services.

1.3 **Authorized Reseller**

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

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

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

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

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

1.4 Minimum Privacy and Security Requirements

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

The Proponent shall:

- (a) Comply with applicable Ontario/Canadian privacy and other applicable laws/legislation (e.g., *Personal Information Protection and Electronic Documents Act* ("PIPEDA"), *Freedom of Information and Protection of Privacy Act* ("FIPPA"), *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA"), *Personal Information Protection Act* ("PIPA"));
- (b) Perform regular assessments (e.g., Privacy Impact Assessment ("PIA"), Service Organization Control 2 ("SOC 2"), Penetration Testing, and Threat Risk Assessment ("TRA"));
- (c) Only collect personal information as defined in the Master Agreement, the Customer-Supplier Agreement ("CSA") and authorized by the Customer; and,
- (d) Inform Customers' designated contacts of significant security and/or privacy breaches in a timely way and respond promptly to help mitigate any negative impacts.

1.5 Project Background

1.5.1 New Project

Broadband Internet and Related Services is a new project initiated by OEMC aimed at enhancing operational efficiency, reducing costs, and saving time by streamlining procurement processes. This project is designed to address the diverse needs of Customers for high-speed Internet access, installation, maintenance, and technical support. By establishing a streamlined approach, OEMC aims to deliver superior service quality and value while meeting the evolving demands of our Customers.

1.5.2 Customer Engagement

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

- (a) Conseil scolaire catholique de district des Grandes Rivières;
- (b) Conseil scolaire catholique Providence;
- (c) County of Essex;
- (d) Durham District School Board;
- (e) Hastings and Prince Edward District School Board;
- (f) The Regional Municipality of Durham; and
- (g) Toronto District School Board.

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

1.6 Award Strategy

OECM may, through this RFSQ process, enter into Master Agreements with one (1) or more Suppliers for the provision of the Services but may not award more than practicable.

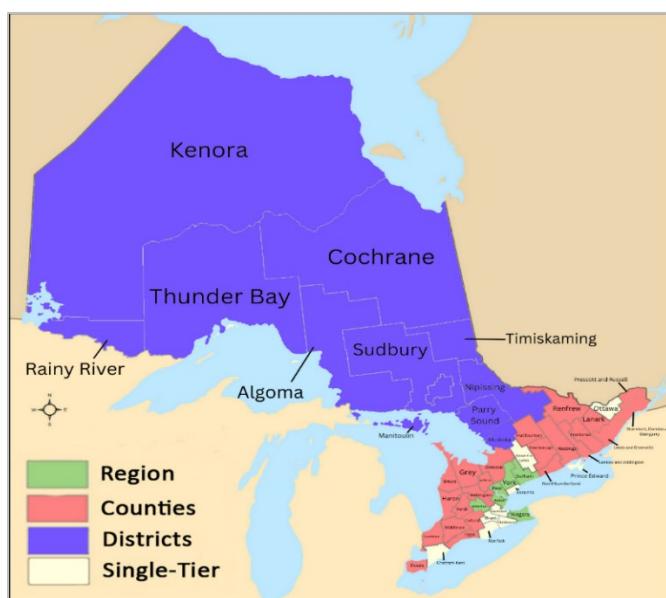
The Term is intended to be for five (5) years, with no option to extend it further. Performance as set out in Appendix C – Supplier Performance Management Scorecard and, if applicable, Supplier Recognition Program evaluation results will be considered when contemplating a Master Agreement extension.

Customers participating in the Master Agreements will execute a Customer Supplier Agreement (“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.

1.6.1 OECM Geographical Locations

OECM Customers, in Ontario, are located in Region, County, District, or Single-Tier locations.



Refer to Appendix E – Ontario Counties, Districts, Regions, and Single-Tier Locations.

1.6.2 No Contract until Execution of Written Master Agreement

This RFSQ 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 3.4 of this RFSQ.

No legal relationship or obligation regarding the procurement of any Services shall be created between the Proponent and OECM by this RFSQ 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.

1.6.3 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 RFSQ, the evaluation of Proposals submitted in response to it and the negotiation and execution of the Master Agreement.

Part Two, the 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 the 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 requirements (e.g., Services, site visits, scheduling, reporting, Rates, invoicing). If selected by the Customer, the Supplier shall provide the Services in accordance with the specifications stated in the Master Agreement and in the Customer's CSA.

When a Second Stage request is issued, which does not constitute a contract A, contract B situation, it will identify the required 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., Services, site visits, scheduling, reporting, Rates, 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 to meet Customers needs (i.e., RFSQ Deliverables);
- (b) Timelines for Services, reporting, invoicing; and,
- (c) Final, net Rates. The Rates should be valid for a period agree upon with the Customer (e.g., not less than ninety (90) days).

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

The volume information contained in this RFSQ 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 RFSQ is intended to relieve the Proponent from forming its own opinions and conclusions with respect to the matters addressed in this RFSQ. 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 RFSQ.

1.6.5 Type of Agreement for Deliverables

Notwithstanding the foregoing paragraph, in the event that the term of any Order issued or executed prior to the end of the Term of the Agreement extends beyond the Term of the Agreement including without limitation, an Order under which the Service(s) were ordered, the provisions of the Agreement shall survive the expiry of the Term of the Agreement for the purposes of the Supplier fulfilling any obligations under any such Orders. Any provision of the Agreement that survives the expiry or termination of the Agreement shall continue to apply and survive until the expiry or termination of each Order. This shall not be considered an extension or renewal of the Term of the Agreement.

1.7 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.

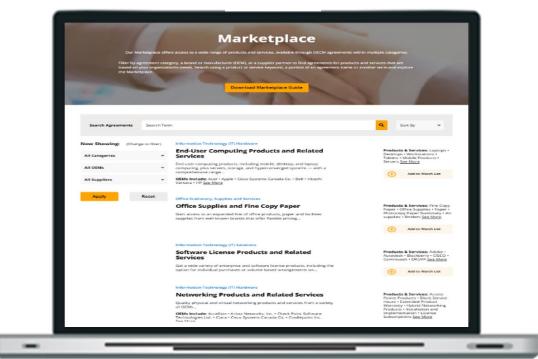
OECM contracts with innovative, reputable Suppliers to offer a comprehensive choice of collaboratively sourced and competitively priced products and services through its Marketplace, the goal of which is to generate significant value and savings, quality of choice and consistent service for its Customers. 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.

A Marketplace of Choice

<https://oecm.ca>



90
AGREEMENTS

1435
CUSTOMERS

467
SUPPLIERS

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

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

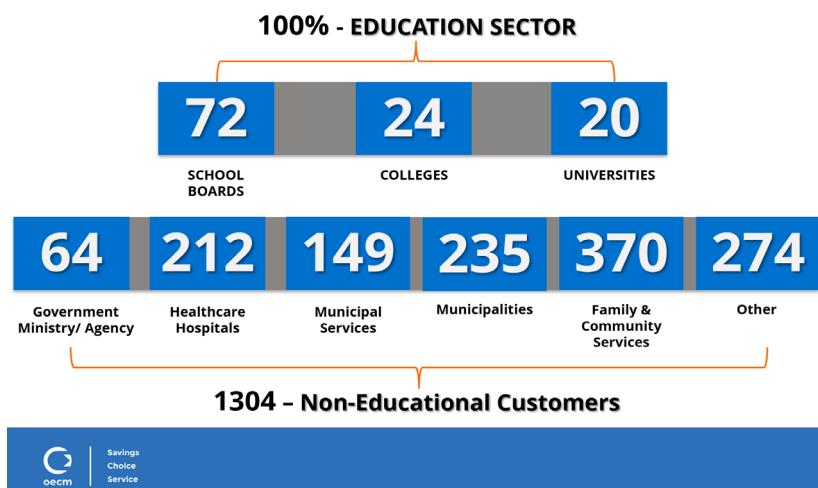
As of July 2024

1.7.1 Use of OECM Master Agreements

As of July 2024, 1435 Customers were using one (1) or more OECM agreements with a cumulative spend of more than four (4) billion dollars over the last fifteen (15) years.

OECM Customers

* As of July 31, 2024



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

1.7.2 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 \(ontario.ca\)](#)

1.7.3 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 RFSQ. For more information, refer to the Section 4.6.11.

[End of Part 1]

PART 1A – RULES OF INTERPRETATION AND DEFINITIONS

1A.1 Rules of Interpretation

This RFSQ 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 RFSQ 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 RFSQ, 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 RFSQ:
 - i. The terms “must” and “shall” relate to a requirement the Supplier will be obligated to fulfil. Whenever the terms “must” or “shall” are used in relation to OEMC or the Supplier, such terms shall be construed and interpreted as synonymous and shall be construed to read “OEMC shall” or the “Supplier shall”, as the case may be;
 - ii. The term “should” relates to a requirement that OEMC would like the Supplier to fulfil; and,
 - iii. The term “will” describes a procedure that is intended to be followed.

1A.2 Definitions

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

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

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

“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 RFSQ;

“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 RFSQ) where the confidential information is relevant to the Deliverables required by the RFSQ, its pricing or the RFSQ 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 RFSQ;
- (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 RFSQ 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 RFSQ process; or (iii) engaging in conduct that compromises or could reasonably be seen to compromise the integrity of the open and competitive RFSQ 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 RFSQ. 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 Premises Equipment” or “CPE” means the hardware and devices installed at the Customer’s location, such as routers, switches, and modems, which connect to the service provider’s network and facilitate the delivery of Internet and communication services;

“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 RFSQ specific to their organization;

“Distributed Denial of Service” or “DDoS” means a type of cyberattack where multiple systems flood a network or service with traffic, overwhelming it and rendering it unavailable to users;

“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;

“Internet Protocol” or “IP” means the set of rules governing the format of data sent over the Internet or other networks, used for identifying and locating devices on a network;

“Jitter” means the variation in packet arrival times over a network, which can impact the quality of real-time communications like VoIP and video conferencing;

“Line of Sight means” a direct, unobstructed visual path between two points necessary for certain wireless communications and signal transmissions;

“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;

“Mean Time to Repair” or “MTTR” means the average time required to restore a service after a failure has occurred, calculated by averaging the total repair time for outages on a specific circuit;

“Megabits per second” or “Mbps” means a unit of measurement for data transfer rates, indicating the amount of data transmitted per second, with higher values representing faster Internet speeds;

“Municipalities” means municipalities in Ontario under the *Municipal Act*, the *City of Toronto Act* (for the City of Toronto), *District Municipality of Muskoka Act* (for the District of Muskoka), *Regional Municipalities Act* (for the regional municipalities of Durham, Halton, Niagara, Peel, Waterloo and York), every local board in Ontario

as defined in the *Municipal Affairs Act and the Municipal Act* ([List of Ontario municipalities | Ontario.ca](#)) and related Service Organizations;

“Non Line of Sight” means scenarios where the direct visual path between two points is obstructed, affecting the quality and strength of wireless signals;

“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 RFSQ and may be amended from time to time in accordance with the terms of this RFSQ;

“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;

“Order” means a request from the Customer for, in conjunction with the ordering of a Services, the provision of products and/or services supplemental to such Services under an agreement ancillary to the Master Agreement and CSA, but contemplated therein as part of the delivery or use of the Services, including, but not limited to, a service request, purchase order, order form, maintenance agreement, service agreement, license agreement, warranty agreement, or a statement of work entered into between the Customer and/or the OEM and/or the Supplier, as the case may be, prior to the expiry of the Master Agreement.

“Packet Loss” means the percentage of data packets that fail to reach their destination over a network, which can degrade network performance;

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

“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 RFSQ;

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

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

“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;

“Request for Supplier Qualifications” or **“RFSQ”** means this Request for Supplier Qualifications #2024-465 issued by OECM, including all appendices and addenda thereto;

“Software-Defined Wide Area Network” or **“SD-WAN”** means a network technology that uses software to control and optimize Wide Area Network (“WAN”) traffic, enhancing performance and management.

“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 OECM 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 OECM and has assumed full liability and responsibility for the provision of Deliverables pursuant to the Master Agreement either as a single Supplier or a lead Supplier engaging other suppliers or Subcontractors;

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

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

“Term” has the meaning set out in Section 1.6 of this RFSQ;

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

“Voice over Internet Protocol” or **“VoIP”** means technology that allows voice communication to be transmitted over the Internet instead of traditional telephone lines; and,

“Wide Area Network” or **“WAN”** means a telecommunications network that covers a broad area, such as a city, country, or even global connections, allowing for the communication between geographically dispersed locations.

[End of Part 1A]

PART 2 – THE DELIVERABLES

This Part of the RFSQ describes the Broadband Internet and Related Services (“Services”) which will be incorporated into the final Master Agreement.

In performing the Services, the Supplier shall provide and exercise the standard of care, skill and diligence required by customarily accepted professional practice and procedures in the performance of the Services at the time when and the location in which the Services are provided.

OECM requires that the Proponent has a clear and comprehensive understanding of the RFSQ 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.

The Supplier shall provide all Deliverables.

2.1 Description of Deliverables

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

- (a) Broadband Internet Access Solutions
- (b) Installation and Setup
- (c) Maintenance and Support
- (d) Other Related Services

2.2 Overview of Deliverables

The Supplier shall provide the following Services including, but not limited to:

- (a) Deploy SD-WAN solutions, implement DDoS protection, and establish robust security measures, including penetration testing and vulnerability assessments, to enhance network performance, safeguard against attacks, and ensure comprehensive security;
- (b) Provide a web interface to retrieve real-time and historical information on network performance, utilization, and usage analysis. The portal must support the efficient management and monitoring of network operations;
- (c) The Supplier shall have a dedicated Customer support team available 24/7 to handle inquiries, emergencies, and assistance during the Service period. Dedicated personnel to manage the accounts and requirements of the Customer;
- (d) Ensure detailed and transparent billing practices, including clear pricing for bandwidth, installation, renewal fees, and any recurring charges, with comprehensive and itemized statements provided to the Customer;
- (e) Facilitate the transfer of bandwidth wherever it can applicable and related Services to alternative locations if a Customer relocates or closes an institution, ensuring continuity of Service with minimal disruption;
- (f) Guarantee unlimited usage with no throttling, uncompressed, and no bandwidth data caps or extra charges;
- (g) Ensure that the network allows Virtual Private Network (“VPN”) traffic without restrictions or additional charges;
- (h) Permit the Internet connection to be used for VoIP communication and videoconferences, supporting high-quality, real-time applications;
- (i) Ensure that high-speed broadband network latency does not exceed 10 milliseconds for the average round-trip delay of a packet over the network in a calendar month, to support high-quality real-time applications;

- (j) Maintain a jitter tolerance of less than 30 milliseconds for VoIP communication;
- (k) Achieve a packet loss rate of 0%, ensuring that no packets are lost during transmission over the network;
- (l) Offer bundled Service packages that combine multiple Deliverables, where applicable, to provide comprehensive solutions and potential cost savings to Customers. Bundled packages should be designed to maximize value and efficiency while ensuring that all critical aspects of network performance, security, and customer support are fully addressed. Suppliers are encouraged to propose flexible, customizable bundling options that cater to diverse Customer needs;
- (m) Implement and maintain alternate routing or fallback solutions to ensure uninterrupted Service in the event of a primary Internet connection failure. These arrangements must guarantee seamless Service continuity with minimal downtime; and,
- (n) Ensure the ability to scale Internet Service speeds to accommodate future increases in demand. The provider must offer the capability to upgrade download and upload speeds in increments of 1 Mbps. If incremental upgrades are not feasible, the provider should supply options such as additional IP address blocks or a secondary connection with specified bandwidth to meet growing requirements.

2.3 Broadband Internet Access Solutions

2.3.1 Fiber Optic Broadband

The supplier shall provide Fiber Optic Broadband including, but not limited to:

- i. Designing and implementing fiber-optic networks that deliver high-speed, low-latency Internet access. The network should support scalable bandwidth, ranging from 50 Mbps to 10 Gbps or higher, tailored to meet Customer requirements;
- ii. Perform the installation of fiber-optic cables, including last-mile connections to Customer premises. Ensure the installation process causes minimal disruption to existing infrastructure and adheres to agreed-upon timelines;
- iii. Incorporate redundancy and failover mechanisms in the fiber network design to ensure uninterrupted Service in the event of a network failure. This includes automatic rerouting and backup systems to maintain high availability;
- iv. Provide comprehensive testing of the installed fiber-optic infrastructure to ensure that all components meet the specified performance metrics, including speed, latency, and signal quality; and,
- v. Offer options for future scalability of fiber networks to accommodate increasing bandwidth demands, including provisions for easy upgrades to higher speeds or additional connections as required.

2.3.2 Cable Broadband

The supplier should provide Cable Broadband including, but not limited to:

- i. Provide Hybrid Fiber-Coaxial ("HFC") solutions where fiber is extended to neighborhood nodes, and coaxial cables connect the final segment to Customer premises, supporting speeds typically ranging from 10 Mbps to 1 Gbps, depending on Customer needs;
- ii. Upgrade existing coaxial infrastructure to support higher bandwidth and improved reliability where applicable, ensuring that the network is future-proofed against emerging demands;
- iii. Maintain optimal signal strength and quality throughout the cable network, employing proper amplification and signal conditioning as needed to prevent degradation; and,
- iv. Continuously monitor and optimize cable broadband performance to ensure stable, high-quality connectivity, including managing bandwidth allocation and addressing potential network congestion issues.

2.3.3 Fixed Wireless

The supplier should provide Fixed Wireless including, but not limited to:

- i. Deliver high-speed Internet via fixed wireless technology, particularly in areas where wired solutions are impractical. Ensure that the Service provides bandwidths ranging from 50 Mbps to 1 Gbps, depending on Customer needs;
- ii. Implement both Line-of-Sight (“LOS”) and Non-Line-of-Sight (“NLOS”) technologies to ensure reliable connectivity across diverse terrains and environments;
- iii. Install necessary infrastructure, such as communication towers and antennas, to provide stable and wide-area coverage; and,
- iv. Conduct thorough testing of fixed wireless installations to verify performance metrics, including speed and signal quality, and make necessary adjustments to meet Customer requirements.

2.3.4 Digital Subscriber Line (“DSL”)

The supplier should provide Digital Subscriber Line (“DSL”) including, but not limited to:

- i. Offer Digital Subscriber Line Services with speeds up to the maximum capabilities of the technology, typically between 20 Mbps and 100 Mbps, depending on the distance from the central office or Digital Subscriber Line Access Multiplexer (“DSLAM”);
- ii. Optimize existing DSL infrastructure to improve speed and reliability, particularly in areas where fiber or coaxial options are not available;
- iii. Provide and install appropriate Customer Premises Equipment (“CPE”), (e.g., modems and routers) to ensure optimal performance of the DSL Service; and,
- iv. Offer support and troubleshooting for DSL issues to maintain high Service quality and Customer satisfaction.

2.3.5 Mobile Wireless

The supplier should provide Mobile Wireless including, but not limited to:

- i. Offer mobile wireless Internet Services utilizing 4G LTE and 5G technologies, with data speeds appropriate for a wide range of applications, from basic Internet browsing to high-definition streaming and real-time communications;
- ii. Ensure extensive network coverage and sufficient capacity to support high data usage, especially in densely populated areas and during peak usage times; and,
- iii. Provide mobile hotspots and other devices that enable wireless connectivity for end-users, including support for bring-your-own-device (“BYOD”) policies.

2.3.6 Satellite

The supplier should provide High Speed Internet Connectivity including, but not limited to:

- i. Provide satellite-based Internet Services, particularly for remote or rural areas where terrestrial infrastructure is not available, with bandwidths ranging from 25 Mbps to 100 Mbps or higher;
- ii. Offer Low-Earth Orbit (“LEO”) satellite Services where feasible to minimize latency and improve overall user experience;
- iii. Handle the installation of satellite dishes and associated equipment, ensuring a reliable and consistent connection, with ongoing support and maintenance; and,
- iv. Provide solutions to address any satellite Service interruptions promptly to ensure continuous Service availability.

2.4 Installation and Setup

The Supplier shall provide installation and setup Services including, but are not limited to:

- (a) Conduct thorough site assessments to determine the optimal placement of network infrastructure and equipment. This includes evaluating signal strength, accessibility, and potential for future scalability to ensure the infrastructure is efficiently and effectively deployed;
- (b) Develop detailed installation plans that include timelines, required resources, and contingency measures to ensure a smooth setup process;
- (c) Install necessary physical infrastructure, including but not limited to fiber-optic cables, coaxial cables, wireless antennas, satellite dishes, and any other required components, ensuring minimal disruption to the Customer's operations;
- (d) Configure network equipment (e.g., routers, switches, modems, and access points), to meet specific performance and security requirements as outlined by the Customer;
- (e) Perform comprehensive testing of the installed infrastructure to verify that all components are functioning correctly and meet the agreed-upon specifications, including speed, latency, and signal quality;
- (f) Ensure that all systems are integrated and compatible with existing Customer infrastructure, providing seamless connectivity and performance;
- (g) Provide training to the Customer's IT staff on the operation and maintenance of the newly installed systems, ensuring they are well-equipped to manage the infrastructure;
- (h) Ensure that all third-party providers adhere to the same standards and requirements as the Supplier, with the Supplier remaining fully accountable for the work performed by Subcontractors;
- (i) Deliver detailed documentation, including network diagrams, configuration settings, and troubleshooting guides, to support ongoing management and maintenance; and,
- (j) Address any temporary closures or relocations of Customer sites, including schools, during installation. The Supplier must continue to provide Service as per the contract terms until notified in writing by the Customer to terminate Service.

2.5 Maintenance and Support

The Supplier shall provide maintenance and support Services including, but are not limited to:

- (a) Implement continuous monitoring of the network infrastructure to detect and address issues before they impact Service, ensuring optimal performance and minimal downtime;
- (b) Use advanced tools and technologies to analyze network performance metrics, such as bandwidth usage, latency, and error rates, allowing for proactive management and optimization;
- (c) Schedule regular maintenance activities, including software updates, hardware upgrades, and infrastructure inspections. Maintenance should be conducted outside of business hours to minimize disruptions to Customer operations, with a minimum of 48 hours' advance notice provided;
- (d) Establish a 24/7 support system with a dedicated helpdesk to respond promptly to any emergency issues or Service outages, ensuring swift resolution and minimal impact on Customer operations;
- (e) Ensure a maximum Mean Time to Repair ("MTTR") of 4 hours for Service outages, measured from the time of initial reporting to full restoration of Service;
- (f) Maintain an inventory of critical spare parts and replacement equipment to ensure quick replacement of faulty components and minimize Service interruptions. Provide replacement units for defective equipment within the agreed timeframes;
- (g) Implement clear Incident Management and Escalation procedures to handle and resolve Service issues efficiently. These procedures should outline steps for escalating issues as needed and ensure transparent communication with the Customer;
- (h) Provide sufficient qualified staff, vehicles, and diagnostic equipment to respond quickly to network outages and other issues. Ensure that no single outage exceeds 4 hours from the time of initial reporting to the restoration of full Service capacity;
- (i) Ensure that uptime calculations exclude scheduled maintenance periods, which should be limited to midnight to 6 a.m. as acceptable hours;
- (j) Achieve consistent speed tests at 85% of the stated bandwidth to ensure that the Service meets performance expectations;

- (k) Address any site closures or re-organizations during the contract term by continuing to provide Service under the same terms until formally notified of changes; and,
- (l) Ensure that the infrastructure is scalable to accommodate future growth requirements, allowing for necessary upgrades and expansions.

2.6 Other Related Services

During the Term of the Master Agreement, if mutually agreed by OEMC and the Supplier, other related Internet Services may be provided to Customers, including but not limited to:

- (a) Cable TV Services;
- (b) Streaming Services;
- (c) Consultation and Advisory Services;
- (d) Virtual Private Network Services;
- (e) Dedicated Internet Access Services;
- (f) Firewall Services; and
- (g) Proxy Services

The Supplier shall work cooperatively with Customers to assess their specific needs and determine the feasibility of providing additional related Services. Flexibility and innovation shall be encouraged in providing quality Services, with a focus on utilizing cloud Services and digital solutions for adaptability. The Supplier shall maintain confidentiality, security, and reliability in providing these additional Services to Customers.

2.6.1 Cable TV Services:

The supplier should provide Cable TV Services including, but not limited to:

- i. Offer comprehensive Cable TV Services, including a wide range of channels, high-definition ("HD") and 4K content, and customizable packages tailored to the needs of different Customer segments; and,
- ii. Ensure seamless integration of Cable TV Services with existing broadband infrastructure, providing a unified solution for Internet and television Services.

2.6.2 Streaming Services:

The supplier should provide Streaming Services including, but not limited to:

- i. Provide streaming Services that include access to various on-demand video platforms, live streaming capabilities, and support for educational and corporate streaming needs; and,
- ii. Ensure that streaming Services are optimized for high-quality playback, with minimal buffering and high availability, across different devices and platforms.

2.6.3 Consultation and Advisory Services:

The supplier should provide Consultation and Advisory Services including, but not limited to:

- i. Offer expert consultation Services to help Customers optimize their network infrastructure and broadband Services, providing expert advice on upgrades, expansions, and new technology adoption; and,
- ii. Assist Customers in navigating regulatory requirements, compliance issues, and cybersecurity challenges, ensuring that their broadband Services meet all legal and industry standards.

2.6.4 Virtual Private Network Services:

The supplier should provide Virtual Private Network ("VPN") Services including, but not limited to:

- i. Provide robust VPN Services to support secure and private Internet access for Customers. This includes ensuring strong encryption, reliable performance, and scalability to accommodate varying Customer needs; and,
- ii. Offer flexibility in VPN configurations to meet different security requirements and operational needs, facilitating secure remote access and data protection.

2.6.5 Dedicated Internet Access Services:

The supplier should provide Dedicated Internet Access Services including, but not limited to:

- i. Offer dedicated Internet access with guaranteed bandwidth and low latency, providing high-performance connectivity that meets the specific needs of Customers requiring consistent and reliable Internet Service; and,
- ii. Ensure that dedicated Internet access is scalable and can be customized based on Customer requirements, supporting high-demand applications and large-scale operations.

2.6.6 Firewall Services:

The supplier should provide Firewall Services including, but not limited to:

- i. Provide advanced firewall solutions that offer comprehensive protection against unauthorized access, malware, and other cyber threats. The firewall should support both stateful inspection and deep packet inspection to ensure robust security;
- ii. Ensure that the firewall can be easily integrated with the Customer's existing network infrastructure, providing centralized management, real-time monitoring, and customizable security policies; and,
- iii. Offer ongoing support and updates to ensure that the firewall system remains up-to-date with the latest security threats and industry best practices.

2.6.7 Proxy Services:

The supplier should provide Proxy Services including, but not limited to:

- i. Offer secure and scalable proxy services that facilitate controlled and monitored internet access for users, enabling content filtering, access control, and data privacy measures to be implemented effectively;
- ii. Ensure that the proxy services provide efficient caching to improve performance, reduce bandwidth usage, and enhance the user experience for web-based applications and services; and,
- iii. Provide flexibility in proxy configurations to support various use cases, including anonymous browsing, content filtering, and secure web gateway functions, with options for both forward and reverse proxy setups.

2.7 Security and Privacy Assessment Tools

The Supplier shall provide Security and Privacy Assessment Tools including, but not limited to:

2.7.1 Higher Education Community Vendor (“HECVAT”)

The Supplier shall provide, if requested by the Customer, Software that meets the security and privacy needs of Customers through HECVAT including, but not limited to:

- a) Completing the HECVAT questionnaire when executing a CSA, providing detailed information about their security and privacy practices to Customers upon request;
- b) Ensuring that their HECVAT is kept current and reflects any changes or updates to their security and privacy practices. This includes periodic reviews and updates to address evolving threats, regulatory changes, or modifications to their services; and,

- c) Making their HECVAT documentation readily accessible to Customers for review purposes. This includes providing access to the HECVAT upon request and facilitating timely access to updated versions as needed.

2.7.2 Vendor Application Security Profile (“VASP”)

The Supplier shall provide, if requested by the Customer, Software that meets the security and privacy needs of Customers through VASP, including, but not limited to:

- a) Completing the VASP questionnaire when executing a CSA, providing detailed information about their security and privacy practices to Customers upon request;
- b) Ensuring that their VASP is kept current and reflects any changes or updates to their security and privacy practices. This includes periodic reviews and updates to address evolving threats, regulatory changes, or modifications to their services; and,
- c) Making their VASP documentation readily accessible to Customers for review purposes. This includes providing access to the VASP upon request and facilitating timely access to updated versions as needed.

2.8 Electrical Requirements

The Supplier shall ensure electrical products are authorized or approved by the Customer and in accordance with the Ontario Electrical Safety Code, the Canadian Standards Association Group (“CSA Group”), Underwriters Laboratories of Canada (“ULC”), a certification organization accredited with the *Standards Council of Canada Act* (Canada), and shall bear the certification organization’s mark identifying the goods certified for use in Canada. Certification shall be to the standard that is appropriate for the intended use of the electrical products at Customer’s facilities.

2.9 Workplace Hazardous Material Information System

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

2.10 Disaster Recovery and Business Continuity

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

2.11 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 OECM 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 OECM shall be considered an approval by OECM for the Supplier to carry on such activity without the requisite licence, right to use or approval.

2.12 Environmental, Social, and Governance

The Supplier shall possess and provide information, if requested by OECM 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 OECM and Customers informed about social procurement processes.

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

2.13 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.

2.14 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) Supplier's online ordering process.
- (d) Toll free phone; and/or,
- (e) 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.

2.14.1 Minimum Order

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

2.14.2 Order Changes and/or Cancellation

The Supplier shall accept new orders, order changes and/or cancellation as may be required based on Customer's requirements, at no additional cost to the Customer.

2.14.3 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.

2.15 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.

2.15.1 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.

2.15.2 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.

2.16 Rates

The Service Rates shall be:

- (a) Mutually agreed upon between the Customer and Supplier for the specific Service requirements which may be the result of a Second Stage;
- (b) In Canadian funds and shall include all applicable costs, including, but not limited to overhead, materials, fuel, fuel surcharge, duties, tariffs, travel and carriage, 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,

(c) 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.

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

2.16.1 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) Early payment discount for Customers;
- (b) Discounts for Customers who make a commitment to a multi-year CSA, with payments made annually over the CSA Term;
- (c) Higher volumes;
- (d) Overall growth;
- (e) Purchase of other add-on features; and,
- (f) 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 OECM, 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 OECM as part of the sales reporting.

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

2.16.2 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.

2.16.3 OECM Cost Recovery Fee

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

The Supplier shall pay to OECM a maximum CRF of two point nine five percent (2.95%) on all Services invoiced by the Supplier to the Customers throughout the Term.

CRF will be calculated as follows:

<u>EXAMPLE OF HOW CRF WILL BE CALCULATED WITH A CRF = 2.95%</u>				
Sales per Quarter	Calculation	CRF	HST	Total CRF Payment to OECM
If Supplier has \$100,000 total sales in first quarter	\$100,000 x 2.95% CRF	\$2,950	\$383.50	\$3,333.50
If Supplier has \$200,000 total sales in second quarter	\$200,000 x 2.95% CRF	\$5,900	\$767.00	\$6,667.00
If Supplier has \$50,000 total sales in third quarter	\$50,000 x 2.95% CRF	\$1,475	\$191.75	\$1,666.75
If Supplier has \$50,000 total sales in fourth quarter	\$50,000 x 2.95% CRF	\$1,475	\$191.75	\$1,666.75
Total CRF Payment to OECM for <u>first year of the Master Agreement</u>:				\$13,334

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

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

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

2.17 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;
- (l) Attending meetings with Customers, as requested; and,
- (m) Additional project specific requirements

2.17.1 Transition Support

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

2.17.2 Technical Support

The Supplier shall provide Technical Support to Customers including, but limited to:

- (a) Providing telephone technical support based on Eastern Standard Time during Business Hours;
- (b) Providing on-line 24/7 technical support with escalation capabilities, as requested;
- (c) Providing toll-free telephone, e-mail and web-based technical support; and,
- (d) Implementing tiered support with escalation process as required addressing varying needs of different Customers' varying in house resources and technical expertise.

2.17.3 Customer Satisfaction

Understanding that each Customer is different, the Supplier will perform customer satisfaction surveys with the Customer's staff responsible for ordering and managing the acquisition of Software.

The survey should be focused on, but not limited to:

- (a) Customer support;
- (b) Quality and performance of the Service;
- (c) Issue resolution processing;
- (d) Price competitiveness;

- (e) Invoice discrepancies;
- (f) Response time; and,
- (g) Performance (i.e., is the Supplier meeting Performance Scorecard requirements).

The survey contents, needs and requirements will vary from one (1) Customer to another. The Supplier shall work with the Customer to develop, and distribute as mutually agreed upon by the Supplier and Customer, an appropriate survey for their organization. Results shall be shared with OECM upon completion.

2.18 Supplier Management Support to OECM

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

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

2.18.1 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.

2.18.2 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 RFSQ.

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.

2.18.3 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 C – Supplier Performance Management Scorecard.

2.18.4 Process to Add Other Services

During the Term, the Supplier may request adding other Services (e.g., newly available Services) to the Master Agreement 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 sixty (60) 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 C – 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.

2.18.5 OECM's Supplier Recognition Program

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

Further details will be provided to the Suppliers.

2.18.6 Reporting to OECM

The Supplier shall be responsible for providing reports as further described in Appendix B – 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 RFSQ 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	400 Points	260 Points
Stage III	Negotiations	3.4	Not Applicable	Not Applicable
Stage IV	Master Agreement Finalization	3.5	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
Compliance with Form of Master Agreement	Qualification
Appendix F – OEM Authorized Reseller Letter	Qualification

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

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.

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

Only Proposals that meet or exceed the minimum thresholds will receive a **pass** in this stage and proceed to Stage III of the evaluation process. While the overall threshold for the Technical Response is sixty five percent (65%) or **two hundred sixty points (260)**, there are two (2) individual sections with minimum thresholds of eighty (80) points each and two (2) individual sections with no minimum thresholds.

Point allocations for the Technical Response sections are as follows:

Technical Response Sections	Available Points	Minimum Threshold,
Proponent's Skills, Experience and Qualifications	150 Points	80 Points
Project Examples and Methodology	150 Points	80 Points
Network Infrastructure, Scalability, and Risk Management	60 Points	Not Applicable
Environmental, Social and Governance (ESG) Considerations	40 Points	Not Applicable
TOTAL POINTS:	400 Points	260 Points

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.

An Eligible Proposal that meets or exceeds the Technical Response minimum threshold requirement per Category will proceed to Stage III.

3.4 Stage III – Negotiations

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

The negotiations may include:

- (a) RFSQ Deliverables;
- (b) Master Agreement management (e.g., performance, KPIs, reporting);
- (c) Master Agreement terms and conditions; and,
- (d) Additional references, if required;

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.

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. Terminate negotiations with that particular Preferred Proponent;
- ii. Extend the negotiation timeline; or,
- iii. 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.

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

3.5 Stage IV – 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 RFSQ PROCESS

4.1 General Information and Instructions

Procurement Process Non-Binding

This RFSQ 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 RFSQ 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 RFSQ.

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 RFSQ Timetable

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

Request for Supplier Qualifications (“RFSQ”) Timetable	
Event	Time/Date
OECM’s Issue Date of RFSQ:	September 16, 2024
Proponent’s Information and Ontario Tenders Portal Demonstration Session:	2:00 pm on September 23, 2024
Proponent’s Deadline to Submit Questions:	5:00 pm on September 26, 2024
OECM’s Deadline for Issuing Answers:	September 30, 2024
Proponent’s Deadline to Submit Questions Related to Addenda & Question and Answer Documents:	5:00 pm on October 3, 2024
OECM’s Deadline for Issuing Final Documents:	October 8, 2024
Proponent’s Intent to Submit a Proposal:	October 8, 2024
Closing Date:	2:00:00 pm on October 16, 2024
Anticipated Master Agreement Start Date:	January 2025
All times specified in this timetable are local times in Toronto, Ontario, Canada	

Note – all times specified in this RFSQ 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 RFSQ 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 RFSQ, the RFSQ 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 RFSQ. Where information is requested in this RFSQ, any response made in the Proposal should reference the applicable section numbers of this RFSQ where that request was made.

4.1.4 OECM's Information in RFSQ Only an Estimate

OECM makes no representation, warranty or guarantee as to the accuracy of the information contained in this RFSQ or issued by way of addenda. Any data contained in this RFSQ 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 RFSQ.

4.1.5 Proponent's Costs

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

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

4.2 Communication after RFSQ Issuance

4.2.1 Communication with OECM

All communications regarding any aspect of this RFSQ 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 RFSQ 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 RFSQ:

- (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 RFSQ

The Proponent shall promptly examine this RFSQ 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 RFSQ, 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 RFSQ 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 RFSQ Timetable noted in Section 4.1.1 of the RFSQ, if it intends to submit a Proposal in response to this RFSQ.

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 RFSQ; and,
- (b) Claim that OECM is responsible for any of the circumstances listed in Section 4.2.2 of this RFSQ.

4.2.5 All New Information to Proponents by way of Addenda

This RFSQ 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 RFSQ, such information will be communicated to all Proponents by addenda on OTP. Each addendum shall form an integral part of this RFSQ.

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

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

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

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

4.3 Proposal Submission Requirements

4.3.1 General

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

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

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

To be considered in the RFSQ 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 RFSQ on the Closing Date.

A Proposal sent by, email, facsimile, mail and/or any other means other than stated in this RFSQ 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 RFSQ may not be validly delivered by way of electronic communication, unless otherwise provided for in this RFSQ.

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 RFSQ as set out below.

Description	OTP Envelope	Complete within OTP	Complete and Upload to OTP
Qualification Response	Qualification	✓	
Compliance with Form of Master Agreement	Qualification	✓	
Technical Response	Technical	✓	
Appendix F –OEM Authorized Reseller Letter	Qualification		✓

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; and,
- (c) 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 RFSQ 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 RFSQ

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

4.3.11 Amendments to RFSQ

Subject to Section 4.1.1 and Section 4.2.4, OECM shall have the right to amend or supplement this RFSQ in writing prior to the Closing Date. No other statement, whether written or oral, shall amend this RFSQ. 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 RFSQ. OECM will open Proposals at a time subsequent to the Closing Date.

4.3.13 Clarification of Proposals

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

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

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

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

4.3.14 Verification of Information

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

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

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

4.3.15 RFSQ Incorporated into Proposal

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

4.3.16 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.

4.3.17 Substantial Compliance

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

4.3.18 No Publicity or Promotion

No Proponent, including the Preferred Proponent, shall make any public announcement or distribute any literature regarding this RFSQ or otherwise promote itself in connection with this RFSQ or any arrangement entered into under this RFSQ 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 RFSQ, 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 RFSQ with negotiated changes, if any, and satisfy any other applicable conditions of this RFSQ 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 RFSQ, 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 RFSQ 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 RFSQ 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 RFSQ 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 RFSQ 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 RFSQ 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 RFSQ 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 RFSQ, 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 RFSQ 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 RFSQ 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 RFSQ 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 RFSQ, 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 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 RFSQ, 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 RFSQ;
- (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 RFSQ;
- (i) Disqualify a Proposal based upon the past performance or on inappropriate conduct in a prior procurement process, or where the Proponent has or the principals of a Proponent have previously breached an agreement with OECM, or has otherwise failed to perform such agreement to the reasonable satisfaction of OECM (i.e., has not submitted required reporting and/or Cost Recovery Fees to OECM);
- (j) Disqualify any Proponent, who, in relation to this RFSQ or the evaluation and selection process, has engaged directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the Supplier.
- (k) Disqualify the Proponent who has been charged or convicted of an offence in respect of an agreement with OECM, or who has, in the opinion of OECM, engaged in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion or collusion, unethical conduct, including lobbying as described above or other forms of deceitfulness, or other inappropriate communications offering gifts to any employees, officers, agents, elected or appointed officials or other representatives of OECM, or where the Proponent reveals a Conflict of Interest or Unfair Advantage in its Proposal or a Conflict of Interest or evidence of any Unfair Advantage is brought to the attention of OECM;

- (l) Disqualify any Proposal of any Proponent who has breached any Applicable Laws or who has engaged in conduct prohibited by this RFSQ, including where there is any evidence that the Proponent or any of its employees or agents colluded with any other Proponent, its employees or agents in the preparation of the Proposal;
- (m) Make changes, including substantial changes, to this RFSQ provided that those changes are issued by way of addenda in the manner set out in this RFSQ;
- (n) Accept or reject a Proposal if only one (1) Proposal is submitted;
- (o) Reject a Subcontractor proposed by a Proponent within a Consortium;
- (p) Select any Proponent other than the Proponent whose Proposal reflects the lowest cost to OECM;
- (q) Cancel this RFSQ process at any stage and issue a new RFSQ 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,
 and where OECM cancels this RFSQ, OECM may do so without providing reasons, and OECM may thereafter issue a new request for proposals, request for qualifications, sole source, or do nothing;
- (r) Discuss with any Proponent different or additional terms to those contained in this RFSQ or in any Proposal;
- (s) Accept any Proposal in whole or in part; or,
- (t) 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 RFSQ.

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 RFSQ including, but not limited to, cancelling the RFSQ and issuing a new RFSQ for the same or similar Services.

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

4.6.3 No Liability

The Proponent agrees that:

- (a) Any action or proceeding relating to this RFSQ 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 RFSQ 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 RFSQ.

The Proponent further agrees that if OECM commits a material breach of OECM's obligations pursuant to this RFSQ, 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 RFSQ, 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 RFSQ process without the prior written consent of OECM. Any act in derogation of the foregoing shall be null and void.

4.6.5 Entire RFSQ

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

4.6.6 Priority of Documents

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

4.6.7 Disqualification for Misrepresentation

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

4.6.8 References and Past Performance

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

4.6.9 Cancellation

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

4.6.10 Competition Act

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

4.6.11 Trade Agreements

The Proponent should note that procurements coming within the scope of either Chapter 5 of the Canadian Free Trade Agreement, Chapter 19 of the Comprehensive Economic and Trade Agreement ("CETA") or within the scope of the Trade and Cooperation Agreement between Quebec

and Ontario are subject to such agreements, although the rights and obligations of the parties shall be governed by the specific terms of this RFSQ.

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>.

4.6.12 Governing Law

The terms and conditions in this Part 4:

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

[End of Part 4]

APPENDIX A – FORM OF MASTER AGREEMENT

This Appendix is posted as a separate PDF document.

APPENDIX B – 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
<p>Sales Reporting including, but not limited to:</p> <ul style="list-style-type: none"> (a) Customer's name; (b) Invoice number and date; (c) Service provided; (d) Quantity invoiced; (e) Rate and total Rate; (f) Cost Recovery Fee. 	Monthly	8th Business Day following each Calendar Month
Performance Reporting	Frequency	Due Date
<ul style="list-style-type: none"> (a) Key Performance Indicators ("KPIs") Report - As set out in Appendix C – Supplier Performance Management Scorecard. (b) Performance results specific to Customer's KPIs. 	Quarterly (calendar)	8th Business Day following each Calendar Quarter
CSA Reporting	Due Date	
<ul style="list-style-type: none"> (a) Provide a copy of each fully executed CSA 	Within thirty (30) days of CSA execution	
Other Reporting		
<p>May include:</p> <ul style="list-style-type: none"> (a) Sales Forecasting Reports: <ul style="list-style-type: none"> i. By November 15 – for the next calendar year; ii. By March 15 – for April to December, if the forecast in (i) above has changed; and, iii. By July 15 – for August to December, if the forecast in (ii) 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 C – SUPPLIER PERFORMANCE MANAGEMENT SCORECARD

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

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

As part of OECM's efforts to provide greater value to Customers, OECM has implemented a Supplier Recognition Program ("SRP"). Through the SRP, OECM will objectively assess Supplier's performance using an open, fair and transparent framework to recognize and reward top-performing suppliers on an annual basis.

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

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

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

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

Failure, by the Supplier, to provide accurate reports by the due dates set out in Appendix B – 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 OECM. The Performance Management Scorecard and other performance indicators will be used to measure the Supplier's performance throughout the Term of the Master Agreement, ensuring Customers receive appropriate Services on time. The Supplier's performance score will be considered when OECM contemplates Master Agreement decisions such as:

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

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

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

Customer – Specific Performance Measures		
Key Performance Indicator	Performance Measurement	Performance Goal
Customer Issues – Number of Customer Complaints	Total Customer complaints annually out of total Customer requests	Less than 2% of total annual Customer requests
Customer Satisfaction – Customer ratings for Services	High level of satisfaction from annual Customer survey	98% Satisfaction
Delivery Lead Times	Timely delivery of service and hardware in adherence to agreed-upon timelines	98% of the time
Accurate Invoicing	Number of invoicing errors annually	98% accuracy
Service Availability	Percentage of time the service is available during the year	99.9% uptime
Mean Time to Repair (MTTR)	Average time taken to resolve service outages or technical issues	4 hours or less
Account Executive Response Time	Response time of less than 1 Business Day	98% of the time
Service Continuity	Number of unplanned service interruptions	Less than 2 incidents per year

OECD Evaluation of Supplier's Performances		
Key Performance Indicator	Performance Measurement	Performance Goal
On time executed CSA submissions	Within 30 days of execution	98% of the time
On time and completed KPI Report submissions	8th Business Day following each Calendar Quarter	98% of the time
On time and completed Sales Report submissions	8th Business Day following each Month	98% of the time
On time CRF Remittance	Within 30 days of invoice, due on May 15, August 15, November 15, February 15	98% of the time
Response Time to OECD Inquiries	One (1) Business Day	98% of the time

Other KPIs, as mutually agreed upon between the Supplier and OECD, 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 D – OECM'S SUPPLIER CODE OF CONDUCT

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

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

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

Also, the Supplier shall:

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

service providers are paid properly and promptly to avoid any disruption in the provision of 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 E – ONTARIO REGIONS, COUNTIES, DISTRICTS AND SINGLE-TIER LOCATIONS

Ontario Regions, Counties, Districts and Single-Tier Locations			
Regions	Counties	Districts	Single-Tier
Durham	Bruce	Algoma	Brant
Halton	Dufferin	Cochrane	Chatham-Kent
Niagara	Elgin	Kenora	Haldimand
Peel	Essex	Manitoulin	Hamilton
Waterloo	Frontenac	Muskoka	Kawartha Lakes
York	Grey	Nipissing District	Norfolk
	Haliburton	Parry Sound	Ottawa
	Hastings	Rainy River	Prince Edward
	Huron	Sudbury	Toronto
	Lambton	Thunder Bay	
	Lanark	Timiskaming	
	Leeds and Grenville		
	Lennox and Addington		
	Middlesex		
	Northumberland		
	Oxford		
	Perth		
	Peterborough		
	Prescott and Russell, United Counties		
	Renfrew		
	Simcoe		
	Stormont, Dundas and Glengarry		
	Wellington		
https://www.amo.on.ca/about-us/municipal-101/ontario-municipalities			

APPENDIX F – OEM AUTHORIZED RESELLER LETTER

This Appendix must be completed, signed, dated and uploaded into OTP with a Proponent's Proposal if the Proponent is not the OEM of the proposed Services. Therefore, if the Proponent is the OEM of the proposed Service, the Proponent is not required to complete and submit this authorization, but all other Proponents are.

To: OECM and the Proponent

Proponent's Name: _____

OEM's Name: _____

Re: Proponent's Proposal in response to OECM's RFSQ #2024-465

The OEM of the Service proposed by the above-noted Proponent is:

- [Proponent to insert Service information]

The OEM agrees and confirms that:

- (a) The named Proponent is an Authorized Reseller of the proposed OEM Service;
- (b) The Proponent will be eligible and authorized to fulfill the requirements to supply Service from the OEM; and,
- (c) The Proponent is confirmed to have maintained an accreditation status in good standing for at minimum, the past three (3) years.

This Appendix must be signed by an authorized representative from the OEM.

OECM may, at its sole discretion, contact the OEM to validate information proposed prior to the award of this RFSQ and/or at any during the Term of the Master Agreement.

Service OEM Name

OEM's Representative's Name

I have authority to bind the OEM

OEM's Representative's Title

OEM's Representative's Telephone Number

OEM's Representative's Email Number

Date

Addendum 1

Date: September 30, 2024

Subject: Broadband Internet and Related Services RFSQ #2024-465

RFSQ Issue Date: September 16, 2024

Closing Date: 2:00:00 pm on October 16, 2024, local time in Toronto, Ontario, Canada

This RFSQ is amended as noted below in **red** font:

Ontario Tender Portal (“OTP”)

OECM will add the below question in Qualification Response on OTP.

Section 1.1 Form1 – Form of Offer

“Are you a network-to-network assets provider? If so, please provide proof of authorization of such an arrangement, authenticating the same.”

OTP will be updated on September 30, 2024 at 5:00 pm.

Other than adjustments made by the terms of this addendum, all the terms and conditions of the RFSQ remain the same and in full force and effect.

[End of Document]