

Ministry of the Solicitor General

ADDENDUM #1

Addendum Issue Date: December 6, 2021

Tender_ 15871 OCC-0030-Body Transportation Services

Item	Part A: Questions & Answers
Q.1	Are you going to send out the presentation?
A.1	Yes. The information session presentation is now posted on Ontario Tenders Portal (OTP) eTendering system as an attachment. You may access the presentation by locating the Body Transportation RFR and clicking "Buyer Attachments".
Q.2	In the 4-year contract period can the service provider increase or decrease their catchment area?
A.2	<p>Service Providers are expected to provide Body Transportation Services for the Term of the Agreement (four years) in the catchment areas for which they signed up their Response.</p> <p>On or before completion of the second year of the Agreement Term, or at such other time(s) as the Ministry, in its sole discretion considers it advisable, the Ministry will issue a refreshed RFR to allow additional Service Providers to join the roster.</p> <p>Catchment areas may only be added by applying to a refresh Request for Responses (RFR).</p> <p>Service Providers who already have Agreements with the Ministry as a result of this initial RFR do not need to apply to the refresh, as their Agreements are in effect until the Expiry Date noted within their Agreement (four years).</p> <p>A refresh RFR will give the opportunity to new Service Providers to join the existing roster, or existing Service Providers to add additional catchment areas to their Service area.</p> <p>If unexpected circumstances arise where catchment area(s) may need to be decreased, Services Providers would need to bring that up with the Ministry representative at that time to determine an appropriate course of</p>

	action. Refer to Amendment #1 and #2 Below.
Q.3	Can we do our security screening before January 6th?
A.3	No. Security clearance will be conducted on Respondents whose Responses to the Ministry meet all of the mandatory eligibility requirements, and only after the RFR closing date and time. Once all mandatory eligibility requirements have been met, a link will be sent to the personal email addresses provided in Attachment #5.
Q.4	Can employees be added after the closing date that need to be screened?
A.4	Yes. The Company Security Officer (CSO) will need to notify the Ministry Representative, as identified in the Agreement, and provide contact information for all new employees. Those new employees will be required to undergo security screening prior to providing Body Transportation Services.
Q.5	Can new employees be added immediately during the contract period or is there a waiting period for the screening to be completed?
A.5	The Company Security Officer (CSO) will need to notify the Ministry and provide contact information for all new employees in order for them to complete their security screening. New employees will be required to undergo security screening prior to providing Body Transportation Services.
Q.6	Are we automatically going to get the link on January 6 to apply?
A.6	<p>The Request for Responses (RFR) for Body Transportation Services went live on the Ontario Tenders Portal eTendering System on November 18, 2021. To access the RFR please use the below link:</p> <p>https://ontariotenders.app.jaggaer.com/esop/nac-host/public/web/login.html</p> <p>You will not be emailed a link to the RFR; please use the above link to register for the Ontario Tenders Portal eTendering System; search for and express interest in the RFR and submit your Response.</p> <p>Responses will be accepted until 11:00:00 a.m. EST on January 21, 2022. It is recommended that you do not submit your responses prior to the deadline for addenda, which is 16:00 EST on January 6, 2022.</p> <p>Respondents whose Responses to the Ministry meet all of the mandatory eligibility requirements will be emailed a link to undergo the security screening. This will take place only after the RFR closing date and time.</p>
Q.7	Will there be a cap on how many service providers are allowed in a

	catchment area?
A.7	No. There will be no cap on how many Service Providers are allowed to provide Body Transportation Services in a catchment area.
Q.8	Can we create an account these days?
A.8	Yes. Respondents are encouraged to register for the Ontario Tenders Portal eTendering System and access the RFR as soon as possible. The RFR went live on the Ontario Tenders Portal eTendering System on November 18, 2021.
Q.9	How do we know if we require WSIA?
A.9	Based on the type of business they are currently providing, Respondents should know if they're required to hold a W.S.I.A Coverage or Equivalent. You may wish to visit the Workplace Safety and Insurance Board website for more details: https://www.wsib.ca/en
Q.10	Can you confirm the format for dispatching?
A.10	Dispatching a Service Provider for Body Transportation Services required as part of a Coroner's investigation or under the Anatomy Act will be done by the OCC/OFPS Provincial Dispatch Unit. For clarity, dispatching for Body Transportation Services required as part of a Coroner's investigation or under the Anatomy Act will not be made by the local police service or Coroner. Calls for service will be made by the OCC/OFPS Provincial Dispatch Unit by catchment area, and in accordance with the rotational roster of Services Providers established in each catchment area. Refer to section A.10 of Schedule A of Attachment 2 – Body Transportation Service Provider Agreement.
Q.11	Has this process been communicated to the various police forces as of yet?
A.11	The Office of the Chief Coroner and Ontario Forensic Pathology Services will communicate to Ontario police forces once an effective date is established.
Q.12	When is the projected start date of the contract
A.12	The effective the date of the Agreement is the date the Ministry has executed the Agreement, which will be noted on page 23 of Attachment 2 – Body Transportation Service Provider Agreement, sent back to successful Respondents. The Ministry anticipates this will occur on or around April 2022.
Q.13	Call response time as indicated in A 1.2 call response time is determined based on service providers address to scene what if vehicles are out but

	sill can respond to the call in 60-90 mins as it is currently
A.13	<p>It is expected that Service Provider Personnel will be en route to the Scene within thirty (30) minutes after receiving notification from the OCC/OFPS Provincial Dispatch Unit.</p> <p>A11.2 Call Response Time of Attachment #2 Body Transportation Service Provider Agreement indicates that Response times will be no greater than the driving time, at the legal speed limit, from the Service Provider's Address to the Scene. It is understood that there may be delays in response time due to weather, road conditions, traffic or other factors. The Service Provider shall explain extraordinary delays to Law Enforcement Personnel, the Coroner and/or the OCC/OFPS Provincial Dispatch Unit.</p> <p>The Service Provider shall discuss the location and potential response time, should the situation described in the question arise, with the OCC/OFPS Provincial Dispatch Unit at the time of initial dispatch call. Based on the information provided, the OCC/OFPS Provincial Dispatch Unit will either continue with the call as dispatched or dispatch an alternative Service Provider.</p>
Q.14	Can we get more clarification on A9.1 records ie calling dispatch when arriving on scene and calling dispatch when arriving at OCC
A.14	<p>The Service Provider's records shall include the information listed in A.9.</p> <p>Once the dispatch call has been accepted, the Service Provider shall contact the OCC/OFPS Provincial Dispatch Unit upon arrival at the Scene. The date and time of this call shall be recorded.</p> <p>The Service Provider shall also contact the OCC/OFPS Provincial Dispatch Unit when the Service Provider has arrived at the location where the Coroner has instructed the Human Remains be transported. The date and time of this call shall be recorded.</p>
Q.15	Are the service providers still required to place an ID tag on the human remains? If so what information would be needed on tags and is branding allowed on tag?
A.15	<p>Some Service Providers put identification tags on Human Remains for their own tracking purposes. This practice is outside of the OCC/OFPS and Service Providers will not be asked to stop this if it is a necessary practice of the Service Provider. The OCC/OFPS does not place restrictions on such identification tags having company name, logo or other identifying markings.</p> <p>If a coroner's investigation is being managed remotely, some Coroners will ask Service Providers (or police) to put identification tags on Human Remains on their behalf to indicate ID (i.e., to replace a Coroner's tag and this will be indicated on the Warrant for Post Mortem Examination). If</p>

	<p>this is the case, this practice can continue and there are no restrictions related to such tags having company name, logo or other identifying markings. If a Coroner asks for specific information (i.e., name, date of birth, sex, etc.) to be placed on a tag, they will instruct the Service Provider with any specifics. Refer to Amendment #3 Below.</p>
Q.16	<p>I am still undecided if my company will enroll in the tender process. Our funeral services company is the only one in our region. Other providers are approximately 1 1/2 hour away. So when body removal will be required in our area what will happen?</p>
A.16	<p>If you are interested in providing, or continuing to provide, Body Transportation Services on behalf of the OCC/OFPS, you must submit a Response to this RFR. Those that do not submit a Response will be ineligible to provide, or continue to provide, Body Transportation Services until the refresh of this process.</p>
Q.17	<p>Reference: 1.3.8 “Subcontractor”</p> <p>Could you please clarify meaning of subcontractor in relation to the RFT. Many small businesses currently use a payroll/staffing service to compensate for work and tasks performed. These services provide direct compensation and liability insurance, to and covering staff.</p> <p>A. Is this business structure considered a “Subcontractor”?</p> <p>If so...</p> <p>B. Must a “Subcontractor” be a Funeral establishment of transfer service. ?</p>
A.17	<p>Section 1.01 Defined Terms of the Body Transportation Service Provider Agreement defines subcontractors as follows:</p> <p>“Subcontractors” means in the case of each party, any contractor of that party or any of its Subcontractors at any tier of subcontracting.</p> <p>For the purposes of this procurement and subsequent Agreement, the Ministry’s priority is Subcontractors that are providing Body Transportation Services. If the Respondent is proposing to use Subcontractors to provide Body Transportation Services throughout the Term of the Agreement, those Subcontractors shall adhere to the same terms and conditions as the Service Provider throughout the Term of the Agreement and must, at a minimum, possess a valid “Transfer Service Operator – Class 2” licence.</p>
Q.18	<p>Is this going to explain why we are doing this? If we don't choose to participate in tender are we no longer required to respond for coroner transfers?</p>
A.18	<p>If you are interested in providing, or continuing to provide, Body Transportation Services on behalf of the OCC/OFPS, you must submit a</p>

	Response to this RFR. Those that do not submit a Response will be ineligible to provide, or continue to provide, Body Transportation Services until the refresh of this process. The refresh process and timelines are outlined in the RFR.
Item	Part B: Amendments
1	<p>Section 1.1.21 of the Qualification Envelope is deleted and replaced with:</p> <p>1.1.21 Refresh On or before completion of the second year of the Agreement Term, or at such other time(s) as the Ministry, in its sole discretion considers it advisable, the Ministry will issue a refreshed RFR to allow additional Service Providers to join the roster.</p> <p>Service Providers who already have Agreements with the Ministry as a result of this initial RFR do not need to apply to the refresh, as their Agreements are in effect until the Expiry Date noted within their Agreement.</p> <p>A refresh RFR will give the opportunity to new Service Providers to join the existing roster, or existing Service Providers to add additional catchment areas to their Service area.</p> <p>Upon completion of the refresh, all Service Providers operating within a catchment area, including the existing Service Provider(s) and those new Service Provider(s) added as part of the refresh, will be provided with updated information on the number of Service Providers operating within the established catchment area. This communication will occur whether new Service Provider(s) are added to the catchment area or not.</p> <p>New Service Provider(s) will be added to the bottom of the existing rotational call schedule. Where more than one new Service Provider is added to a catchment area, the order in which the new Service Providers will be added will be established based on a random selection process. The dispatch process outlined in Schedule A of Attachment 2 will then be followed.</p>
2	<p>The following is added to Attachment #2 Body Transportation Service Provider Agreement:</p> <p>Article 13 -- Vendor Acknowledgement – Refresh Process</p> <p>The Service Provider acknowledges that this contract was entered into as a result of the Service Provider’s participation in the Ministry’s RFR. A condition of the RFR was, that on or before completion of the second year of the Agreement term, or at such other time(s) as the Ministry, in its sole discretion considers it advisable, the Ministry will issue a refreshed RFR to allow additional Service Providers to join the roster to which the</p>

	<p>Service Provider is a member.</p> <p>The Service Provider acknowledges that in accordance with Article 3.06, the Body Transportation Services are provided on a non-exclusive basis, and that the RFR refresh process will give the opportunity to new Service Providers to join the existing roster of service providers.</p> <p>The Service Provider understands and agrees that upon the Ministry completing the refresh process(es), all Service Providers operating within a catchment area, including existing Service Provider(s) and new Service Provider(s) added as part of the refresh, will be provided with updated information on the number of Service Providers operating within the established catchment area. This communication will occur whether new Service Provider(s) are added to the catchment area or not. Any new Service Provider(s) added as a result of the refresh process will be added to the lowest priority slot on the rotational call schedule. Where more than one new Service Provider is added to a catchment area, the order in which the new Service Providers will be added to the rotational call schedule will be determined by the Ministry using a random selection process. The dispatch process outlined in Schedule A will then be followed.</p> <p>To continue to provide Body Transportation Services within the scope of this Agreement, the Service Provider is not required to apply to the refresh process, as this Agreement, for the catchment areas herein described, remains in effect until the Expiry Date, unless earlier terminated in accordance with its terms.</p>
<p>3</p>	<p>Section A.12.3 of Attachment #2 Body Transportation Service Provider Agreement is deleted and replaced with:</p> <p>A.12.3. Handling and Removal of Human Remains</p> <p>The Service Provider will remove Human Remains from the Scene, which can be from a wide range of locations, including but not limited to, private residences, long term care facilities, hospitals and a variety of outdoor and publicly accessible places.</p> <p>Human Remains may be in many different conditions, such as decomposed, burned, dismembered, arthropod infested or may contain infectious diseases. The Service Provider shall handle Human Remains in a respectful, professional and dignified manner and in accordance with instructions provided by Law Enforcement Personnel and/or the Coroner. Reconciliation of body parts shall be conducted by the Coroner. If further search of the Scene is required, the Coroner or Law Enforcement Personnel will instruct the Service Provider.</p> <p>A body pouch is required for every removal, in accordance with section</p>

	<p>A.8.1.</p> <p>If, upon arrival at the Scene, the Human Remains have already been placed in a substandard body pouch, the Human Remains should remain in that body pouch. Both the substandard body pouch and the Human Remains must be placed in an adequate body pouch before transportation.</p> <p>If, upon arrival at the Scene, the Human Remains have already been placed in a body pouch, the provided body pouch may be opened at the Scene by the Service Provider for the purpose of preliminary identification and to document clothing or personal possessions in front of Law Enforcement Personnel, the Coroner or hospital staff.</p> <p>Service Providers are permitted to put identification tags on Human Remains for their own tracking purposes, should this be a requirement of the Service Provider. This is not a requirement of the OCC/OFPS. There are no restrictions related to the Service Provider's identification tags having company name, logo or other identifying markings.</p> <p>If a Coroner's investigation is being managed remotely, the Service Provider may be requested by the Coroner to put an identification tag on Human Remains on behalf of the Coroner. In the absence of the Coroner at the scene, this identification tag replaces the Coroner's tag and this will be indicated on the Warrant for Post Mortem Examination. In this circumstance, there are no restrictions related to the Service Provider's identification tags having company name, logo or other identifying markings. If required, the Coroner will identify information required on the identification tag (i.e., name, date of birth, sex, etc.).</p> <p>After the Human Remains are placed in the body pouch and preliminary identification and documentation of clothing and personal possessions is complete, the Service Provider will not re-open the body pouch without prior approval from the Coroner.</p> <p>Upon arrival at the final destination, the Service Provider should not open the body pouch to document any clothing or personal possessions of the deceased person. This shall be done at the Scene in front of Law Enforcement Personnel, the Coroner or hospital staff.</p> <p>Unless otherwise directed by the Coroner, the body must be loaded, transported and delivered in the supine position (i.e. on the deceased person's back), making every effort to minimize post-mortem trauma.</p>
Item	Part C: Notes
1	Respondents please be advised that the following documents have been deleted and replaced:

	<ul style="list-style-type: none">- Attachment 2 - OCC-0030 Body Transportation Service Provider Agreement; and- Attachment 8 - OCC-0030 Respondent Checklist.
2	<p>Respondents please do not submit your Response prior to the deadline for Addenda (16:00 on January 6, 2022).</p> <p>If the Ministry makes any changes to the RFR, including issuing addenda, after a Respondent has submitted its Response, the Response will be invalidated on the OTP eTendering System and the Respondent will need to re-submit its Response.</p>

Note on Closing

The RFR closes on January 21, 2022 at 11:00:00 a.m. EST (Toronto time).

Addendum Date: December 6, 2021

End of Addendum #1