

Ministry of the Solicitor General

ADDENDUM #2

Addendum Issue Date: December 13, 2021

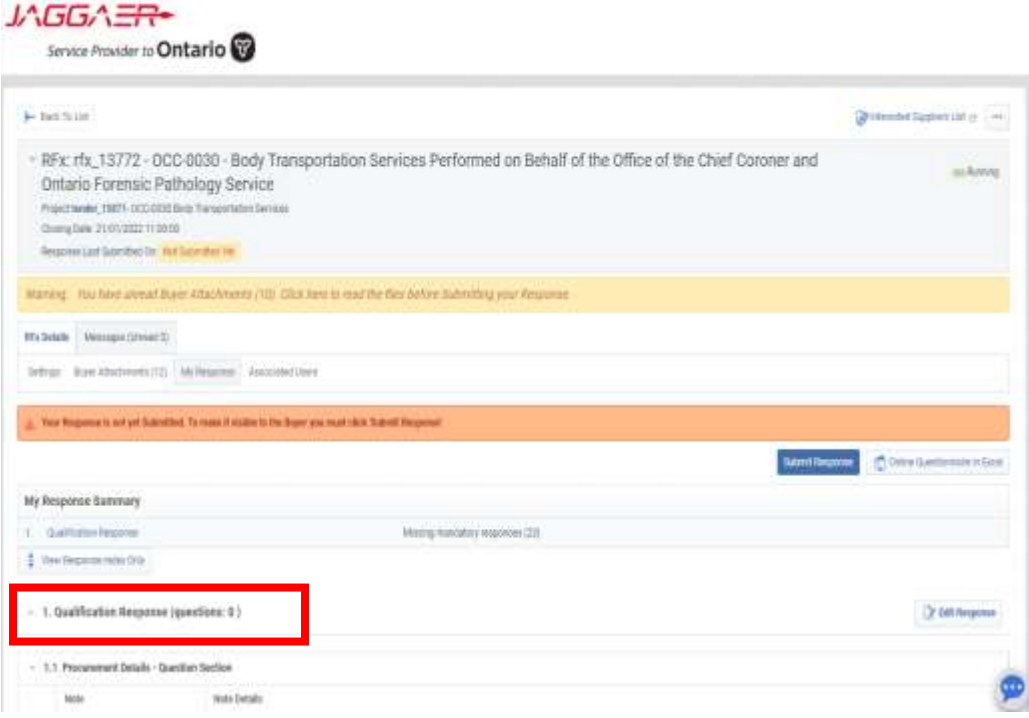
Tender_ 15871 OCC-0030-Body Transportation Services

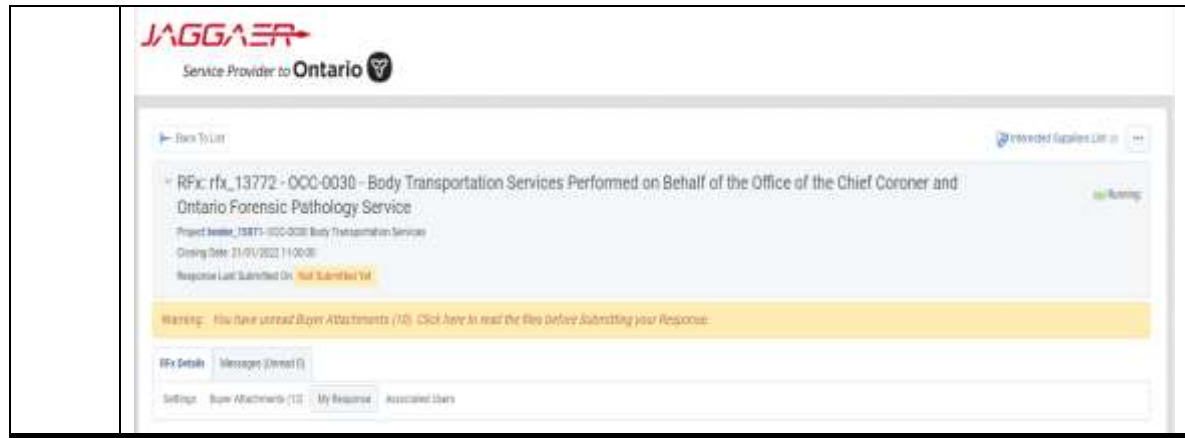
Item	Questions & Answers
Q.1	Why are all the forms in PDF, yet our responses can't be sent back as a PDF, only in Excel? Entire process seems repetitive and confusing to be honest.
A.1	<p>The forms that are required to be completed and attached to the Response in Excel are in the Ontario Tenders Portal eTendering System as Excel documents. Attachments to the Request for Responses are located in the "Buyer Attachments" folder.</p> <p>As you are creating your Response, please feel free to ask additional questions if there is something that is confusing. Questions will be accepted until 16:00 EST on December 20, 2021.</p>
Q.2	Is there an allowance for family of the decedent to request a specific transfer provider?
A.2	<p>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. Only Service Providers on the Ministry's Service Provider roster will be contacted by the OCC/OFPS Provincial Dispatch Unit for Body Transportation Services.</p> <p>Arrangements for transportation after the PME and the release of the Human Remains by the OCC/OFPS is the responsibility of the next of kin/executor/claimant. The next of kin/executor/claimant will be responsible to consult and make arrangements for the return transportation with their chosen funeral provider.</p>
Q.3	Is there a time frame for when the new process will begin within the Province?
A.3	The Ministry anticipates Agreements being effective on or around April 2022.

Q.4	If we hire new part time staff, they cannot do body transportation until they are added and screened?
A.4	Correct. Where additional staff are hired throughout the Term of the Agreement, the Service Provider must satisfy the security screening requirement by providing the required information of the additional staff member to the Ministry Representative. The Service Provider will ensure that all Service Provider Personnel handling or transporting Human Remains have a valid security clearance.
Q.5	<p>Certainly doesn't look easy to complete or register with all this.... found the training and how fast the screens changed very hard to follow.</p> <ul style="list-style-type: none"> a. If a funeral home chooses to not register and fill this out, but a bereaved family chooses or requests them to do the transfer, what will happen then? b. Is it just sub contractors we need to provide the information on? Or all our staff etc. that works for us?
A.5	<ul style="list-style-type: none"> a. 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 Request for Responses (RFR). Those that do not submit a Response will be ineligible to provide, or continue to provide, Body Transportation Services until a refresh of this process. <p>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. Only Service Providers on the Ministry's Service Provider roster will be contacted by the OCC/OFPS Provincial Dispatch Unit for Body Transportation Services.</p> <p>Arrangements for transportation after the PME and the release of the Human Remains by the OCC/OFPS is the responsibility of the next of kin/executor/claimant. The next of kin/executor/claimant will be responsible to consult and make arrangements for the return transportation with their chosen funeral provider.</p> <ul style="list-style-type: none"> b. Please carefully review the Qualification Envelope/Qualification Response to determine what information is required as part of the Response, for both your organization and any subcontractors you may use. Sections specifically identify if we are seeking information on your organization (the Respondent), or subcontractors, or both. Security screening must be submitted for both your organization AND subcontractors.

	<p>If there is a specific section number you are asking about in the Qualification Envelope, please feel free to submit the specific section number in another question. Questions will be accepted until 16:00 EST on December 20, 2021.</p>
Q.6	Can we book to not be available (i.e. to provide transfer services) at different times?
A.6	The Service Provider will provide the Body Transportation Services as needed 24 hours a day, seven (7) days a week, 365 days a year, including statutory holidays. The Service Provider shall immediately notify the OCC/OFPS Provincial Dispatch Unit where unforeseen circumstances arise which would prevent the Service Provider from taking calls for service for a specified period of time.
Q.7	There seems to be an opportunity for a service, through their relationships with other funeral establishments, to monopolize a market with quid pro quo arrangements via the subcontracting option. Will there be mechanisms in place to prevent this?
A.7	Respondents can select the catchment areas where they want to do business. As long as they successfully respond to the RFR and pending security clearance, they will receive calls in that catchment area based on the call schedule outlined in section A.10 of the Body Transportation Service Provider Agreement.
Q.8	What's the next step in this process? Do we get an email telling us when to register etc.?
A.8	<p>The 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.9	Where do we get the responses in writing? (i.e. the addendum providing the answers to the questions asked during the information sessions)
A.9	Responses to questions asked during the information session or during the question period are provided in addenda, such as this one. This Addendum #2 cover all questions asked during the November 29 th information session (Addendum #1 covered questions asked during the November 25 th information session).
Q.10	I listened to the Body Transportation presentation and found it very complex, not sure how to fill out all those fields. Not sure if I want to provide services. I have to provide a body pouch, Vehicle and manpower, and then wait for months to get paid. The nearest Funeral Home transportation service to me is at least 35 km away. Why would anyone want to do this service. If a Family request our service how does that work. The body has to go to Ottawa. Will Gov. pay us if not registered.
A.10	<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> <p>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. Only Service Providers on the Ministry’s Service Provider roster will be contacted by the OCC/OFPS Provincial Dispatch Unit for Body Transportation Services.</p> <p>Service Providers shall only travel to a Scene to provide Body Transportation Service on behalf of the OCC/OFPS when contacted by the OCC/OFPS Provincial Dispatch Unit.</p> <p>In the event that the Service Provider arrives at the Scene without being dispatched by the OCC/OFPS Provincial Dispatch Unit, the Service Provider will not be compensated by the Ministry.</p> <p>Arrangements for transportation after the PME and the release of the Human Remains by the OCC/OFPS is the responsibility of the next of kin/executor/claimant. The next of kin/executor/claimant will be responsible to consult and make arrangements for the return transportation with their chosen funeral provider.</p>
Q.11	I missed the presentation on Monday and need to watch it prior to starting the tender process. Can I please get a copy of the meeting please?
A.11	The information session presentation is now posted on the 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.12	We are working through the RFR Checklist, and we are just wondering what the Qualification Envelope and the Form of Offer is? We didn't see a Form of Offer anywhere with the other forms, so we are just wondering where we can get that?
A.12	<p>The Form of Offer is located in section 1.5 to 1.5.38 of the Qualification Envelope on the Ontario Tenders Portal (OTP) eTendering system. Once Respondents express an interest in the RFR, the Qualification Envelope becomes visible and is labelled “Qualification Response”. See screenshot below:</p>  <p>The screenshot shows the JAGGAER logo at the top, identifying it as the 'Service Provider to Ontario'. Below the logo is a navigation bar with 'Back To List' and 'Interested Suppliers List (1)'. The main content area displays the RFR details: 'RFR: rfx_13772 - OCC-0030 - Body Transportation Services Performed on Behalf of the Office of the Chief Coroner and Ontario Forensic Pathology Service'. It includes a 'Project Number: 18871 - OCC-0030 Body Transportation Services', 'Closing Date: 21/01/2022 11:00:00', and 'Response Last Submitted On: Not Submitted Yet'. A yellow warning banner states: 'WARNING: You have viewed Buyer Attachments (10). Click here to read the Buyer Advice Submitting your Response'. Below this are tabs for 'RFR Details' and 'Message (Email: 2)'. A section for 'Buyer Attachments (10)' includes 'My Responses' and 'Associated Users'. An orange error banner indicates: 'Your Response is not yet Submitted. To make it visible to the Buyer you must click Submit Response'. There are buttons for 'Submit Response' and 'Online Questionnaire in Code'. The 'My Response Summary' section shows '1. Qualification Response' with 'Missing mandatory responses (2)'. A red box highlights the '1. Qualification Response (questions: 8)' item. Below it is '1.1 Procurement Details - Question Section' with 'None' and 'Web Details' options.</p> <p>Scroll down in the Qualification Response to section 1.5 to view the Form of Offer.</p>
Q.13	I have been trying to find the Body Transportation Service Provider Agreement document so that I can print it off for reference. I have not been able to find this and you please provide a link.
A.13	The Body Transportation Service Provider Agreement is Attachment #2 to the Request for Responses (RFR). Attachments are located in the “Buyer Attachments” folder on the OTP eTendering System. Please be sure to express interest in the RFR to access the attachments. See screenshot below:



Note on Closing

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

Addendum Date: December 13, 2021

End of Addendum #2