

Ministry of the Solicitor General
ADDENDUM #3

Addendum Issue Date: December 16, 2021
tender_15871 - OCC-0030 - Body Transportation Services

Item	Part A: Questions & Answers
Q.1	The first one is WSIB as funeral directors in Ontario WSIB is not a requirement are we still required to get a clearance number
A.1	<p>The Request for Responses states: "If the Service Provider is subject to the Workplace Safety and Insurance Act, 1997, S.O. 1997, c. 16, Schedule A ("WSIA"), it shall submit a valid clearance certificate of WSIA coverage to the Ministry with its Response." [emphasis added]</p> <p>If you are not subject to the WSIA you do not need to submit a clearance certificate of WSIA coverage. If you have alternative coverage, you may provide this in section 1.3.14 of the Qualification Response.</p>
Q.2	Are we responsible to pay for police checks? Tow services tender was looked after by the province?
A.2	The Respondent shall obtain the required Security Screening Checks at its own cost.
Q.3	who is going to police this as I know businesses will hire new staff and never get police checks for those staff
A.3	This will be the responsibility of the Ministry and the Service Provider should contact the Ministry Representative if they have concerns.
Q.4	if someone from Oshawa tries for Kawartha Lakes/Haliburton it is impossible to be in Haliburton in two hours
A.4	Please elaborate on your question.
Q.5	Why the service provider would be responsible for supplying staffing for both body intake at scene as well as intake at medical facility. If staff is required for intake then medical facility should be responsible for intake staffing at receiving end.
A.5	To ensure respectful and dignified handling of the Human Remains, the Service Provider must respond to all calls for Body Transportation Services by providing a minimum of two (2) Service Provider Personnel, unless otherwise instructed by the Coroner or the OCC/OFPS Provincial Dispatch Unit. This provision is for all locations/Scenes across the province.

Q.6	Would it be possible for me to register on the portal and review the requirements of the submission without getting in the way of the tender process?
A.6	Yes. Respondents can register on the Ontario Tenders Portal (OTP) e-Tendering System to review the requirements of the submission without interfering with the tender process.
Q.7	<p>I have a question in regards to the service areas. We in Northern Ontario service VAST areas for coroner's work. We travel to calls as much as 4-5 hours in every direction. This is not an everyday occurrence of course as there are other funeral homes in smaller towns serving those areas as well. However, the question you ask is which areas am I capable of serving - the answer to that is not a simple one. I COULD serve the entire province if the Coroner's Office were going to pay the mileage on it.</p> <p>So, in talking with many smaller funeral homes in the area, they are not going through all of this to retain coroner's work. My guess is that we are going to be called to do a lot more distant highway runs as we are the largest coroner service provider in the area.</p> <p>So if I sign up for multiple areas, does this mean I am automatically put on the roster in those areas? Or I am used as a backup for the times any local funeral homes cannot or decline to respond (providing they have signed up for this).</p> <p>What is the procedure if you do not have a funeral home sign up for a certain service area? Do you call the next closest? If that is the case, then I am guessing I should not sign up for those areas. That way I am not part of the regular roster cycle and it will be up to your office to figure it out when there isn't anyone available - then they will end up calling us anyway as the next closest provider.</p> <p>None of this is clear in anything I can find and to be honest, I am not sure it is a thought that has even come up.</p> <p>Please outline the general steps that will be taken in these situations.</p>
A.7	<p>Section A.10 of Schedule A of the Body Transportation Service Provider Agreement outlines the dispatching process, including catchment areas exempted from the call-by-call rotational roster process.</p> <p>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>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, in accordance with the established roster in each catchment area throughout the province. Service Providers may be requested to provide Body Transportation Services in an adjacent</p>

	<p>catchment area from time-to-time if circumstances warrant. [emphasis added]</p> <p>You should only sign up for catchment areas where you can provide 24 hours a day, seven (7) days a week, 365 days a year service. This includes sufficient staff to provide full service on all statutory holidays.</p> <p>With the exception of catchment areas listed in A.10.1.2b) of the Service Provider Agreement, Service Providers, or their Ministry-authorized Subcontractor(s), must provide Body Transportation Services covering the entire catchment area for which they sign up (to the North, South, East and West borders of the specified catchment area).</p> <p>Where more than 20% of calls for service placed to the Service Provider are either not answered, not returned within ten (10) minutes or are answered but rejected on an annual basis, the Service Provider will be required to attend a meeting with the Ministry to review performance and may result in termination of the Agreement.</p>
Q.8	<p>I am trying attach three pages of agreement and it says file is to large. How can upload the three pages if portal with not allow me to?</p>
A.8	<p>Please see Section: 1.1 Procurement Details - Section 1.1 .2 File Size Restrictions when Uploading Attachments.</p> <p>The portal allows individual attachments from 4Mb up to a maximum of 250 Mb.</p> <p>Please note that only ONE (1) file can be uploaded for each attachment question. If your file is large or you have multiple files to attach, you can combine files prior to attaching them or compress the data into a single compressed ZIP file.</p> <p>Please provide the information required in the three areas and attach the entire Agreement.</p>
Item	Part B: Amendments
1	<p>Section 1.1.14 of the Qualification Envelope is deleted and replaced with:</p> <p>1.1.14 Respondent’s Deadline for Questions</p> <p>January 6, 2022 at 16:00 EST (Toronto time).</p> <p>(See Part 3 - Terms and Conditions, section 1.4 Response Process Requirements of Attachment 1.)</p>

2	<p>Section 1.1.15 of the Qualification Envelope is deleted and replaced with:</p> <p>1.1.14 Deadline for Issuing Addenda</p> <p>January 14, 2022 at 16:00 EST (Toronto time).</p> <p>(See Part 3 - Terms and Conditions, section 1.3 Communication After Issuance of RFR of Attachment 1.)</p>
3	<p>Section 1.1.16 of the Qualification Envelope is deleted and replaced with:</p> <p>1.1.16 RFR Closing Date and Time</p> <p>January 28, 2022 at 11:00:00 a.m. EST (Toronto time).</p> <p>If the Ministry makes any changes to the RFR after a Respondent has submitted its Response, the Response will be invalidated on the Ontario Tenders Portal eTendering System and the Respondent will need to re-submit its Response. The Respondent will be required to update any new or modified sections of the RFR by way of the Ontario Tenders Portal eTendering System and re-submit its Response.</p> <p>Respondents will be notified of Ministry changes to the RFR through the Ontario Tenders Portal eTendering System. In order to be notified of these changes, Respondents must continue to monitor the Ontario Tenders Portal eTendering system after they have submitted their Response.</p> <p>Please note:</p> <p>Any Responses (or sections of a Response) submitted through the OTP online messaging function will not be accepted.</p> <p>(See Part 3 - Terms and Conditions, section 1.4 Response Process Requirements of Attachment 1.)</p>
End of Addendum 3	

Note on Closing

The RFR closes on January 28, 2022 at 11:00:00 a.m. EST (Toronto time).

Addendum Date: December 16, 2021

End of Addendum #3