



Dry- Cleaning Services for DRPS Personnel
Request for Proposal # DRPS-2025-005

Request for Proposal Timetable	
Event	Time/Date
DRPS's Issue Date of Request for Proposals	November 10, 2025
Proponents Deadline to Submit Questions	2:00 PM on November 25, 2025
DRPS's Deadline for Issuing Answers	November 28, 2025
Closing Date	2:00 PM on December 9 2025
All times specified in this timetable are local times in Toronto, Ontario, Canada	

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

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PART 1 - INVITATION AND SUBMISSION INSTRUCTIONS

1.1 Invitation to Proponents

This Request for Proposals (the “RFP”) is an open invitation by the Durham Regional Police Service (“the DRPS”) to obtain Proposals from qualified Proponents for **Dry-Cleaning Services for DRPS Personnel (“Services”)**, as further described in Part 2 – The Deliverables of this RFP (the “Deliverables”).

DRPS is seeking to procure Dry Cleaning Services, specifically for uniforms and other work-related garments for its personnel.

DRPS intends to award one (1) or more Agreements, with an initial Term of the Agreement (“Term”) of three (3) years with an option in favour of DRPS to extend the Term on the same terms and conditions for up to two (2) additional terms of two (2) years each.

This RFP is issued by DRPS.

1.2 RFP Contact

For the purposes of this procurement process, the “RFP Contact” will be:

Deepali Vasisht, Manager- Purchasing (dvasisht@drps.ca)

All questions are to be submitted through email to the RFP Contact.

Proponents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of the DRPS, other than the RFP Contact, concerning matters regarding this RFP. Failure to adhere to this rule may result in the disqualification of the Proponent and the rejection of the Proponent’s Proposal.

1.3 Supplier Experience and Qualifications

The Supplier should possess appropriate experience, qualifications, and demonstrated knowledge relative to the requirements in this RFP including, but not limited to:

- a) have storefront business location for pickup and drop off within Region of Durham;
- b) Be fully cognizant of and have the demonstrated knowledge of dry-cleaning services;

1.4 RFP Timetable

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

Table 1 : RFP Timetable	
Event	Time/Date
DRPS's Issue Date of RFP:	November 10 , 2025
Proponent's Deadline to Submit Questions:	2:00 PM on November 25 , 2025
DRPS's Deadline for Issuing Answers and addenda:	November 28 , 2025
Closing Date:	2:00 PM on December 9 2025
Anticipated Agreement Start Date:	January, 2026

Note – all times specified in this RFP timetable are local times in Toronto, Ontario, Canada.

DRPS 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.

1.5 Submission of Proposals

1.5.1 Proposals to be submitted at Prescribed Location

Proposals must be submitted electronically to the RFP Contact at the following email address: dvasisht@drps.ca

1.5.2 Proposals to be Submitted On Time

Proposals must be submitted on or before the Submission Deadline. Proposals submitted after the Submission Deadline will not be accepted. Proponents are advised to make submissions well before the deadline. Proponents making submissions near the deadline do so at their own risk.

DRPS does not accept any responsibility for Proposals delivered to any other email address or by any other means by the Proponent. Proposals will be deemed to be received when they enter into the DRPS system and DRPS accepts no responsibility for Proposals sent prior to the deadline that fail for any reason to enter into the DRPS system by the deadline.

The determination of whether the proposal is delivered by the Submission Deadline shall be based on the electronic time and date stamp generated by the DRPS server, whether or not accurate.

1.5.3 Proposals to be submitted in Prescribed Format

Proponents must submit one (1) electronic copy of their Proposal to the email address noted in 1.5.1. The email should indicate the RFP title and number (see

RFP cover page) in the subject line and the full legal name of the proponent in the body of the email. Any Pricing Response required in response to this RFP are to be submitted, in the electronic copy, in Word or Excel formats only as per Attachment 2 – Pricing Response Form.

Proponents should note that the maximum acceptable email size is 20MB. If greater than 20MB, Proponents should email Proposals in multiple emails. If sending in multiple emails, each email should indicate the total number of emails that are being sent. All emails must be received prior to the Submission Deadline.

1.5.4 Amendment of Proposals

Proponents may amend their Proposals prior to the Submission Deadline by submitting the amendment in the same prescribed format as detailed in 1.5.3. Any amendment should clearly indicate which part of the Proposal the amendment is intended to amend or replace. However, the Proponent is solely responsible for ensuring that the amended Proposal is submitted by the Submission Deadline and is clearly marked as 'Amended'.

1.5.5 Withdrawal of Proposals

Proponents may withdraw their Proposals prior to the Submission Deadline. However, the Proponent is solely responsible for ensuring that the request to withdraw a submitted Proposal is received prior to the Submission Deadline.

1.5.6 Proposals Irrevocable after Submission Deadline

Proposals shall be irrevocable for a period of 60 days running from the moment that the Submission Deadline passes.

1.5.7 Bid Bond

Not applicable.

1.6 Type of Contract for Deliverables

The selected Proponent will be required to enter into an agreement with the DRPS for the provision of the Deliverables in the form of Agreement attached as Appendix A – Form of Agreement to the RFP (the "Agreement").

1.7 Definitions

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

“**AODA**” means Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, as amended;

“**Accessibility**” means a general term which is used to describe the degree of ease that something (e.g., device, service, and environment) can be used and enjoyed by persons with a disability. The term implies conscious planning or design, or both, effort to ensure it is barrier-free to persons with a disability, and by extension, usable and practical for the general population as well;

“**Authorities**” and “**Authority**” means any government authority, agency, body or department, whether federal, provincial or municipal, having or claiming jurisdiction over the Contract;

“**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;

“**Agreement**” or “**Form of Agreement**” or “**Contract**” means the agreement to be made between the Preferred Proponent and DRPS based on the template attached as Appendix A – Form of 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 DRPS and the Supplier;

“**Best and Final Offer**” or “**BAFO**” means a process during the negotiation stage in which a Preferred Proponent may be invited by DRPS to submit a best and final offer on a process or section of the RFP to improve on their original Proposal submission. BAFO cannot be requested by a Proponent;

“**Business Day**” or “**Day**” means Monday to Friday between the hours of 9:00 a.m. to 5:00 p.m. for DRPS, 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 RFP Section 1.4 and may be amended from time to time in accordance with the terms of this RFP;

“**Conflict of Interest**” includes, but is not limited to, any situation or circumstance where:

- (a) in relation to the RFP process, a 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 DRPS and not available to other Proponents; (ii) communicating with any person with a view to influencing preferred treatment in the RFP process including the giving of a benefit of any kind, by or on behalf of a Proponent to anyone employed by, or otherwise connected with, DRPS; or (iii) engaging in conduct that compromises or could be seen to compromise the integrity of the open and competitive RFP process and render that process non-competitive and unfair; or

(b) in relation to the performance of its contractual obligations in a Contract with DRPS, the Supplier's other commitments, relationships or financial interests (i) could or could be seen to exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement; or (ii) could or could be seen to compromise, impair or be incompatible with the effective performance of its contractual obligations;

“Deliverable” means all Services to be provided or performed by the Supplier, under the Agreement, and includes everything that is necessary to be supplied, provided or delivered by the Supplier within scope of the resulting Agreement;

“DRPS’s Deadline for Issuing Answers and Addenda” means the date and time as set out in RFP Section 1.4 and may be amended from time to time in accordance with the terms of this RFP;

“Eligible Proposal” means a Proposal that meets or exceeds the prescribed requirement, proceeding to the next stage of evaluation;

“HST” means Ontario Harmonized Sales Tax;

“Pricing Response” means the Rates quoted by the Proponent within Attachment 2 - Pricing Response Form;

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

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

“Rates” means the Fee per Voucher for the Deliverables as set out in the Proponent's submitted Attachment 2 - Pricing Response Form;

“Request for Proposals” or **“RFP”** means this Request for Proposals # DRPS-2025-005 issued by DRPS, including all appendices and addenda thereto;

“Service” refers to all dry-cleaning and related activities to be performed or provided by the Supplier under the Agreement. This includes, but is not limited to, the provision of labour, equipment, cleaning agents and chemicals, and all necessary processes such as pressing, starching, hanging, wrapping, and any additional garment treatment required. Where applicable, the Service also encompasses transportation between the retail location and the cleaning facility, as well as secure storage of cleaned garments following completion of the cleaning process;

“Supplier” means a preferred Proponent who has fully executed an Agreement with DRPS and has assumed full liability and responsibility for the provision of Deliverables pursuant to the Agreement as a Supplier;

“Turnaround Time” or **“TAT”** refers to the total number of business days required for the completion of dry-cleaning services, measured from the time a garment is dropped off to the time it is returned to the member, cleaned and ready for use by DRPS personnel;

“Technical Response” refers to the information submitted by the Proponent as part of its Proposal Submission, which will be evaluated and scored in accordance with the criteria outlined in Attachment 1 - Technical Response Form;

“Term” has the meaning set out in RFP Section 1.1; and,

“Voucher” or **“Dry Cleaning Voucher”** refers to the current system in place at DRPS, whereby personnel are issued vouchers that may be used to obtain dry-cleaning services for uniforms and other work-related garments on an as-needed basis.

[End of Part 1]

PART 2 – THE DELIVERABLES

This part of the RFP outlines the deliverables for dry-cleaning services that DRPS intends to procure, specifically for uniforms and other work-related garments (the “**Services**”).

DRPS requires that the Proponent has a clear and comprehensive understanding of the RFP requirements (i.e., Part 2 – The Deliverables).

The Supplier must have storefront business location within Region of Durham for pickup and drop off garments by DRPS Personnel. The Supplier shall also provide **all** Deliverables as outlined in this RFP.

2.1 Description of Deliverables

The Supplier shall provide dry-cleaning Services as described below:

- a) Security – Maintaining uniform security at all times (while at the cleaning premises) to prevent theft;
- b) Identification/tracking system - To enable quick and easy identification of garments to facilitate appropriate retrieval by DRPS personnel;
- c) Cleaning requirements – In addition to regular laundry services and dry-cleaning services, adhering to contamination standards and effective treatment, processing and handling of garments as and when required, including:
 - i. cleaning of garments contaminated with bodily fluids, blood-borne pathogens, hazardous materials, fuel(s), bed bugs, lice, etc.; and
 - ii. prevention of cross-contamination between contaminated items and non- contaminated items (e.g. contaminated items to be separated from non-contaminated items);
- d) Site Management – Maintaining locations in a clean condition and orderly manner;
- e) Management reporting – Monthly, quarterly, annual reporting, and specific on-demand reporting as and when required by DRPS.
- f) Honour serialized tickets issued annually by DRPS to act as Vouchers for dry-cleaning services.
- g) Dry- cleaning Vouchers must be categorized and valued according to the following breakdown:

Table 2: DRPS Dry – Cleaning Voucher Categorization		
Category	Item	Dry-Cleaning Vouchers
Plainclothes	1 Pair Dress pants	1
Plainclothes	1 Suit Jacket or Blazer	2

Plainclothes	1 Suit Vest	1
Plainclothes	1 Dress shirt	1
Plainclothes	2 Plain Laundered shirts Polo/T-shirts	1
Plainclothes	1 Raincoat	3
Plainclothes	1 Overcoat	3
Plainclothes	1 Plain Blouse	2
Plainclothes	1 Silk Blouse	2
Plainclothes	1 Plain Skirt	2
Plainclothes	1 Pleated Skirt	3
Plainclothes	1 Suede Skirt	10
Plainclothes	1 Dress	3
Plainclothes	1 Plain Sweater	2
Plainclothes	1 Cashmere Sweater	2
Plainclothes	2 plain ties (not Silk)	1
Uniform	1 Pair Uniform Pants	1
Uniform	1 Tunic	2
Uniform	2 Uniform Shirts	1
Uniform	1 Sweater	1
Uniform	2 Ties	1
Uniform	1 Patrol Jacket	2
Uniform	1 Patrol Jacket Lining	1
Uniform	1 Furr Winter Hat	1
Uniform	Parka	2
Uniform	1 Vest Cover	1
Uniform	1 Winter Jacket	2
Uniform	1 Raincoat	3
Uniform	1 Overcoat	3

- h) There shall be no deviation from the number of dry-cleaning Vouchers per article of clothing under the agreement during the term of the agreement or any extension(s).

2.2 In- Scope

The Services will be limited to:

- a) uniforms (duty administrative and formal/dress uniforms) for all ranks of officers;
- b) garments (suits, shirts, pants, skirts, jackets, outerwear, etc.) for senior officers as designated by DRPS from time to time;
- c) garments (shirts, pants, outerwear, etc.) for plain clothes officers and other personnel as designated by DRPS from time to time;

- d) jackets/outerwear for all ranks of officers; and,
- e) any additional items designated from time to time by DRPS.

2.3 Out of Scope

The Services do not include hats, belts, undergarments, ties, socks, athletic wear (including sweatshirts, sweatpants or yoga pants) unless specifically included and other items excluded by DRPS from time to time.

2.4 Performance expectations

The Services shall be delivered in a manner that ensures the proper care and maintenance of garments, including but not limited to the following:

- a) Maintaining cleanliness, professional appearance, and extending the garment's life cycle;
- b) Preventing color bleeding, including transfer of garment dyes onto attached flashes or insignia;
- c) Ensuring that the finishing process does not result in "shiny" areas on shirts or pants;
- d) Avoiding garment damage such as pilling, stretching, or shrinking;
- e) Testing for colorfastness prior to applying any cleaning method and ensuring color integrity is preserved throughout the process;
- f) Applying appropriate cleaning methodologies for:
 - i. Specialized materials (e.g., Gore-Tex);
 - ii. Gender-specific garment designs;
 - iii. A variety of fabric types (natural and synthetic);
 - iv. Embellishments such as screen printing, reflective markings, embroidery, zippers, epaulettes, etc.; and,
 - v. Accessories including buttons, flashes, crests, and other insignia.
- g) Utilizing suitable cleaning methods for garments contaminated with bodily fluids, bloodborne pathogens, hazardous substances, or fuels; and,
- h) Employing appropriate dry-cleaning techniques, including any necessary special treatments, to preserve the structural and visual integrity of each garment.

2.5 Representative Goods and Average Estimated Volumes

The garments range from casual, patrol and special teams' uniforms to plain clothes garments to full dress uniforms, and include outerwear.

Note: DRPS's choice of fabrics for garment items may change over course of the Term, depending on DRPS's requirements and to ensure continuous improvements of the range of garment items.

The average estimated volume of garment items is provided below, for purposes of giving Proponents an order of magnitude only, rather than exact volume requirements. DRPS makes no guarantees as to volumes. **Based on current staffing levels, the total annual dry-cleaning Voucher volume is approximately 152,000 Vouchers.** This estimate includes allocations for both civilian and uniform members.

Please note that the total annual volume may be split between multiple awarded Suppliers, depending on operational needs, geographic considerations, or service capacity. DRPS reserves the right to allocate volumes at its sole discretion.

2.6 Quality Assurance

The Proponent shall have a quality assurance program and escalation procedure to address lost or damaged garments, and to ensure effective resolution of disputes arising from DRPS complaints.

2.7 Environmental, Social & Governance

In addition to any requirements set out in the Agreement, the Proponent shall ensure that dry-cleaning services are delivered in a manner that:

- a) Prioritizes the use of cost-effective, environmentally preferable cleaning methods and agents, including those certified by GreenSeal, ECOLOGO, the U.S. EPA Safer Choice (formerly Design for the Environment (DfE) or equivalent third-party environmental certifications recognized in Canada;
- b) Minimizes environmental impact and potential allergic reactions by limiting the use of plastics and other single-use items (e.g., garment covers and hangers), and by incorporating reusable garment bags or totes with no additional packaging; and,
- c) Utilizes sustainable operational practices such as electronic item tracking and billing, and a system for recycling hangers.

2.8 Invoicing

2.8.1 Payment Terms

The DRPS's common payment terms are net thirty (30) days.

The Supplier shall accept payment by cheque, Visa Payables Automation (via ghost card) or Electronic Funds Transfer (“EFT”) at no additional cost to DRPS.

2.8.2 Payment Process

Invoices must be submitted to the DRPS’s Finance department on a monthly basis electronically (preferable) or by mail as follows:

- a) Electronic submission: finance@drps.ca; or,
- b) Mailed to: Durham Regional Police Service, Attention Finance Department, 605 Rossland Rd. E., PO Box 911, Whitby, Ontario, L1N 0B8.

Invoices must provide the following details :

- i. purchase order number;
- ii. complete description of Services;
- iii. Voucher count per Garment;
- iv. contact name and location of the requesting department;
- v. the date in which the goods/services were picked up or delivered;
- vi. HST registration number; and,
- vii. complete prices in accordance with the Contract provisions.

The Supplier will also be required to submit the actual physical Vouchers received from DRPS personnel against the Dry-Cleaning Services rendered by the Supplier.

The Supplier shall ensure all orders have an authorized DRPS purchase order number prior to filling / shipping order(s) and submitting the invoice(s). Failure to comply with these requirements may result in payment delays and return of invoice to the Supplier for proper information.

At any time during the term of the Contract including any extensions, the DRPS reserves the right to terminate the Contract where billing errors are consistently identified and/or not resolved in a timely manner.

Note – DRPS’s payment terms will not be in effect until the Supplier provides **an accurate invoice**.

2.8.3 Electronic Fund Transfer

The Supplier shall provide DRPS with the necessary banking information to enable EFT, at no additional cost, 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.

2.9 Rates

The proposed Service Rates shall be firm for the initial Term of the Agreement and shall be:

- a) Maximum Fee per Voucher;
- b) In Canadian funds and shall include all applicable costs related to all aspects of Services required to clean and prepare the garment, including but not limited to: labor, equipment, chemicals/cleaners, additional processing such as pressing, starching, hanging, wrapping, and where necessary transport to and from the retail location and the cleaning plant, and storage for up to 14 days after the service completion date including any fees or other charges required by law; and,
- c) Exclusive of the HST, or other similar taxes.

Rates must be submitted as part of the RFP Submission package as per Attachment 2 - Pricing Response Form. There shall be no additional levies, charges, or fee beyond the Fee per Voucher.

For each subsequent extension periods, if a price increase is proposed by the Supplier, it shall not exceed the level of inflation using the Ontario, All-Items Consumer Price Index (CPI), Year over Year, published by Statistics Canada as available two months prior to the initial expiry date, and must be submitted to the DRPS's purchasing section, along with an assessment of current market indicators, by no later than sixty (60) days prior to the Agreement extension date. The DRPS will accept or reject the proposed price increase within thirty (30) days of receipt, based on the assessment of the validity of current market indicators submitted. The proposed prices, if accepted by the DRPS, shall be held firm for that extension term. The DRPS may reject the proposed price increase for any additional extension term if the percentage increase proposed is deemed by the DRPS to be excessive in nature.

2.10 Supplier Management Support to DRPS

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

- a) Assigning to DRPS a Supplier account executive and team responsible for supporting and overseeing all aspects of the Agreement;
- b) Working and acting in an ethical manner demonstrating integrity, professionalism, accountability, transparency and continuous improvement;
- c) Maintaining DRPS confidentiality by not disclosing Confidential Information without the prior written consent of DRPS, as the case may be, as further described in Appendix A – Form of Agreement;
- d) Managing issue resolution in a timely manner;
- e) Complying with agreed upon escalation processes to resolve outstanding issues;
- f) Timely submission of Invoices and supporting documents as described in Appendix B – Contract Terms and Conditions.

2.11 Performance Management during the Contract Term

To ensure consistent service quality and accountability throughout the contract term, DRPS will implement a performance management framework that includes service level monitoring, turnaround time (TAT) guarantees, and escalation protocols.

2.11.1 Turnaround Time (TAT) Requirements

Suppliers must meet the following turnaround time standards for dry-cleaning services:

- a) Average TAT Expectation: Three (3) business days from item drop-off to return.
- b) Guaranteed TAT Commitment: No more than five (5) business days under normal operating conditions.

Suppliers must adhere to the guaranteed TAT for all standard Service requests. Any anticipated delays due to holidays, operational disruptions, or exceptional circumstances must be communicated to DRPS in advance. Repeated failure to meet guaranteed TAT may result in performance review, corrective action, or Contract termination.

2.11.2 Escalation Contacts

Each awarded Supplier must designate a primary and secondary point of contact for service escalations. These contacts must be available during regular business hours and empowered to resolve service issues promptly.

The awarded Supplier shall submit contact details for all escalation points, as outlined in Schedule 2 - Escalation Matrix. These details must be provided as part of the mandatory documentation during the Agreement execution stage.

DRPS will also designate internal contract management contacts to facilitate issue resolution and performance reviews.

2.11.3 Performance Review and Issue Resolution

DRPS reserves the right to conduct quarterly performance reviews, including evaluation of:

- a) TAT compliance
- b) Service quality and garment handling
- c) Voucher redemption accuracy
- d) Responsiveness to escalations

Suppliers may be asked to participate in review meetings and provide documentation or corrective action plans if performance thresholds are not met.

[End of Part 2]

PART 3- EVALUATION AND AWARD

3.1 Stages of Evaluation

The DRPS will conduct the evaluation of Proposals in the following stages:

Table 3: RFP Stages of Evaluation				
Stage	Description	Refer to RFP Section	Scoring Methodology and Maximum Points (if applicable)	Minimum Threshold Requirement (if any)
Stage I	Mandatory Submission Requirements	3.2	Pass/Fail	Pass
Stage II	Technical Response	3.3	80	40
Stage III	Pricing Response	3.4	120	Not Applicable
Stage IV	Cumulative Score and Tie Break Process	3.5	200	Not Applicable
Stage V	Reference Checks	3.6	Pass/Fail	Pass
Stage VI	Negotiations	3.7	Not Applicable	Not Applicable
Stage VII	Agreement Finalization	3.8	Not Applicable	Not Applicable

3.2 Stage I - Review of Mandatory Submission Requirements

Stage I will consist of a review to determine which Proposals comply with all of the Mandatory Submission Requirements. Proposals that do not comply with all of the Mandatory Submission Requirements as of the Submission Deadline will, subject to the express and implied rights of the DRPS, be disqualified and not evaluated further.

Each Proposal must include all of the following Mandatory Submission requirements:

Table 4: RFP Mandatory Submission Requirements		
#	Title	Refer to RFP
1	Signed Acknowledgement of Contract Terms and Conditions	Appendix - B
2	Form of Offer	Appendix - C
3	Technical Response Form	Attachment - 1
4	Pricing Response Form	Attachment - 2
5	Copy of Valid Business License	Attachment - 3
6	Reference List Form	Attachment - 4

3.2.1 Compliance with Appendix B - Contract Terms and Conditions

Proponent to submit signed Acknowledgement of Appendix B – Contract Terms and Conditions.

3.2.2 Appendix C - Form of Offer

Each Proposal must include a completed proposal addressing the requirements outlined in Part 2- The Deliverables of this RFP as per Appendix C and subsequent attachments. The Proposal must be submitted by an authorized representative of the Proponent.

a. Attachment 1 - Technical Response Form

Each Proposal must include the Attachment 1 - Technical Response Form completed according to the instructions contained in the form(s).

b. Attachment 2 - Pricing Response Form

Each Proposal must include the Pricing as per Attachment 2 - Pricing Response Form completed according to the instructions contained in the form(s).

c. Attachment 3 - Valid Business License

Each Proposal must include a copy of Proponent's valid business license including an BN/HST#.

d. Attachment 4 - Reference List Form

Each Proposal must include a minimum of two (2) references from client organizations who have been provided with similar services in the past five (5) years and report satisfaction with the quality, accuracy and timeliness of the services received as per Attachment 4 - Reference List Form

Failure to satisfy all of the Mandatory Submission Requirements, subject to the express and implied rights of the DRPS, will be cause for disqualification and the Proposal will not be evaluated further. This provision is solely for the benefit of the DRPS and may be waived by the DRPS.

No Amendment to Forms

Other than inserting the information requested on the mandatory submission forms set out in the RFP, a 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 Evaluation

Stage II will consist of an evaluation and scoring of the Technical Response for each eligible Proposal as per the Attachment 1 – Technical Response Form.

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 RFP 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.

The overall threshold for the Technical Response is **fifty percent (50%) or forty points (40)**, and some Technical Response sections have a minimum threshold as well as identified in the table below.

The following sets out the sections, weightings and descriptions of the rated criteria to be used in Stage II of this RFP. Proponents who do not meet a minimum threshold score for a section will not proceed to the next stage of the evaluation process.

Point allocations for the Technical Response sections are as follows:

Table 5: Technical Response Point Allocation		
Technical Response Sections	Sub Point Allocation	Minimum Threshold
Proponent's Overview	40	20
Service Capability and Coverage	10	N/A
Quality assurance and garment care	10	N/A
Voucher System Integration	10	5
Environment and Regulatory Compliance	10	N/A
TOTAL POINTS:	80	40

Proposals should include thorough details to allow for a comprehensive evaluation of submissions based on the point allocation as detailed above and Evaluation Table outlined below. In determining the level of detail to submit for evaluation, refer to the evaluation weighting (points) breakdown outline as mentioned in Attachment 1- Technical Response Form.

The selection of the winning proposal will be based on a numerical scoring system from zero (0) to ten (10). The proposals will be assigned a score for each Technical Response Section question as outline in the following Evaluation Table.

Each item/category will be evaluated as shown to reflect the goals for this RFP.

Rating		Description
9-10	Excellent	Exceeds the requirements of the criterion in superlative beneficial ways very desirable.
7-8	Good	Exceeds the requirements of the criterion and provides added value beneficial to DRPS's needs.
5-6	Average	Adequately meets most of the requirements of the criterion. May be lacking in some areas which are not critical.
3-4	Poor	Addresses most, but not all, of the requirements of the criterion to the minimum acceptable level. Lacking in critical areas.
0-2	Unsatisfactory	Does not satisfy the requirements of the criterion on any manner.

Any Proposal that does not respond to a specific question—whether left blank or marked as “N/A” or “Not Applicable”—will receive a score of zero (0) for that item. Failure to provide the requested information will be considered non-responsive, and no points will be awarded during the evaluation process.

Failure to satisfy all of the technical requirements, subject to the express and implied rights of the DRPS, will be cause for disqualification and the bid will not be evaluated further. This provision is solely for the benefit of the DRPS and may be waived by the DRPS.

Stage II resulting scores per Proposal will be used when determining the cumulative score as described below in RFP Section 3.5.

3.4 Stage III - Pricing Response Evaluation

Upon the completion of Stage III of the evaluation, the Pricing Response will be opened for all Eligible Proposals.

Stage III will consist of a scoring of the submitted Rates of each qualified Proposal in accordance with the Pricing Response evaluation method set out below.

Point allocations for the Pricing Response sections are as follows:

Table 7: Pricing Response Point Allocation		
Pricing Response Sections	Sub Point Allocation	Minimum Threshold
Net Rate (Fee per Voucher)	120	N/A

Proponents must complete and submit the separate Pricing Response Form for this RFP, available as Attachment 2 - Pricing Response Form.

Rates will be assessed, using the following formula:

$$\begin{aligned}
 &\textit{Pricing Response Evaluation Points} = \\
 &(\textit{Proponents Proposed Net Rate} \div \textit{Lowest Proposed Net Rate}) \times \\
 &\textit{Sub Point Allocation for Pricing Response}
 \end{aligned}$$

The score from this stage will be combined with the score from Stage II to determine the cumulative score for Stage IV.

An example of how Pricing Response Evaluation score will be calculated is provided below:

Table 8: Example of Pricing Response evaluation for Net Rate		
Proposed Net Rates	Calculation	Pricing Response Evaluation score
If Proponent 1 proposes the lowest maximum net Rate (Fee per Voucher) of \$3.00 , it would receive 100% of the points allocated.	$\$3 \div \3×120 Points	120
If Proponent 2 proposes the second maximum net Rate (Fee per Voucher) of \$6.00 , it would receive 50% of the points allocated.	$\$3 \div \6×120 Points	60
If Proponent 3 proposes the third maximum net Rate (Fee per Voucher) of \$12.00 for, it would receive 25% of the points allocated.	$\$3 \div \12×120 Points	30

3.5 Stage IV - Cumulative Score and Tie Break Process

After the completion of Stage III, all scores from Stage II and Stage III will be added together and Proponents will be ranked based on their total scores. In the event of a tie, the selected Proponent will be selected by way of coin toss.

3.6 Stage V - Reference Check

The DRPS will contact references of the top-ranked Proponent to obtain a “Pass/Fail” score related to the reference scoring as indicated in RFP Section 3.1. If the top-ranked Proponent fails to achieve a passing score, the DRPS may, without incurring any liability, withdraw the selection of that Proponent and proceed with the selection of the next top-ranked Proponent.

Subject to the reserved rights of the DRPS, the top-ranked Proponent passing the reference checks will be selected to enter into the agreement in accordance with the following section.

3.7 Stage VI - Notice to Proponent and Negotiation

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

The negotiations may include:

- a) RFP Deliverables;
- b) Agreement management (e.g., performance, KPIs, penalties, reporting);
- c) Agreement terms and conditions;
- d) Additional references, if required;
- e) Rates; and,
- f) Best and Final Offer.

DRPS 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 and may include requests by DRPS for improved Rates.

DRPS intends to complete negotiations within ten (10) calendar days after notification. If, for any reason, DRPS and a Preferred Proponent fail to reach an agreement within the aforementioned timeframe, DRPS may:

- i. Request the Preferred Proponent to submit its Best and Final Offer;
- ii. Terminate negotiations with that particular Preferred Proponent; or,
- iii. Extend the negotiation timeline.

Upon successful negotiations, the Preferred Proponent(s) will be invited to execute an Agreement.

3.8 Stage VII - Execution of Agreement

Notice of selection by the DRPS to the selected Proponent shall be in writing. The selected Proponent shall execute the Agreement in the form attached as Appendix A- Form of Agreement to this RFP and satisfy any other applicable conditions of this RFP, including the Final Conditions of Award listed below in RFP Section 3.9, within ten (10) days of notice of selection. This provision is solely for the benefit of the DRPS and may be waived by the DRPS.

3.9 Final Conditions of Award

In accordance with the terms and conditions of this RFP, the Supplier must provide the following documentation within ten (10) business days of notice provided by the DRPS in the form of a Contract Award Letter. Failure to provide the following required documentation will constitute a default by the Supplier:

- a) An executed copy of Appendix A - Form of Agreement signed by an officer of the Supplier with the authority to bind the corporation;
- b) A Certificate of Insurance naming the Durham Regional Police Service as an additional insured, as noted in Appendix B - Contract Terms and Conditions. A copy of the DRPS's form to be completed by your agent or broker or insurer is attached for this purpose;
- c) A Certificate of Clearance from the WSIB, as noted in Appendix B - Contract Terms and Conditions;
- d) The Supplier shall designate both a primary and secondary point of contact for service-related escalations. Contact details and escalation roles must be provided in accordance with Schedule 2 - Escalation Matrix;
- e) A signed copy of the DRPS's confirmation of favourable Health and Safety Practice Form as per Schedule 3 - Health and safety Practise Form;
- f) A valid Tax Compliance Certificate issued by the Canada Revenue Agency (CRA), confirming that the Supplier is in good standing with respect to its tax obligations;
- g) A sample copy of Supplier's invoice required for payment setup purposes; and,
- h) An original completed and signed Direct Deposit Authorization Form accompanied with an original voided cheque.

3.9.1 Security Clearance Requirements

The Supplier will be required to comply with DRPS background check protocols as outlined in the Agreement Terms and Conditions, including Criminal Records and reliability checks for all personnel interacting with DRPS garments.

3.10 Failure to Enter into Agreement

In addition to all of the DRPS's other remedies, if a selected Proponent fails to execute the Agreement or satisfy any applicable conditions within ten (10) days of notice of selection, the DRPS may, without incurring any liability, withdraw the selection of that Proponent and proceed with the selection of another Proponent.

[End of Part 3]

PART 4 - TERMS AND CONDITIONS OF THE RFP PROCESS

4.1 General Information and Instructions

4.1.1 RFP Incorporated into Proposal

All of the provisions of this RFP are deemed to be accepted by each Proponent and incorporated into each Proponent's Proposal. A Proponent who submits conditions, options, variations or contingent statements inconsistent with the terms set out in this RFP, including the terms in Appendices A and B, either as part of its Proposal or after receiving notice of selection, may be disqualified. If a Proponent is not disqualified despite such changes or qualifications, the provisions of this RFP, including the terms set out in Appendices A and B will prevail over any such changes or qualifications in the Proposal.

4.1.2 Proponents to Follow Instructions

Proponents should structure their Proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a Proposal should reference the applicable section numbers of this RFP.

4.1.3 Proposals in English

All Proposals are to be in English only.

4.1.4 No Incorporation by Reference

The entire content of the Proponent's Proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in the Proponent's Proposal but not attached will not be considered to form part of its Proposal.

4.1.5 References and Past Performance

In the evaluation process, the DRPS may include information provided by the Proponent's references and may also consider the Proponent's past performance or conduct on previous contracts with the DRPS or other institutions.

4.1.6 Information in RFP Only an Estimate

The DRPS and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way

of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only, and are for the sole purpose of indicating to Proponents the general scale and scope of the Deliverables. It is the Proponent's responsibility to obtain all the information necessary to prepare a Proposal in response to this RFP.

4.1.7 Proponents to Bear their Own Costs

The Proponent will bear all costs associated with or incurred in the preparation and presentation of its Proposal, including, if applicable, costs incurred for interviews or demonstrations.

4.1.8 Proposal to be Retained by the DRPS

The DRPS will not return the Proposal or any accompanying documentation submitted by a Proponent.

4.1.9 Trade Agreements

Proponents should note that procurements falling within the scope of Chapter 5 of the Canadian Free Trade Agreement (CFTA) or Chapter 19 of the Canada European Union: Comprehensive Economic and Trade Agreement (CETA) or within the scope of the Trade and Cooperation Agreement between Quebec and Ontario (OQTCA) are subject to that trade agreement but that the rights and obligations of the parties will be governed by the specific terms of this RFP.

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.ontario.ca/document/trade-and-cooperation-agreement-between-ontario-and-quebec-0> ; and,
- c) Comprehensive Economic and Trade Agreement at <http://www.international.gc.ca/gac-amc/campaign-campagne/ceta-aecg/index.aspx?lang=eng> .

4.1.10 No Guarantee of Volume of Work or Exclusivity of Contract

The DRPS makes no guarantee of the value or volume of work to be assigned to the successful Proponent. The agreement will not be an exclusive contract for the provision of the described Deliverables. The DRPS may contract with others for goods and services the same as or similar to the Deliverables or may obtain such goods and services internally.

4.2 Communication after Issuance of RFP

4.2.1 Proponents to Review RFP

Proponents shall promptly examine all of the documents comprising this RFP, and

- (a) shall report any errors, omissions or ambiguities; and
- (b) may direct questions or seek additional information

in writing to the RFP Contact via email, before the deadline for questions. All questions or comments submitted in this manner shall be deemed to be received once the email has been received by the Proponent. No such communications are to be directed to anyone outside of the RFP Contact, and the DRPS shall not be responsible for any information provided by or obtained from any source other than the RFP Contact. The DRPS is under no obligation to provide additional information. It is the responsibility of the Proponent to seek clarification on any matter it considers to be unclear. The DRPS shall not be responsible for any misunderstanding on the part of the Proponent concerning this RFP or its process.

4.2.2 All New Information to Proponents by way of Addenda

This RFP may be amended only by addendum in accordance with this section. If the DRPS, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all Proponents by addendum. Each addendum forms an integral part of this RFP and may contain important information, including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by the DRPS.

4.2.3 Post-Deadline Addenda and Extension of Submission Deadline

If the DRPS determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, the DRPS may extend the Submission Deadline for a reasonable period of time.

4.2.4 Verify, Clarify and Supplement

When evaluating Proposals, the DRPS may request further information from the Proponent or third parties in order to verify, clarify or supplement the information provided in the Proponent's Proposal. The response received by the DRPS shall, if accepted by the DRPS, form an integral part of the Proponent's Proposal.

4.3 Notification and Debriefing

4.3.1 Notification to Other Proponents

Once the Agreement is executed between the DRPS and Proponent(s), the other Proponents shall be notified by email of the outcome of the procurement process.

4.3.2 Debriefing

Proponents may request a debriefing after receipt of a notification of the outcome of the procurement process. All requests must be in writing to the RFP Contact and must be made within thirty (30) days of such notification. The RFP Contact will contact the Proponent's representative to schedule the debriefing. Debriefings may occur by way of conference call or other remote meeting format as prescribed by DRPS.

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 or its outcome.

4.3.3 Procurement Protest Procedure

If a Proponent wishes to challenge the RFP process, it should provide written notice to the RFP Contact in accordance with the DRPS's vendor dispute mechanism and any applicable trade agreement or other applicable bid protest procedures and subject to having attended a debriefing. The notice must be submitted in writing to DRPS 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, DRPS will review and address any protest in a timely and appropriate manner.

4.4 Conflict of Interest and Prohibited Conduct

4.4.1 Conflict of Interest

The DRPS may disqualify a Proponent for any conduct, situation or circumstances, determined by the DRPS, in its sole and absolute discretion, to constitute a Conflict of Interest.

Conflicts of interest include, but are not limited to, any situation or circumstance where:

- a) In relation to the RFP 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 access to information in the preparation of its Proposal that is confidential to the DRPS and not available to other Proponents;
 - ii. communicating with any person with a view to influencing preferred treatment in the RFP process including the giving of a benefit of any kind, by or on behalf of the Proponent to anyone employed by, or otherwise connected with the DRPS; or
 - iii. engaging in conduct that compromises or could be seen to compromise the integrity of the open and competitive RFP process and render that process non-competitive and unfair; or
- b) In relation to the performance of its contractual obligations in a DRPS contract, the Proponent's other commitments, relationships or financial interests
 - i. could or could be seen to exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement; or
 - ii. could or could be seen to compromise, impair or be incompatible with the effective performance of its contractual obligations.

4.4.2 Disqualification for Prohibited Conduct

The DRPS may disqualify a Proponent, rescind a notice of selection or terminate a contract subsequently entered into if the DRPS determines that the Proponent has engaged in any conduct prohibited by this RFP.

4.4.3 Prohibited Proponent Communications

Proponents must not engage in any communications that could constitute a Conflict of Interest.

4.4.4 Proponent not to Communicate with Media

Proponents must not at any time directly or indirectly communicate with the media in relation to this RFP or any agreement entered into pursuant to this RFP without first obtaining the written permission of the RFP Contact.

4.4.5 No lobbying

Proponents must not, in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful Proponent(s).

4.4.6 Illegal or Unethical Conduct

Proponents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion or collusion. Proponents must not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers, agents, elected or appointed officials or other representatives of the DRPS; deceitfulness; submitting Proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

4.4.7 Past Performance or Past Conduct

The DRPS may prohibit a supplier from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, including but not limited to the following:

- (a) illegal or unethical conduct as described above;
- (b) the refusal of the supplier to honour its submitted pricing or other commitments; or

- (c) any conduct, situation or circumstance determined by the DRPS, in its sole and absolute discretion, to have constituted an undisclosed Conflict of Interest.

4.5 Confidential Information

4.5.1 Confidential Information of the DRPS

All information provided by or obtained from the DRPS in any form in connection with this RFP either before or after the issuance of this RFP

- (a) is the sole property of the DRPS and must be treated as confidential;
- (b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract for the Deliverables;
- (c) must not be disclosed without prior written authorization from the DRPS; and
- (d) must be returned by the Proponent to the DRPS immediately upon the request of the DRPS.

4.5.2 Confidential Information of 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 the DRPS. The confidentiality of such information will be maintained by the DRPS, except as otherwise required by law or by order of a court or tribunal. Proponents are advised that their Proposals will, as necessary, be disclosed on a confidential basis to advisers retained by the DRPS to advise or assist with the RFP process, including the evaluation of Proposals. If a Proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the RFP Contact.

4.6 Reserved Rights and Limitation of Liability

4.6.1 Reserved Rights of the DRPS

The DRPS reserves the right to :

- (a) make public the names of any or all Proponents;

- (b) make changes, including substantial changes, to this RFP provided that those changes are issued by way of addendum in the manner set out in this RFP;
- (c) request written clarification or the submission of supplementary written information in relation to the clarification request from any Proponent and incorporate a Proponent's response to that request for clarification into the Proponent's Proposal;
- (d) assess a Proponent's Proposal on the basis of: (i) a financial analysis determining the actual cost of the Proposal when considering factors including quality, service, price and transition costs arising from the replacement of existing goods, services, practices, methodologies and infrastructure (howsoever originally established); and (ii) in addition to any other evaluation criteria or considerations set out in this RFP, consider any other relevant information that arises during this RFP process; and (iii) any act of bankruptcy; or receiver appointment on account of a Proponent's insolvency or in respect of any of a Proponent's property; or a general assignment for the benefit of a Proponent's creditors;
- (e) waive formalities and accept Proposals that substantially comply with the requirements of this RFP;
- (f) verify with any Proponent or with a third party any information set out in a Proposal;
- (g) check references other than those provided by any Proponent;
- (h) disqualify a Proponent, rescind a notice of selection or terminate a contract subsequently entered into if the Proponent has engaged in any conduct that breaches the process rules or otherwise compromises or may be seen to compromise the competitive process;
- (i) select a Proponent other than the Proponent whose Proposal reflects the lowest cost to the DPRS;
- (j) cancel this RFP process at any stage;
- (k) cancel this RFP process at any stage and issue a new RFP for the same or similar deliverables;
- (l) accept any Proposal in whole or in part; or
- (m) reject any or all Proposals;

and these reserved rights are in addition to any other express rights or any other rights that may be implied in the circumstances.

4.6.2 Limitation of Liability

By submitting a Proposal, each Proponent agrees that :

- (a) neither the DRPS nor any of its employees, officers, agents, elected or appointed officials, advisors or representatives will be liable, under any circumstances, for any claim arising out of this Proposal process including but not limited to costs of preparation of the Proposal, loss of profits, loss of opportunity or for any other claim; and
- (b) the Proponent waives any claim for any compensation of any kind whatsoever, including claims for costs of preparation of the Proposal, loss of profit or loss of opportunity by reason of the DRPS's decision to not accept the Proposal submitted by the Proponent, to enter into an agreement with any other Proponent or to cancel this Proposal process, and the Proponent shall be deemed to have agreed to waive such right or claim.

4.7 Governing Law and Interpretation

These Terms and Conditions of the RFP Process :

- a) are intended to be interpreted broadly and independently (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 DRPS; and
- c) are to be governed by and construed in accordance with the laws of the province of Ontario and the federal laws of Canada applicable therein.

[End of Part 4]

APPENDIX A - FORM OF AGREEMENT

Agreement with the Durham Regional Police Service

Commitment to Terms and Conditions

The Supplier, _____, agrees and commits to supply to The Durham Regional Police Service, the Services as stipulated in bid document RFP # DRPS-2025-005, including any and all addenda and appendices to the bid document.

I have the authority to bind the Corporation.

Signature

Title

Date

Name of the Firm

To be signed and submitted by the successful Proponent

APPENDIX B - CONTRACT TERMS AND CONDITIONS

Article 1 - Contract Duration/Timing of Work Completion

The initial Term of this agreement is to be for a period of up to three (3) years with an option in favour of the DRPS to extend the agreement on the same terms and conditions for up to two (2) additional terms of two (2) years each.

Article 2 - Pricing Provisions

The Service Rates shall be firm for the initial Term of the Contract.

For each subsequent extension periods to this Contract, if a price increase is proposed by the Supplier, it shall not exceed the level of inflation using the Ontario, All-Items Consumer Price Index (CPI), Year over Year, published by Statistics Canada as available two months prior to the initial expiry date, and must be submitted to the DRPS's purchasing section, along with an assessment of current market indicators, by no later than sixty (60) days prior to the Contract extension date. The DRPS will accept or reject the proposed price increase within thirty (30) days of receipt, based on the assessment of the validity of current market indicators submitted. The proposed prices, if accepted by the DRPS, shall be held firm for that extension term. The DRPS may reject the proposed price increase for any additional extension term if the percentage increase proposed is deemed by the DRPS to be excessive in nature.

Article 3 - Insurance Requirements

Insurance coverage is required and will be a final condition for the award of this Contract (Refer to RFP Section 3.9 Final Conditions of Award).

Insurance Coverage is a Requirement for this Contract.

The Supplier shall continuously maintain throughout the term of the Contract and pay for the following insurance coverage. Failure to provide the required insurance certificates within ten (10) business days of the DRPS's written request and continuously maintain the required insurance coverage throughout the entire Term of the Contract will constitute a default by the Supplier.

- a) **Commercial general liability insurance** including personal injury, broad form contractual liability, owners and contractors protective, completed operations, and non-owned automotive liability in an amount of not less than **five million dollars (\$5,000,000.00)** applying to all contracts for claims arising out of one occurrence, and,

- b) **Automobile liability insurance** in respect to licensed vehicles owned and / or leased, with limits of not less than **two million dollars (\$2,000,000.00)** inclusive per occurrence for bodily injury, death and damage to property, and,
- c) **Professional liability (errors and omissions)** in an amount of not less than **two million dollars (\$2,000,000.00)** per claim with an aggregate limit of **four million dollars (\$4,000,000.00)**.

Where a Subcontractor is retained for work where Professional Liability coverage is a Contract requirement, the Consultant/Company must ensure the necessary insurance at the limits above is obtained.

The Commercial General Liability policy shall include the DRPS and the Region of Durham as additional insured in respect of all operations performed by or on behalf of the Supplier in relation to the Contract requirements and be endorsed to provide the owner with not less than thirty (30) days written notice in advance of any cancellation, change or amendment restricting coverage.

Change in coverage

If the DRPS requests to have the amount of coverage increased or to obtain other special insurance for this project then the Supplier shall endeavour forthwith to obtain such increased or special insurance at the DRPS's expense.

It is understood and agreed that the coverage provided by these policies will not be changed or amended in any way nor cancelled by the Supplier until 30 days after written notice of such change or cancellations has been personally delivered to the DRPS.

Article 4 - Workplace Safety & Insurance Board (WSIB) requirements

WSIB coverage is required and will be a final condition for the award of this contract (Refer to RFP Section 3.9 Final Conditions of Award).

All Suppliers that employ workers, including a Supplier's personnel and owners must be covered by an insurance plan under the Workplace Safety and Insurance Act, 1997. Upon award of a Contract, prior to the commencement of the work or upon a request by the DRPS, the Supplier must supply to the DRPS:

- a) A valid Clearance Certificate (for Schedule 1 employers) or a Letter of Good Standing (for Schedule 2 employers) indicating the Supplier has an active account with WSIB in good standing; or,

- b) Alternatively, where appropriate, a letter from WSIB stating the Supplier is not required to register with WSIB; or,
- c) A letter that confirms the Supplier falls under a "By-Application" industry, where WSIB confirms a Supplier (that employs workers) is exempt from coverage based on their business activity.

Prior to final payment, a clearance certificate must be received by the DRPS indicating all payments by the Supplier to WSIB in conjunction with the subject Contract have been made and that the DRPS will not be liable to WSIB for future payments in connection with the Supplier's fulfillment of the contract. Further WSIB certificates of clearance or other types of certificates shall be provided upon request.

For Independent Contractors / Owners / Operators

For Independent Contractors / Owners / Operators a letter along with an identification number from the WSIB verifying their status as an "Independent Operator" must be provided to the DRPS. To obtain this, Contractors must complete the form "Determining worker/Independent Operator status", issued by WSIB. (For more information, please contact your local WSIB Office and refer to this clause.)

Single Independent Contractors / Owners / Operators, where required by the DRPS, must also carry optional WSIB insurance coverage and must also provide a Clearance Certificate from WSIB verifying they have purchased the optional WSIB coverage, and indicating the Contractor has an active account with WSIB in good standing.

Article 5 - Performance Surety Requirements

Not applicable.

Article 6 - Experience

Throughout the Contract term, in performing the services, Suppliers are to each have acceptable qualifications, certifications and related business experience as detailed in the RFP. The assessment of acceptable qualifications and related business experience will be based on a range of measures including as appropriate professional and technical qualifications and competence of the Supplier and all staff performing the work, the Supplier's financial resources, the equipment and other facilities available to provide the services, managerial capability, reliability, experience and reputation, personnel available, the Supplier's legal capacity to enter into contract, their solvency and any outstanding litigation, their good standing regarding the payment of taxes and any history of false representation regarding qualifications and related experience.

The DRPS reserves the right in its sole discretion to terminate the Contract if the Supplier, or any of their subcontractors, are deemed to be unsuitable by the DRPS during the Term of the Contract.

Article 7 - Payment Process

Payment of invoices shall be within thirty (30) days of receipt of an invoice. Invoices must be submitted to the DRPS's Finance department on a monthly basis electronically (preferable) or by mail as follows:

- a) Electronic submission: finance@drps.ca; or,
- b) Mailed to: Durham Regional Police Service, Attention Finance Department, 605 Rossland Rd. E., PO Box 911, Whitby, Ontario, L1N 0B8.

Invoices must provide the purchase order number, complete description of good/services, contact name and location of the requesting department/location, the date in which the goods/services were picked up or delivered, HST registration number and complete prices in accordance with the Contract provisions.

The Supplier shall ensure all orders have an authorized DRPS purchase order number prior to filling / shipping order(s) and submitting the invoice(s).

Failure to comply with these requirements may result in payment delays and return of invoice to the Supplier for proper information.

At any time during the term of the Contract including any extensions, the DRPS reserves the right to terminate the Contract where billing errors are consistently identified and/or not resolved in a timely manner.

Article 8 - Subcontracting

Not Applicable.

Article 9 - Health and Safety

Health and Safety Practice Form

A completed Health and Safety Practice Form is required and will be a final condition for the award of this contract (Refer to RFP Section 3.9 Final Conditions of Award).

The Supplier must complete and submit the DRPS's Health and Safety Practice Form (see RFP # DRPS-2025-005 Schedule 3 - Health and safety Practise Form). The DRPS

reserves the right to cancel the award to, or the Contract of, any Supplier whose health and safety record is not deemed to be satisfactory.

Health and Safety Warning

The DRPS will retain the right to document all health and safety concerns regarding the Supplier's operations, and to issue warnings and/or to stop work if there are any violations by the Supplier of the Occupational Health and Safety Act; Ontario Construction Regulations, Regional health and safety programs, policies, rules and requests; and/or if the Supplier creates an unacceptable health or safety hazard.

Written warnings and/or stop work orders will be issued to the Supplier using the Supplier health and safety warning/stop work order form.

Article 10 - Security Clearance Requirements

Prior to the award of the Agreement, and from time to time during the Term of the Contract, the Supplier shall obtain and submit permission for DRPS to conduct Criminal Records and reliability checks for the owners and operators of the business and all persons employed who will interact with DRPS vehicles, parts or components.

- a) DRPS will provide necessary forms and instructions and the fees for these checks will be the responsibility of the DRPS.
- b) DRPS is to be notified immediately when any employee has been terminated or has left the employ of the Supplier. No owner or employee will be authorized to provide Services or access any vehicle, equipment or keys until they have been cleared and approved by the DRPS.
- c) Contractors and their employees covenant to advise DRPS of any adverse change of security status including lawsuit, criminal complaints, charges or convictions occurring between background checks.
- d) In such cases it is at the sole discretion of the DRPS whether the affected party may continue to serve under the Contract.
- e) Any third-party contractor to the Proposer under this agreement must also complete Criminal Records and reliability checks prior to performing work on DRPS vehicles or vehicle components.
- f) Any personal information collected for the purpose of this Contract will be held confidential by DRPS.

- g) The Supplier will only be notified if the employee or contract employee is “acceptable” or “unacceptable”. There is no right of appeal or disclosure of further information.
- h) If unacceptable, this does not exclude the employee from working for the Supplier if the Supplier guarantees the individual will not interact with DRPS equipment, parts or records.
- i) If at any point in time an employee of the business becomes unacceptable the Supplier will be notified and they must remove them from assignments involving DRPS vehicles.
- j) If at any point in time the owners or operators of the business become unacceptable the DRPS will terminate Services and remove any stock from the Supplier.
- k) If the owner of the business proposes to sell or transfer ownership or management of the Supplier’s operations they shall advise DRPS 60 days in advance of such a sale or change and new owners/managers must submit for Criminal Records and reliability checks at least 45 days prior to performing work on DRPS vehicles or vehicle components.
- l) New owners must sign and submit the current contract with DRPS at least 3 weeks prior to taking ownership if they wish to maintain the DRPS contract.

Article 11 - Assignment

The Supplier may not assign or sublet this Contract or any part of the Contract without the written consent of the DRPS.

Article 12 - Materials Produced

The DRPS is the sole owner of any material produced under this Contract. Any material produced under this Contract cannot be used or disclosed for any purpose other than the performance of this Contract without the written approval of the DRPS. “Material” includes both tangible and intangible (including intellectual) property.

Article 13 - Termination and Default

In the event of any breach of this Agreement, the DRPS may terminate for breach of contract or any portion thereof by providing notice in writing to the Supplier. Upon receipt of such notice, the Supplier shall perform no further work other than reasonably necessary to close out work. The DRPS shall not be liable to the Supplier for loss of anticipated profit, interest lost or any other damages or loss occasioned to the Supplier on the terminated portion(s) of the Contract.

If the Supplier commits any act of bankruptcy; or if a receiver is appointed on account of its insolvency or in respect of any of its property; or if the Supplier makes a general assignment for the benefit of its creditors; then, in any such case, the DRPS may, without notice, terminate the Contract.

Although the DRPS reserves the right to terminate for breach of contract, the DRPS may elect to notify the Supplier of default in carrying out its part of any of the terms, conditions and obligations of the Contract. In such case, the DRPS may give notice in writing of the default in order for the Supplier to cure any defects. Upon expiration of ten (10) business days from the date of written notice to the Supplier, the DRPS may terminate the Contract.

If the DRPS terminates the Contract, it is entitled to:

- a) take possession of all of the Deliverables in progress, materials and construction equipment then at the project site (at no additional charge for the retention or use of the construction equipment), and finish work on the Deliverables by whatever means the DRPS may deem appropriate under the circumstances;
- b) withhold any further payments to the Supplier;
- c) recover all loss, damage and expense incurred by the DRPS by reason of the Supplier's default (which may be recovered from the performance surety held, or deducted from any monies due or becoming due to the Supplier, with any remaining balance to be paid by the Supplier to the DRPS).

In the event that the Contract includes Performance and Labour and Material Payment Bonds the DRPS shall advise the surety provider of the Supplier's default in accordance with these provisions so that the surety provider may take immediate and appropriate action to remedy the default.

Any termination of the Contract by the DRPS shall be without prejudice to any other rights or remedies the DRPS may have.

Article 14 - Indemnity

The Supplier hereby acknowledge that the remuneration for the Services is provided for under this Agreement.

1. The Supplier hereby acknowledges and agrees that it shall be solely responsible and liable to the DRPS for any breach of the confidentiality obligations herein by any person to whom access to the Confidential Information was provided.

2. The Supplier shall defend, indemnify and save harmless the DRPS and its elected officials, officers, employees and agents from and against all claims of any nature, actions, causes of action, losses, expenses, fines, costs (including legal costs), interest or damages of every nature and kind whatsoever, arising out of or allegedly attributable to the negligent acts, errors, omissions, misfeasance, nonfeasance, fraud or willful misconduct of the Supplier, its directors, officers, employees, agents, contractors and subcontractors, or any of them, in connection with or in any way related to the delivery or performance of this Contract. This indemnity shall be in addition to and not in lieu of any insurance to be provided by the Supplier in accordance with this Contract, and shall survive this Contract.
3. The Supplier covenants and agrees that they will take any and all action and will do and provide the services herein required to be provided in compliance with all laws, regulations or orders, including the order of any board or court of competent jurisdiction, rule, regulation or requirement of the Canadian Government or the Government of the Province of Ontario or any competent local government, board, commission, department or officer ("Compliance Requirements") and hereby indemnifies and holds harmless the DRPS from any and all claims, payments, injury or loss and for any and all legal costs (including fees and disbursements) or administrative costs incurred by the DRPS relating to any failure of the Supplier, their employees, agents or contractors to comply with any Compliance Requirements.

Article 15 - "Piggyback" Clause

Not applicable.

Article 16 - Free On Board (FOB) Point (Transfer of Title)

The materials and/or services shall be delivered **FOB destination(s), prepaid and allowed.**

Article 17 - Inspection and Non-conformance

The DRPS shall inspect any goods prior to or when delivered to determine if they have been supplied in accordance with the specifications of the Contract. If deficiencies exist, the DRPS shall reserve the right to:

- a) Direct the Supplier to immediately correct deficiencies or replace the goods provided at no additional cost to the DRPS,
- b) Failing immediate action by the Supplier, the DRPS will correct the deficiencies and deduct from payment to the Supplier the total costs incurred, or

- c) Where, in the opinion of the DRPS, it has been determined that the deficiencies are substantial and cannot be remedied through repairs or modifications to the goods supplied, cancel the Contract pursuant to this clause.

Where goods are inspected and deemed by the DRPS not to conform to the specifications, payment of invoices will not be within thirty (30) days of receipt of invoice.

Article 18 - Contract Documents and Order of Precedence

The Contract consists of the following documents:

- a) Any duly authorized amendments to the purchase order, standing agreement or Contract.
- b) The purchase order, standing agreement or Contract issued to the Supplier for the required goods and/or services and all appendices or attachments incorporated therein.
- c) All Addenda to the bid document.
- d) Bid document issued by the DRPS, including all appendices.
- e) The Supplier's bid submission.

Unless otherwise specified, these documents and portions thereof, take precedence in the order in which they are named above, notwithstanding the chronological order in which they are issued or executed.

The intent of the Contract is that the Supplier shall supply the Deliverables in a form that is fit and suitable for the DRPS's intended use and complete for the intended use.

None of the terms and conditions contained in the Supplier's standard or general (printed) conditions of sale, or contained in any other form of agreement or amendment proposed by the Supplier shall be of any effect unless explicitly agreed to by the DRPS and specifically set forth in the Contract.

Article 19 - Standing Agreements

Where the Contract involves the provision of goods or services on an "as required" basis a standing agreement will be issued to the Supplier, who will be expected to maintain a suitable stock of materials for prompt delivery or provide the services as requested in a timely manner. Releases against this standing agreement will be made directly by authorized employees of the DRPS. It will be the Supplier's responsibility to ensure that individuals releasing and/or picking up material are DRPS employees, and to obtain an

authorized release number at the time the order is placed. The Supplier shall ensure that the release number is identified on all packing slips, work orders, invoices and invoice summaries.

Article 20 - Right to Audit

The DRPS reserves the right to periodically audit selected transactions to ensure compliance with the pricing terms of the Contract. The Supplier will be required to furnish, within thirty (30) days of the DRPS's written order, all supporting documentation requested (including but not limited to Supplier invoices, inventory costs, time sheets) for verification of the costs and labour hours billed to the DRPS for the selected invoices in accordance with the pricing terms of the Contract. In the event of pricing discrepancies or irregularities, the Supplier shall, within thirty (30) days of written notice from the DRPS, correct the subject invoices, issue payment or a credit note to the DRPS, and provide an explanation of the reasons for the irregularities or overcharges.

If the sample audit reveals pricing irregularities, the DRPS may either terminate the Contract, or order a second sample audit. Should the second sample audit reveal further irregularities or overcharges, the Supplier will remain in default and the DRPS may terminate the Contract.

Repeated pricing discrepancies, overcharging, or failure to comply with a DRPS order under an audit or to issue payment or credit note within thirty (30) days of a written order by the DRPS will also constitute a default of the Contract.

The Supplier shall be required to maintain all supporting documentation pursuant to this Section for a period of five (5) years after the date of the Contract completion.

To be signed and submitted by each Proponent as part of their Proposal

SCHEDULE 1 - THE DELIVERABLES

All the Deliverables, commitments, and specifications outlined in Part 2 of the **RFP # DRPS-2025-005** including but not limited to Service requirements, pricing structures, performance standards, and supplier responses - shall be formally incorporated into this Agreement upon signing. These deliverables shall form an integral part of the contractual obligations and will be referenced as schedule, as applicable.

SCHEDULE 2 - ESCALATION MATRIX

Supplier to provide details of their escalation contacts during the Agreement signing stage in the Table below

Supplier must designate a primary and secondary point of contact for Service escalations. These contacts must be available during regular business hours and empowered to resolve service issues promptly.

Supplier's Escalation Matrix				
Escalation Level	Name	Title	Phone Number	Email ID
Primary Contact				
Secondary Contact				

SCHEDULE 3 - HEALTH AND SAFETY PRACTICE FORM

To Supplier(s):

The DRPS is committed to:

1. The prevention of workplace injury and illness to all workers at DRPS work locations.
2. The belief that supplier safety is compatible with the safety policy of the Region and is good business.
3. Reserving the right to cite suppliers for any violation of the contract.

To ensure the DRPS workplace is a healthy and safe working environment, suppliers, constructors and sub-contractors must have knowledge of and operate in compliance with the Occupational Health and Safety Act (OHSA) and any other legislation pertaining to employee health and safety.

For long term contracts, or contracts involving pre-selected suppliers, DRPS reserves the right to cancel (or place on probation) the contract of any supplier who is charged and/or convicted of offences under the OHSA while carrying out any part of a project with DRPS.

Supplier's Statement of Responsibility

As a Supplier retained to perform work for DRPS, I/we accept the following health and safety responsibilities:

1. I/we confirm compliance with all procedures and requirements of the OHSA, Regional safety policies and procedures, department and site-specific policies and procedures, and all applicable legislation and regulations.
2. I/we agree to work safely with skill and care so as to prevent accidental injury to ourselves, fellow employees and all other persons on the site of the work.
3. For contracts or sub-contracts that involve commercial motor vehicles as defined by the Highway Traffic Act, I/we confirm possession of a current Carrier CVOR abstract with one of the following safety ratings: Excellent; Satisfactory; Conditional; or Satisfactory - Unaudited. I/we confirm the Carrier CVOR abstract will be maintained throughout the entire term of the contract.
4. I/we will advise DRPS if the CVOR safety rating of our firm is changed to "Unsatisfactory" at any time during the course of the contract and, upon request, will provide DRPS with a copy of the most recent Carrier CVOR abstract indicating the sanctions imposed by the Ministry of Transportation.
5. I/we certify that I/we have all statutorily required policies and programs in place in accordance with the OHSA, including but not limited to a current and valid Health and Safety Policy Statement in accordance with section 25(2)(j).

6. I/we certify that all required equipment, materials, and protective devices, along with related procedures, are provided, used, and maintained in good condition, in accordance with the OHSA.
7. I/we certify that all staff are apprised of and will comply with legislation, public health guidelines and DRPS's procedures as they relate to COVID-19. It is understood that DRPS may request that Company/Supplier Staff be replaced if they are not complying with these policies and procedures and the Company/Supplier shall promptly facilitate the replacement.
8. I/we verify that individuals working on DRPS contracts are strongly encouraged, but are not required at this time, to be vaccinated against COVID-19 in accordance with current provincial guidelines. As part of the DRPS's obligations under the Occupational Health and Safety Act, DRPS retains the right to implement a mandatory vaccination policy for DRPS Suppliers where it is deemed to be a reasonably necessary measure to protect the health and safety of workers and the public. Such a determination will be made in consideration of the recommendations or requirements of the Durham Medical Officer of Health, the Chief Medical Officer of Health, and any other applicable Public Health recommendation(s) in place at the time. Note: the current vaccine guidance can be found on the Ministry of Health Ontario's website COVID-19 Vaccine Guidance - 2023-03-29 (gov.on.ca)

Name of Person Signing for Supplier

Signature of Supplier

Date

APPENDIX C - FORM OF OFFER

TO: DURHAM REGIONAL POLICE SERVICE (“DRPS”)

via email:dvasisht@drps.ca

RE: REQUEST FOR PROPOSALS # DRPS-2025-005 (“RFP”)

1. Proponent Information

Please fill out the following form, naming one (1) person to be the Proponent’s contact for the RFP process and for any clarifications or communication that might be necessary.	
Full Legal Name of Proponent:	
Any Other Relevant Name under which Proponent Carries on Business:	
HST Registration No:	
Business License No.	
Street Address:	
City, Province/State:	
Postal Code:	
Company Website (if any):	
<u>Authorized Representative / Key Contact Details</u>	
Name:	
Title:	
Phone:	
Email:	

In furtherance of the RFP issued on behalf of DRPS, we, the above-named Proponent, hereby certify:

2. Offer

The Proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required under the RFP. By submitting a Proposal, the Proponent agrees and consents to the terms, conditions, and provisions of the RFP, including the Form of Agreement, and offers to provide the Deliverables in accordance therewith at the Rates set out in its Proposal.

3. Rates

The Proponent has submitted its Rates in accordance with the instructions in the RFP. The Proponent confirms that it has factored all of the provisions of Appendix A and B, including insurance and indemnity requirements, into its pricing assumptions and calculations.

4. Addenda

The Proponent is deemed to have read and accepted all addenda issued by DRPS prior to the Deadline for Issuing Addenda. The onus is on Proponents to make any necessary amendments to their Proposals based on the addenda.

5. Proposal Irrevocable

The Proponent agrees that its Proposal shall be irrevocable for the Irrevocability Period specified in the RFP, running from the moment the Submission Deadline has passed.

6. Execution of Agreement

The Proponent agrees that in the event its Proposal is selected by DRPS, in whole or in part, it will finalize and execute the Agreement in the form set out in Appendix A and B to this RFP in accordance with the terms of this RFP.

Signature of Proponent Representative

Name of Proponent Representative

Title of Proponent Representative

Date
I have the authority to bind the
Proponent.

Attachments:

Attachment 1 - Technical Response Form

Attachment 2 - Pricing Response Form

Attachment 3 - Copy of Valid Business License

Attachment 4 - Reference List Form

ATTACHMENT 1 - TECHNICAL RESPONSE FORM

Proponents must provide evidence that they have the substantial expertise and resources available to deliver the Services as per Part 2 - The Deliverables of this RFP by completing and submitting this Technical Response Form as a part of their Proposal along with their Appendix C- Form of Offer.

Note:

- **Completion of this form is necessary to complete your Proposal submission.**
- **Other than entering data in the spaces provided, making changes to this form or submitting an alternate format is discouraged. If space is insufficient, additional pages may be added as necessary.**

Proponents must provide, their responses to the following questions:

#	<u>Technical Response Section</u>	<u>Available Points</u>	<u>Minimum Threshold</u>
1	Proponent Overview	40	20
1.1	Please provide a brief description of your organization, including number of years the organization has been in operation and hours of operation for your service locations?	20	
1.2	Do you operate storefront business locations within the Region of Durham that are available for DRPS personnel to drop off and pick up garments? Please select all applicable municipalities where you operate and provide the corresponding business addresses for each selected location:	10	

	Business Location	Business Address	
	<input type="checkbox"/> City of Pickering		
	<input type="checkbox"/> City of Oshawa		
	<input type="checkbox"/> Town of Ajax		
	<input type="checkbox"/> Town of Whitby		
	<input type="checkbox"/> Municipality of Clarington		
	<input type="checkbox"/> Township of Scugog		
	<input type="checkbox"/> Township of Uxbridge		
	<input type="checkbox"/> Township of Brock		
1.3	Summarize your experience providing dry-cleaning services to law enforcement or similar organizations.	10	
2	Service Capability & Coverage	10	N/A
2.1	Describe your facility's capacity to handle uniform and workwear dry-cleaning volumes for DRPS personnel. Include average turnaround time per garment.	10	

3	Quality Assurance & Garment Care	10	N/A
3.1	How do you handle specialty garments (e.g., tactical gear, reflective materials, insignia)?	5	
3.2	Describe your process for managing damaged or lost items. Include any compensation or remediation protocols.	5	
4	Voucher System Integration	10	5
4.1	Explain your ability to support DRPS's existing dry-cleaning voucher system. How are vouchers tracked, redeemed, and reconciled?	10	

5	Environmental & Regulatory Compliance	10	N/A
5.1	Are your cleaning processes compliant with applicable environmental regulations (e.g., wastewater disposal, chemical use)?	5	
5.2	Do you use eco-friendly solvents or offer green cleaning options? Please specify certifications or standards met.	5	
Overall Technical Response Points		80 points	40 points

ATTACHMENT 2 - PRICING RESPONSE FORM

Proponents must complete and submit this Pricing Form as a part of their Proposal along with their Appendix C - Form of Offer.

Note:

- **Completion of this form is necessary to complete your Proposal submission.**

The proposed Service Rates shall be firm for the initial Term of the Agreement and shall be:

- Maximum Fee per Voucher;
- In Canadian funds and shall include all applicable costs related to all aspects of Services required to clean and prepare the garment, including but not limited to: labor, equipment, chemicals/cleaners, additional processing such pressing, starching, hangaring, wrapping, and where necessary transport to and from the retail location and the cleaning plant, and storage for up to 14 days after the service completion date including any fees or other charges required by law; and,
- Exclusive of the HST, or other similar taxes.

There shall be no additional levies, charges, or fee beyond the Fee per Voucher.

#	Pricing Response Section	Sub-Point Allocation	Rate (In CAD)
1	Net Rate (Fee per Voucher)	120 Points	

For the details on Proposed Rates please review RFP Section 2.9 - Rates.

For detailed Pricing Response Evaluation process please refer to RFP Section 3.4 - Stage III - Pricing Response Evaluation.

ATTACHMENT 3 - BUSINESS LICENSE

Proponents must submit a copy of their valid Business License as a part of their Proposal along with their Appendix C - Form of Offer.

Note:

- ***Submission of this attachment is necessary to complete your Proposal submission.***

ATTACHMENT 4 - REFERENCE LIST FORM
Note:

- ***Completion of this form is necessary to complete your submission.***

Each Proposal must include a minimum of two (2) references from client organizations who have been provided with similar Services to those requested in this RFP from the Proponent in the past five (5) years and report satisfaction with the quality, accuracy and timeliness of the Services received.

Description	Reference 1	Reference 2
Organization Name		
Address		
Contact Name		
Contact Title/Position		
Phone Number		
Email Address		
Description of Services Provided (Include scope, garment types, volume, etc.)		
Service Period		