



The Corporation of the
TOWNSHIP OF DRUMMOND/NORTH ELMSLEY

REQUEST FOR PROPOSAL
ANIMAL CONTROL SERVICES

REQUEST FOR PROPOSAL RECEIVED BY:

Friday, March 22 up to 2:00 p.m.

Township of Drummond/North Elmsley

310 Port Elmsley Road

Perth, ON K7H 3C7

Attention: Cathy Ryder
Deputy Clerk/HR

Telephone: (613) 267-6500

Fax: (613) 267-2083

E-mail: cryder@dnetownship.ca

INFORMATION TO BIDDERS

1. INTRODUCTION

The Township of Drummond/North Elmsley, population 7,734 and is situated on the north shore of the Rideau River between Perth and Smiths Falls. It is a predominantly rural municipality. The township offices are located in the hamlet of Port Elmsley. It is 364.84 square miles in size with approximately 521 miles of road system.

2. DEFINITIONS

Award – means the acceptance by the Township of Drummond/North Elmsley of a bid to carry out the Work.

Bid – means the written response using the RFP Form to the Request for RFP.

Bidder – means the person, firm, or corporation submitting a proposal.

Contract – means a contract that the Successful Bidder will enter into with the Township of Drummond/North Elmsley for completion of the work.

RFP – means the Request for Proposal.

Successful Bidder – means the Bidder who has been selected to carry out the Work.

Township – means the Corporation of the Township of Drummond/North Elmsley.

Work – means all labour, services, and acts required to be done, furnished or performed in accordance with the Scope of Work described in this Request for RFP.

3. REQUEST FOR PROPOSAL

Sealed Request for Proposals, clearly marked as to contents, will be received by Cathy Ryder, Deputy Clerk/HR at the Municipal Office located at 310 Port Elmsley Road, Perth, ON K7H 3C7 until **2:00 p.m., local time, on Friday, March 22, 2019** for Animal Control Services.

4. BID SUBMISSION

One copy of the completed RFP Form provided, must be submitted. All information shall be shown in the spaces provided, including the signature of the Bidder, with his/her address and telephone number. The RFP Form must be properly signed and witnessed, or signed and sealed if the Bidder is a Corporation. No electronically transmitted submissions will be accepted and tenders received later than the specified closing date and time will be returned unopened to Bidder.

The Request for Proposal is to be submitted in a sealed envelope that clearly identifies on the outside, the contents of the envelope addressed to the Clerk Administrator at the address specified below with the Bidder's Name, Address, the RFP Name and RFP Number.

Cathy Ryder, Deputy Clerk/HR
Township of Drummond/North Elmsley
310 Port Elmsley Road
Perth ON K7H 3C7

The completed RFP Form must be legible, written in ink or type written, where stipulated, with the unit price for every item and other entries clearly shown. Bids which are incomplete, conditional or obscure, or which contain erasures or alterations not properly initialled, or irregularities of any kind, may be rejected. Submissions must not be restricted by a statement added to the RFP Form or by a covering letter, or by alterations to the RFP Form supplied, unless otherwise provided in this RFP.

Harmonized Sales Tax (H.S.T.) must be shown separately on the RFP Form.

5. TIME SCHEDULE

While every attempt will be made to meet the following timelines, the Township reserves the right to modify any or all dates at its sole discretion

Last Day for Questions:	March 20, 2019
Closing Date:	March 22, 2019
Selection of Successful Vendor:	April 9, 2019
Start of Contract:	April 15, 2019

6. TENDER ACCEPTANCE

The Township reserves the right to accept or reject any or all RFPs. In addition the Township may elect to reject any or all Proposals if the Proposals are over and above the Township's established budget for these services.

The Township reserves the right to reject an offer to supply services or Request for Proposal presented in response to the Township's procurement processes where the Township determines, in its sole and unfettered discretion, that the Bidder making the offer has performed poorly on any Township Contract during the previous five-year period. Township Council may remove a person or a company from consideration for a Contract under this policy, for a period of up to five years, on the basis of documented poor performance or non-performance on a Township Contract.

Therefore, the lowest or any RFP may not necessarily be accepted.

The Successful Bidder will be required to enter into a Contract with the Township prior to commencing Work.

7. CONTACT & QUESTIONS

All questions or inquiries must be made in writing to the Deputy Clerk named below by no later than **4:00 p.m. local time on March 20, 2019**.

Cathy Ryder, Deputy Clerk/HR
Township of Drummond/North Elmsley
310 Port Elmsley Road
Perth ON K7H 3C7
Email: cryder@dnetownship.ca
Phone: 613-267-6500

Bidders shall not contact other Township staff or members of Council in preparing their RFP. The Township may disqualify a Bidder and/or his/her bid if it determines that inappropriate contact has been made.

Any clarification of the Township documents required by a Bidder prior to submission shall be requested through the Township. Any such clarifications so given shall not in any way alter the Township documents and the Bidder and the Township agree that in no case shall oral arrangements be considered.

8. REVIEW & CLARIFICATION

Bidders should carefully review this RFP for any errors or omissions. All clarification requests are to be sent in writing to Cindy Halcrow, Clerk Administrator by email to chalcrow@dnetownship.ca. No clarification requests will be accepted by telephone.

In submitting a Bid, Bidders acknowledge that they have read, completely understood, and accepted the terms and conditions of the RFP in full. The Township is not responsible for any misunderstanding of the RFP. The onus is on Bidders to ensure that they understand all aspects of the RFP.

9. EVALUATION PROCESS AND CRITERIA

An Evaluation Committee comprised of Municipal staff will evaluate proposals. Evaluation Criteria and their values are as follows:

Evaluation Criteria	
Stage 1 – Submission Requirements	
Compliance with mandatory and submission requirements	Pass/Fail
Stage 2 – Proposal Content	
Conformance with RFP	10
Experience in performance in comparable engagements	25
Cost	55
References	10
Total maximum points	100

The Township will select the Proposal which in its opinion meets the Township's requirements under this RFP and provides the best overall value to the Township, but the Proposal selected, if any, will not necessarily be the one offering the lowest cost.

Bidder(s) may be invited to an interview. The Township may interview any Bidder without interviewing others, and the Township will be under no obligation to advise those not invited to an interview until completion of the evaluation and selection process.

10. AMENDMENTS TO THE RFP

No officer, agent or employee of the Township is authorized to alter orally any portion of these documents other than the Clerk Administrator. During the period prior to submissions alternations will be issued to Bidders as written addenda. In the submission, the Bidder shall list all addenda that were considered when the submission was prepared.

The Township may issue addenda to clarify and/or modify certain aspects of the RFP prior to the submission deadline. Addenda will be sent from the Township to all Bidders who were issued RFP documents where known and posted on the Township's website. Bidders must acknowledge receipt of such addenda in RFP Form. If, in the opinion of the Township an addendum issued affects the price of the proposal and the addendum is not returned or acknowledged in the Form of RFP then the proposal submitted will be deemed non-compliant and rejected.

Under no circumstances shall the Bidder rely upon any information or instruction from the Township, its employees, or agents unless provided in writing by the Clerk Administrator. The Township, its employees, or agents shall not be responsible for any information or instructions given to the Bidder, with the exception of information or instruction provided by the Clerk Administrator or issued through formal addenda to the RFP.

11. RESERVED RIGHTS OF THE TOWNSHIP

The Township reserves the right to:

- a) make public the names of any or all Bidders;
- b) request written clarification or the submission of supplementary written information in relation to the clarification request from any Bidder and incorporate a Bidder's response to that request for clarification into the Bidder's Bid;
- c) adjust a Bidder's scoring or reject a Bidder's Bid on the basis of
 - i) a financial analysis;
 - ii) information provided by references;
 - iii) the Bidder's past performance on previous contracts awarded by the Township;
 - iv) the information provided by a Bidder pursuant to the Township exercising its clarification rights under this RFP process; or
 - v) other relevant information that arises during the RFP process;
- d) verify with any Bidder or with a third party any information set out in the RFP;
- e) check references other than those provided by any Bidder;
- f) disqualify any Bidder whose Bid contains misrepresentations or any other inaccurate or misleading information, or any qualifications;
- g) disqualify any Bidder who has engaged in conduct prohibited by this RFP;
- h) make changes, including substantial changes, to this RFP provided that those changes are issued by way of addenda in the manner set out in this RFP;

- i) select the Bidder other than the Bidder whose Bid reflects the lowest cost to the Township or the highest overall score;
- 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 or reject any or all bids in whole or in part;
- m) discuss with any Bidder different or additional terms to those contemplated in this RFP or in any Bidder's Bid;

These reserved rights are in addition to any other expressed rights or any other rights which may be implied in the circumstances.

12. FORCE MAJEURE

A party hereto shall not be responsible for failures in performance due to force majeure. "Force Majeure" means any circumstance or act beyond the reasonable control of a party to this contract claiming Force Majeure, including an intervening act of God or public enemy, war, blockade, civil commotion, fire, flood, tidal wave, earthquake, epidemic, quarantine restriction, a stop-work order or injunction, issued by a court or public authority having jurisdiction, or governmental embargo, which delays the performance of any obligation created by this Contract beyond its scheduled time, provided such circumstance or act is not expressly dealt with under this contract or does not arise by reason of the negligence or willful misconduct of the party claiming Force Majeure or those for whom it is responsible at law, any act or omission by the party claiming Force Majeure (or those for whom it is responsible at law) in breach of the provisions of this contract, or lack or insufficiency of funds or failure to make payment of monies or provide required security, provided further that, in the case of an event of Force Majeure affecting the Successful Bidder, the Successful Bidder notifies the Township as soon as possible and in any event within five (5) working days following the date upon which the Successful Bidder first becomes aware (or should have been aware, using all reasonable due diligence) of such event so that the Township may verify same.

In any such event, Successful Respondent's Contract and price and schedule shall be equitably adjusted based on the actual work authorized and performed satisfactorily, and the rates agreed to in the Contract.

13. INSURANCE

Without restricting the generality of the Indemnification provisions, the Successful Bidder shall, during the term of this Contract, provide and maintain during the term of this contract:

- a) Commercial General Liability Insurance issued on an occurrence basis protecting the Successful Bidder's liability, legal, or assumed under the contract for all claims for any negligent acts or omissions arising from personal injury, bodily injury, death and damage to property including loss of use thereof in the amount of Five Million Dollars (\$5,000,000) or greater per incident. Such insurance shall include, but is not limited to bodily injury and property damage including loss of use; personal injury; contractual liability; premises, property & operations; non-owned automobile; broad form property damage; owners & contractors protective; occurrence property damage; products; broad form completed operations; employees and volunteers as Additional Insured(s); contingent employers liability; tenant legal liability – all risks; cross liability and severability of interest clause.

Such liability insurance coverage shall add the Corporation of the Township of Drummond / North Elmsley as an additional insured subject to a waiver of subrogation. This insurance shall be non-contributing with and apply as primary and not as excess of any insurance available to the Township

- b) Automobile Liability Insurance for both owned or leased vehicles used for carrying out the services with limits of not less than Two Million Dollars (\$2,000,000) inclusive per occurrence for bodily injury, death and damage to property;

The Successful Bidder shall provide the Township with proof, satisfactory to the Township of the insurance required under this section, before commencing any work under this contract, a certificate of insurance detailing the coverage and expiry date for all policies duly executed by the insuring company stating that said policies are cancelled or changed in any manner, thirty (30) days written notice of such change or cancellation will be given to the Township.

Any and all deductibles shall be the sole responsibility of the Named Insured and the Township shall bear no cost towards such deductible.

The contractor is responsible to insure their property during the duration and the Township shall bear no cost toward such property.

14. INDEMNIFICATION

The successful bidder shall defend, indemnify and save harmless the Corporation of the Township of Drummond / North Elmsley, their elected officials, officers, employees and agents from and against any and all claims, actions, losses, expenses, fines, costs (including legal costs), interest or damages of every nature and kind whatsoever, including but not limited to bodily injury or to damage to or destruction of tangible property including loss of revenue arising out of or allegedly attributable to the negligence, acts, errors, omissions, whether willful or otherwise by bidder, their officers, employees, agents, or others who the bidder is legally responsible. This indemnity shall be in addition to and not in lieu of any insurance to be provided by the bidder in accordance with this agreement and shall survive this agreement.

15. CONFLICT OF INTEREST

Neither the Successful Bidder nor any person, firm or corporation associated or affiliated with nor subsidiary to the Successful Bidder shall undertake any work, or have an interest either directly or indirectly in any work arising from this contract. The Successful Bidder is required to disclose to the Township, prior to accepting this assignment, any potential conflict of interest. If a conflict of interest exists, the Township may, at its discretion, withhold this assignment from the Successful Bidder until the matter is resolved to the satisfaction of the Township. If, during the term of this Contract, the Successful Bidder is retained by another client and that assignment gives rise to a potential conflict of interest, the Successful Bidder shall so inform the Township and if a conflict of interest is deemed to exist by the Township, the Successful Bidder shall either refuse the new assignment or take such steps to remove the conflict of interest as are deemed necessary by the Township.

16. WORKPLACE SAFETY AND INSURANCE BOARD

The Successful Bidder clearly understands and agrees that he/she is not, nor is anyone hired by he/she, covered by the Township under the Workplace Safety Insurance Act, Employment Insurance Act, or any other act whether provincial or federal in respect of themselves, his/her employees and operations, and shall, upon request, furnish the Township with satisfactory evidence that they have complied with the provisions of any such Acts. The Township requires proof of WSIB or its equivalent.

17. INTEGRATED ACCESSIBILITY STANDARDS REGULATION

The Township is required to comply with the Accessibility for Ontarians with Disabilities Act, 2005 as amended and the Integrated Accessibility Standards Regulation. Under this Act, every person who provides goods and services to the public must receive training about the provision of these goods and services to people with disabilities. Therefore the Successful Bidder must be trained in accordance with the Human Rights legislation in addition to the Accessible Customer Service, Information and Communication, Built Environment, Employment Standards made under this act and complete the Representation, Warranty and Acknowledgement Regarding Integrated Accessibility Standards Regulation on the RFP Form, with respect to their representation, warranty and acknowledgement that he/she and their employees, agents and volunteers or others, have completed all required Training.

Requirements of the Integrated Accessibility Standards Regulation can be found on the Province of Ontario's website at <https://www.ontario.ca/page/accessibility-laws>.

18. OCCUPATIONAL HEALTH AND SAFETY ACT

The Township is committed to ensuring that a high standard of health and safety is provided and maintained for all employees, visitors, guests, contractors, agents and others on our premises. Therefore, the Successful Bidder shall ensure that the Work is provided in a manner that complies with the Occupational Health and Safety Act, R.S.O. 1990, c.O.1, as amended, any other Federal and Provincial statute or Township Health & Safety policies concerning safety or any other phase of their work on this Contract.

The Successful Bidder must wear Personal Protective Equipment (PPE) in accordance with the Occupation Health & Safety Act and/or manufacturer or supplier recommendations.

The Successful Bidder will ensure that all chemicals and/or equipment are used in accordance with the Occupation Health & Safety Act and/or manufacturer or supplier recommendations and disposed of in a safe and responsible manner.

19. CONFIDENTIALITY

The successful Bidder shall treat as confidential all information of any kind which comes to their attention in the course of carrying the Services and shall not disseminate such information for any reason without the express written permission of the Township.

20. EXTRAS

The Contract is contemplated of being inclusive of all Work, including due to any unforeseen or unknown conditions in the price quoted. To the extent, however, that any extras are authorized by the Township, in addition to this contract, then the price which is extra, shall be agreed upon between the Successful Bidder and the Township in advance.

The Successful Bidder shall not proceed with any Work unless an agreement has been reached on the price of such extra work and/or the method of determining the cost and price of such extra Work.

21. FAILURE TO PERFORM/POOR PERFORMANCE

The Township shall be the sole judge of the work and therefore its acceptability. Work that is unsatisfactory, in the opinion of the Township representative, shall be made satisfactory at no additional cost to the Township.

If, in the opinion of the Township, the Successful Bidder refuses or neglects to perform the work required, or performs the work unsatisfactorily, the Township may cancel the contract by giving fifteen (15) days written notice. The Township shall have the full right and power at its discretion, without process of action at law, to take possession of the whole work remaining at the time of notice of cancellation and to re-let the same to any other contractor or person(s).

22. ASSIGNMENT

The contract awarded shall be exclusive to the Successful Bidder. The Successful Bidder shall not assign the Contract, or any portion thereof, without the prior consent of the Township.

23. LAWS AND REGULATIONS

The Successful Bidder shall comply with relevant, federal, provincial and municipal statutes, regulations and by-laws pertaining to the work and its performance. The Successful Bidder shall be responsible for ensuring similar compliance by its suppliers and subcontractors. It shall be the obligation of the Successful Bidder to be informed of these Government Regulations. The Successful Bidder shall apply for all Permits and Inspections which may be required under this contract.

The Contract shall be governed and interpreted in accordance with the laws of the Province of Ontario.

24. DEFAULT

If the Successful Bidder 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 Successful Bidder makes a general assignment for the benefit of its creditor, then, in any such case, the Township may, without notice; terminate the Contract.

If the Successful Bidder fails to comply with any request, instruction or order of the Township, or fails to pay its accounts, or fails to comply with or persistently disregards statutes, regulations, by-laws or directives or relevant authorities relating to the Work, or fails to prosecute the Work with skill and diligence, or assigns or sublets the Contract without the Township's written consent; or refuses to correct defective work, or is otherwise in default in carrying out its part of any of the terms, conditions and obligations of the Contract, then, in any such case, the Township may upon expiration of ten days from the date of written notice to the Successful Bidder, terminate the Contract.

25. TERM

This Contract will be in effect for a period of two (2) years, with the Township having the option of extending the Contract for two (2) additional years. The Contract will be a fixed price Contract for its two (2) year term, with an increase for the optional year's extension to be discussed and agreed upon. In the event an agreement cannot be reached, the Contract will terminate at the end of the two (2) year period.

The contract shall commence on April 15, 2019 and continue until April 15 30, 2023. The total length of any Contract resulting from the award of RFP will not exceed four (4) years.

Either party has the right to terminate this Contract upon providing ninety (90) day's written notice to the other party, without penalty.

26. DISCLOSURE

The names of the Bidders and total bid prices will only be made available upon request. After the Closing Date, requests may be submitted to the Township for the results, and only the names of the Bidders and total bid prices will be given in the reply.

27. BID ACCEPTANCE

Unless otherwise specified in these RFP documents, this RFP constitutes an irrevocable offer to provide the goods and/or services described herein for a **period of thirty (30) calendar days** from the closing date of the receipt of Request for RFP.

28. PAYMENT

The Successful Bidder shall provide an invoice to the Township on a monthly basis. The Township shall pay said invoices within thirty (30) days. The Township shall have the right to withhold, from any sum otherwise payable to the Successful Bidder, such amount as may be sufficient to remedy any defect or deficiency in the work, for any damages to the Township property resulting from the Successful Bidder's negligence.

29. CRIMINAL RECORD CHECK

The Successful Bidder shall provide, at his/her own expense, a Criminal Record Check from the local Police Service Station for all employees, agents or others completing the Work before entering into a contract with the Township. A Criminal Reference Check must be provided to the Township annually or upon request thereafter.

30. DRIVER'S ABSTRACT

The Successful Bidder shall provide, at his/her own expense, a current Driver's Abstract. An abstract must be provided to the Township annually or upon request thereafter.

SCOPE OF WORK

1.0 DUTIES AND RESPONSIBILITIES

The Animal Control Officer shall administer the Township's Animal Control Bylaw as it relates to dogs in a professional and fully competent manner. The duties and responsibilities of the Animal Control Officer are as follows:

- a. Administer the Township's Animal Control Bylaw
- b. Respond to calls regarding dogs at-large, nuisance barking or posing a threat to the health, welfare, and safety of the community
- c. Designate dogs vicious when appropriate to do so.
- d. Issue warnings and citations to owners when required
- e. Explain the municipal by-law to violators
- f. Seize stray dogs (dogs running at large) in the Township limits and:
 - Where the owner can be found, return the dog to the owner and issue a fine to the owner
 - Where no owner can be found, bring stray dogs to the Township's Dog Pound (location has not been determined but will be outside of the Township's boundaries)
 - Ensure that any sick or injured dog receive medical attention by a qualified veterinarian if needed. The Owner of the dog must pay all medical bills before the dog is returned.
- g. Arrange for action to be taken when orders are not followed
- h. Issuing Provincial Offence Notices in accordance with the Provincial Offences Act to the owners of animals found to be in contravention of the Animal Control By-law
- i. Attend Court or other legal proceedings when required.
- j. Keep and maintain complete records of all impounds, occurrences and by-law violations
- k. Preparation of monthly reports of occurrences, actions taken and outcome.
- l. Impose fines and collect fees when necessary

2.0 VEHICLES AND EQUIPMENT

The Animal Control Officer is responsible to provide his/her own vehicle and equipment and pay all costs associated with such vehicle and equipment with respect to fulfilling the requirements of this contract.

3.0 TOWNSHIP POLICIES

The Successful Bidder will be required to comply with the Township's Code of Conduct and Respect in the Workplace Policies.

4.0 HOURS OF WORK

On an average, it is estimated that the Successful Bidder will attend to calls for service Monday to Friday, 8:30 to 4:30 p.m. and will require no more than 5 hours per week on an average. There will be the occasional emergency service that will take place outside these hours.

FORM OF REQUEST FOR PROPOSAL

I/We have reviewed the RFP, including the Terms and Conditions, and Terms of Reference, and hereby offer to provide services for the following amounts of money in exchange for the right to enact the requirements of the RFP

Bidders have the option of proposing his/her own pricing structure as Option A or he/she can complete the pricing structure contained in Option B.

Option A – Bidders Pricing Structure (attachments are acceptable)

Option B – Township’s Pricing Structure

Description	Rate	H.S.T.	Total
A. Hourly Rate			
B. Mileage Rate		N/A	
C. Emergency after hours			

Name of Business or Individual

Address

Telephone Number

Cell Phone

Fax Number

Email address

Name of Person Signing for Firm

Position of Person Signing for Business

Note for Signing Officer: By my signature, I hereby confirm that I am a principal, or have been duly authorized by the principal or board, to sign on behalf of the above-named organization.

FORM OF REQUEST FOR PROPOSAL

CONTRACTOR'S DECLARATION

I/WE (name) _____

Title/Position: _____

Name of Business _____

or Organization: _____

1. **DECLARE** that no person, firm or Corporation other than the one whose signature or the signature of whose proper officers and seal is or are attached below, has any interest in this RFP or in the Contract proposed to be undertaken.
2. **I FURTHER DECLARE** that this RFP is made without any connections, knowledge, comparison of figures or arrangement with any other company, firm or person submitting a bid for this RFP and is in all respects fair and without collusion or fraud.
3. **I FURTHER DECLARE** that no Township Council member or employee and their families is, or will become interested, directly or indirectly, as a contracting party or otherwise, in the performance of the Contract, or in the supplies, work or business to which it relates or any portion of the profits thereof, or any such supplies to be used therein in any of the monies to be derived therefrom, unless he/she first declares an interest in this Contract to the Clerk Administrator, prior to the opening of the Request for RFP.
4. **I FURTHER DECLARE** that all matters stated in the said RFP are in all respects true.
5. **I FURTHER DECLARE** that I have carefully examined the locality and site of the proposed works of this Contract and hereby acknowledge the same to be part and parcel of any Contract to be let for the work therein described or defined and I do hereby tender and offer to enter into a Contract, to do all of the work and to furnish all necessary labour, machinery, and apparatus, to complete the work, herein described and to accept in full payment therefore, the sums calculated, in accordance with the unit prices and standby rates set forth in the RFP.
6. **I AGREE** that this offer is to continue open for acceptance until a formal contract is executed to the Successful Bidder
7. **I FURTHER DECLARE** that Addendum/Addenda No. _____ inclusive has/have been received, and that all changes specified in the Addendum/Addenda have been included in the prices submitted.

Print Name

Address

Telephone and Fax Number

Email Address

Signature

Date

Note: If the Contractor is a limited company, then his/her offer must be signed by the Signing Officer of the Company and the Corporate Seal affixed.

FORM OF REQUEST FOR PROPOSAL

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA

This will acknowledge receipt of the following addendum/addenda and that the pricing quoted includes the provision set out in such addendum/addenda.

No Addendum received

OR

Yes, the following Addendum's were received

ADDENDUM #	DATE RECEIVED

Bidder's Name _____ Date: _____

Authorized Signature: _____

FORM OF REQUEST FOR PROPOSAL

REPRESENTATION, WARRANTY AND ACKNOWLEDGEMENT

REGARDING INTEGRATED ACCESSIBILITY STANDARDS REGULATION

(Insert Name/Business Name) _____

Hereby represents and warrants that:

1. I/we and my/our employees, agents, volunteers or others, for whom I/we are responsible, will have successfully completed all the requirements for training under the Integrated Accessibility Standards Regulations including training on Ontario's Human Rights Acts prior to commencement of the Work on behalf of the Township, in accordance with the Award of the RFP for Animal Control Services.

2. The Accessible Customer Service Training provided will encompass this training content:
 - The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements of the customer service standard;
 - How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
 - How to interact and communicate with persons that takes into account their disabilities;
 - The process for people to provide feedback to the Township about its' provision of goods and services to persons with disabilities, and how the Township responds to the feedback and takes action on any complaint;
 - How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person to access goods and services;
 - Information on other Township policies, practices, procedures dealing with the AODA;
 - How to use equipment or devices available on Township premises or provided by the Township that may help with the provision of goods and services;
 - What to do if a person with a disability is having difficulty accessing the Township's goods and services.

ACKNOWLEDGEMENT

I/We, the undersigned, acknowledge and agree that this representation and warranty will be relied upon by the Township and as such I/we solemnly provide this representation and warranty as if it was given under oath.

Name (Business Name if applicable)

Signature(s) PRINT NAME PRINT TITLE

Signature(s) PRINT NAME PRINT TITLE

Date

I/WE HAVE THE AUTHORITY TO BIND THE COMPANY

FORM OF REQUEST FOR PROPOSAL

LIST OF REFERENCES

Bidders must provide a minimum of three (3) current customer references that have been provided similar services to the type of work specified herein.

#1 Company Name:

Address:

Phone No.:

Contact Name:

Relevant Work Experience:

.....

Date(s):

#2 Company Name:

Address:

Phone No.:

Contact Name:

Relevant Work Experience:

.....

Date(s):

#3 Company Name:

Address:

Phone No.:

Contact Name:

Relevant Work Experience:

.....

Date(s):