

**NEW!!**

**THE TOWN OF COLLINGWOOD LAUNCHED**

**THE VENDOR REGISTRATON PROGRAM**

***The Town is utilizing Biddingo.com to create oportunties for the vendor community.***

The vendor Registration Program will allow vendors the oportuntiy to register their interest in doing **future** business with the Town of Collingwood.

The Town of Collingwood partnered with Biddingo.com a number of years ago for the advertisement and on-line distribution of open competition bid oportunities. The launch of the Vendor Registration Program will create further oportunities for the vendor community through email notification of Collingwood bid oportunities at time of posting to Biddingo.com. Vendors will no longer need to keep checking in to see if a bid oportunity is posted. Registered vendors will receive an email alert when new procurement oportunities are released and are relevant to the nature of their business.

This is part of the Town of Collingwood's intention to be a high-performing 21st Century organization, supporting a healthy, strong, and vibrant community, and preparing for future growth.

**To register with the program completed and submit the Vendor Application located on the left hand side of the Collingwood Biddingo home page.**

**The vendor is fully responsible for keeping their information up to date in the Biddingo database.**

**General Question:**

***I am registered with Biddingo; do I need to edit my profile to include Town of Collingwood?***

Yes, vendors currently registered (subscriber or non-subscriber) with [Biddingo](#) will need to complete the Town of Collingwood vendor registration form located at [www.biddingo.com/collingwood](http://www.biddingo.com/collingwood).

For more information regarding the Town of Collingwood's Vendor Registration Program launch with Biddingo.com, please contact the Town's Purchasing Division at:

**General Purchasing Enquires:**

**Telephone:** (705) 445-1030 Ext. 3251

**Email:** [purchasing@collingwood.ca](mailto:purchasing@collingwood.ca)



**Request for Information**

**For**

**Operation and Maintenance of Specialized Transit Services**

**Request for Information No.: FIN2021-022I**

**Issued: Tuesday, January 28, 2020**

**Submission Deadline: February 11, 2021**



## REQUEST FOR INFORMATION

### 1.0 Introduction

This Request for Information (“RFI”) is issued by Town of Collingwood for the purposes of gathering information about the Specialized Transit Service marketplace, in order to assist in the determination of future procurement options. Respondents are asked to reply to The Town of Collingwood and provide the information requested below in Appendix A.

The Town of Collingwood is located on the shores of Georgian Bay, approximately midway between the cities of Barrie and Owen Sound within Simcoe County. Its location along Provincial Highway 26 provides access to Grey and Bruce Counties in the West and to neighbouring Simcoe County municipalities and Toronto in the southeast. The total population of Collingwood, according to the 2016 Census, was 21,793, however we are experiencing a high rate of growth and we want to ensure our ability to service our customers grows and adapts accordingly.

For over 20 years the Town has provided accessible transportation in the municipality working with several community partners to aid residents with disabilities in their transportation needs within the Town of Collingwood. During this time, the transportation needs of the community have evolved to adapt to the changing demographic, as well as to adhere to the most recent regulations set forth by the Province of Ontario. The Accessibility of Ontarians Disability Act (AODA) integrated standards are comprised of mandated requirements for municipalities and transportation providers to adhere to when delivering transportation services.

The Town of Collingwood has continually met and exceeded the standards set forth by the Province and has been a leader in public transportation service delivery on a small-scale perspective. The current accessible services that the Town offers are as follows:

#### **Red Cross Accessible Service**

The Town of Collingwood in partnership with Red Cross operates an accessible service which parallels the operating hours of the conventional transit system. The service operates between the hours of 6:00am and 9:00pm, 7 days a week. This service is available to any customer who is unable to access conventional transit stops and is pre-registered with the service provider. The cost of the service is \$2.00 which, as per Provincial regulations, is identical to the fare structure of the conventional transit system. The Town provides two vehicles to the Red Cross and the service only operates in the municipality of Collingwood. The Red Cross service provides 6,500 trips annually (5 year average) with approximately 350 registered clients.

#### **Collingwood Accessible Taxi**

The Town of Collingwood has been directly involved with providing access to on-demand accessible service within the Town of Collingwood for over 12 years. The Town has worked with several local operators to provide an on-demand service which does not require pre-booking like the Red Cross service does. Currently, this service is being discontinued by the incumbent operator. The on-demand accessible taxi provides approximately 1,200 riders per year (5 year average) within the Town of Collingwood.



## **Area Services**

Currently, the Town of Wasaga Beach does not have an accessible service which operates within their municipality. The Town of the Wasaga Beach is currently working with the County of Simcoe to have service delivered through the County LINX+ service.

## **Proposed Service**

The Town is currently exploring options for a single operator to provide both services, either separately or simultaneously, to deliver the same level of accessible transit within the municipality. The Town would provide the vehicles for this service and it would be the responsibility of the operator to insure and maintain the vehicles as part of the overall contract cost. The vehicles to be provided are a 2017 Dodge Promaster, and a 2019 Chevrolet Express Cutaway Bus. The service would be required to offer pre-booked appointments and on demand (1 Hour service) transport.

If the Town determines that there is a strong market presence for providers of this service, next steps would include a formal bid process to procure an operator for accessible transportation. The anticipated length of the contract would be 18 months. If the Town of Collingwood is satisfied with the level of service and the operational capability of the successful proponent, the Town may consider extending the initial 18 month contract for a period up to five (5) years.

### **2.0 Information Requested**

The purpose of this RFI is to solicit information from operators that would be interested in providing this service within the Town of Collingwood.

#### **2.1 The objective of the RFI is to obtain information about:**

- Current service providers available & potential service solutions,
- Technology based booking and service delivery models,
- Implementation, operation, maintenance, and customer service, and
- Pricing model and costs for budgetary purposes.

#### **2.2 Accessible Transportation Services Solution**

##### **2.2.1 Ideally the accessible transportation services solution would include the following:**

- Provide accessible transportation for clients through booked appointment (allows for advanced scheduling, useful for recurring or set appointments). This needs to operate 7 days a week, during the hours of 6:00am-9:00pm. This service should be able to provide pre-booked service within two weeks (14 days).
- Provide accessible on demand (within 1 hour) service for clients. This service should operate 7 days a week and offer extended hours 6am- midnight.
- Allow a client access portal via telephone and internet/mobile for booking purposes.
- Ensure fares to match Collingwood's conventional transit and licensed taxi fares in compliance with AODA standards and Town of Collingwood By-Laws.
- Consideration of opportunity to provide accessible service to the neighbouring municipalities of Wasaga Beach and Town of the Blue Mountains. If there would be any restrictions or limitations associated with these municipalities, these should be identified.

##### **2.2.2 Submission information should include:**

- Corporate information including a brief description of the respondent, its knowledge, skill and expertise in the provision of accessible transit services,



- Experience in providing accessible transit services for Ontario municipalities currently or within the last 10 years (a description of services of a similar nature).
- A basic outline of a service delivery plan (eg. facilities/vehicle parking, staffing levels, maintenance facility)
- An outline of any additional equipment/vehicles the operator may have to compliment the equipment to be provided by the Town.
- Summary of proposed maintenance and preventative maintenance plans for the vehicles to be provided by the Town.
- Pricing model to detail costs for administration of the service, operation, maintenance, and estimated revenue. These costs should be separated for each type of service, and by municipality.
- Details on the client access portal to be provided to allow for telephone and internet/mobile booking.
- Confirmation of the ability to obtain insurance to meet the following requirements:
  - At minimum \$5,000,000 commercial general liability
  - At minimum \$2,000,000 standard auto and non-owned auto liability insurance

### **3.0 Submission Instructions**

#### **3.1 RFI Contact and Bidders' Questions**

##### **3.1.1 RFI Contact**

For the purposes of this procurement process, all communications in relation to this RFI must be made to the RFI contact through the Bidding system at [Biddingo.com](https://www.biddingo.com), unless specifically instructed with the RFI document.

Post-bid closing communications in relation to this RFI may be made through [purchasing@collingwood.ca](mailto:purchasing@collingwood.ca):

Bidders and their representatives should not contact any employees, officers, agents, elected or appointed officials or other representatives of the Town, other than the RFI Contact, concerning matters regarding this RFI. Failure to adhere to this rule may result in the disqualification of the bidder and the rejection of the bidder's bid.

##### **3.1.2 Questions and Clarification**

Bidders may ask questions or seek additional information in relation to this RFI through the Bidding System using the "Submit a Question" link associated with this opportunity.

The Town will accept questions only through Biddingo. Questions are to be directed to the RFI representative as identified on Biddingo.

To the extent the Town considers that the answer to a question may assist other respondents in the preparation of their proposals, the Town may share the question and response through the issuance of an addendum. Respondents will not be identified with questions asked. Questions may be reworded to the extent the Town considers appropriate. Please note the Town may not answer questions where the Town does not consider the information requested to be required to prepare a response, or where the answer to the question posed may be found in the RFI.



#### 4.0 RFI Timetable

Issue Date of RFI	<b>January 28, 2021</b>
Submission Deadline	<b>February 11, 2021</b>

The RFI timetable is tentative only, and may be changed by the Town at any time.

#### 5. Replies to be Submitted at Prescribed Location

Replies **MUST** be made electronically through the following public portal: [www.biddingo.com](http://www.biddingo.com). The Town of Collingwood relies on Biddingo.com's electronic advertisement to provide public notice of this business opportunity.

To access the bid form and start your submission, click the **Bid Documents / Online Submission**. For technical support, please contact Biddingo.com directly at 1-416-756-0955 or via email at [ebidding@biddingo.com](mailto:ebidding@biddingo.com). Biddingo.com offers free eBidding training sessions. Sign up today at [www.biddingo.com/training](http://www.biddingo.com/training).

[End of Request for Information]



## APPENDIX A – RESPONDENT SUBMISSION FORM

### 1. Respondent Information

- (a) Respondent's registered legal business name and any other name under which it carries on business:

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- (b) Respondent's address, telephone and facsimile numbers:

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- (c) Name, address, telephone and facsimile numbers and e-mail address of the contact person(s) for the respondent:

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- (d) Name of the person who is primarily responsible for the submission:

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- (e) Whether the respondent is an individual, a sole proprietorship, a corporation, a partnership, a joint venture, an incorporated consortium or a consortium that is a partnership or other legally recognized entity:

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### 2. Terms of Reference

In responding to this RFI, each respondent should submit a completed and signed Respondent Submission Form that, among other things, acknowledges its acceptance of the RFI Terms of Reference as contained hereunder:

### 3. Request for Information Not a Formal Competitive Bidding Process

This RFI is issued for information-gathering purposes and is not intended to be a formal legally binding "Contract A" bidding process. Without limiting the generality of the foregoing, this RFI will not necessarily result in any subsequent negotiations, direct contract award, invitational tendering process or open tendering process and does not constitute a commitment by Town of Collingwood to procure any goods or services. Any pricing figures submitted by respondents shall be for general information purposes and will not be binding on respondents.

### 4. RFI Shall Not Limit Town of Collingwood's Pre-existing Rights

This RFI shall not limit any of Town of Collingwood's pre-existing rights. Without limiting the generality of the foregoing, Town of Collingwood expressly reserves the right, at its discretion

- (a) to seek subsequent information or initiate discussions with any firm, including respondents that did not respond to this RFI;
- (b) to initiate direct negotiations for the procurement of any good or service with any respondent or respondents, regardless of whether the firm or respondents responded to this RFI;
- (c) to contact a limited number of respondents, which may be limited to those that responded to this RFI, or may include respondents that did not respond to this RFI,



for the purpose of a competitive procurement for the procurement of any good or service;

- (d) to elect to proceed by way of open tender call where all potential respondents, including those that did not respond to this RFI, are eligible to compete for the award of a contract for the supply of any good or service; and
- (e) to elect not to procure the good or service that is the subject of this RFI.

These expressly reserved rights are in addition to any and all other rights of Town of Collingwood that existed prior to the issuance of this RFI.

## **5. Pricing Information for General Information Purposes Only**

Any pricing information provided by respondents is for general information purposes and is not intended to be binding on respondents. Any legally binding pricing or purchasing commitments will be established only where specified by the express terms of a subsequent tender call process or where established through the execution of a written agreement.

## **6. Information in RFI Only an Estimate**

Town of Collingwood and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in the RFI or issued by way of addenda. Any quantities shown or data contained in this RFI, or provided by way of addenda, are estimates provided only as general background information.

## **7. Parties Shall Bear Their Own Costs**

Town of Collingwood shall not be liable for any expenses incurred, including the expenses associated with the cost of preparing responses to this RFI. The parties shall bear their own costs associated with or incurred through this RFI process, including any costs arising out of, or incurred in, (a) the preparation and issuance of this RFI; (b) the preparation and making of a submission; or (c) any other activities related to this RFI process.

## **8. Accuracy of Responses**

The respondent acknowledges that the information provided is, to the best of its knowledge, complete and accurate.

## **9. Replies Will Not Be Returned**

Except where expressly set out to the contrary in this RFI or in the respondent's submission, the submission and any accompanying documentation provided by a respondent shall not be returned.

## **10. Confidential Information of Town of Collingwood**

All information provided by or obtained from Town of Collingwood in any form in connection with this RFI either before or after the issuance of this RFI (a) is the sole property of Town of Collingwood and must be treated as confidential; (b) is not to be used for any purpose other than replying to this RFI; (c) must not be disclosed without prior written authorization from Town of Collingwood; and (d) shall be returned by the respondents to Town of Collingwood immediately upon the request of Town of Collingwood.

A respondent may not at any time directly or indirectly communicate with the media in relation to this RFI without first obtaining the written permission of Town of Collingwood.

## **11. Disclosure of Information**

The respondent consents to Town of Collingwood's collection of information as contemplated under the RFI for the uses contemplated under the RFI.





Information provided by a respondent may be released in accordance with governing laws. A respondent should identify any information in its submission or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by Town of Collingwood. The confidentiality of such information will be maintained by Town of Collingwood, except where an order by a tribunal or court requires Town of Collingwood to do otherwise. The respondent consents to the disclosure, on a confidential basis, of this submission by Town of Collingwood to advisers retained by Town of Collingwood for the purpose of evaluating or participating in the evaluation of this submission.

The respondent acknowledges that Town of Collingwood may make public the name of any and all respondents.

## 12. Governing Law

This RFI process shall be governed by and construed in accordance with the laws of the province of Ontario and the federal laws of Canada applicable therein.

The respondent hereby agrees to the terms set out in the Terms of Reference and in the RFI.

Signature of Witness:

Signature of Respondent: Representative:

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Name of Witness:

Name and Title:

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Date of Signature:

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I have authority to bind the respondent.