

Request to Qualify and Quote for Consultant's Services on an
Emergent Basis

Project Name: EMPLOYMENT CANDIDATE
BACKGROUND CHECK SERVICES

Request Number: RQQ- 2016-SAF-075



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1.0 Definitions

In this Request Document,

- 1.1 **"Addenda"/"Addendum"** is the formal release of additions, deletions, revisions, clarifications to this Request Document that form a part of the Contract as specified in Section 3.1.4 of Instructions to Proponents.
- 1.2 **"Business Day"** shall have the same meaning ascribed in Schedule A – Definitions of Appendix "A" – General Conditions.
- 1.3 **"Closing"** means the deadline for Metrolinx to receive Submissions as specified in Section 3.1.1 (e).
- 1.4 **"Conflict of Interest"** means:
 - 1.4.1 in relation to this RQQ 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, or having access to, confidential information of Metrolinx in the preparation of its Submission that is not available to other Proponents, (ii) communicating with any person with a view to influencing preferred treatment in this RQQ Process (including but not limited to the lobbying of decision makers involved in this RQQ Process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of this RQQ Process; or
 - 1.4.2 in relation to the performance of its contractual obligations contemplated in the Contract that is the subject of this procurement, 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.
- 1.5 **"Consultant"** shall have the same meaning ascribed in Appendix "A" – Definitions of Appendix "A" – General Conditions.
- 1.6 **"Contract"** shall have the same meaning ascribed in Schedule A – Definitions of Appendix "A" – General Conditions.
- 1.7 **"Contract Documents"** shall have the same meaning ascribed in Schedule A – Definitions of Appendix "A" – General Conditions.
- 1.8 **"Corporate Firm"** means any one of the following: a) the Proponent, b) the Proponent and its Subconsultants, or c) the Joint Venture, responding to the Request Document.
- 1.9 **"Deliverables"** shall have the same meaning ascribed in Schedule A – Definitions of the Appendix "A" – General Conditions.
- 1.10 **"EBS"** means Electronic Bid Submission.

- 1.11 **"E-Bid Authorized Signer"** is the designated individual in the Proponent's organization who has the authority to bind the Proponent to each and every term, condition, article and obligation of the Request Document and any resultant Contract.
- 1.12 **"E-Bid Confirmation Number"** is the receipt received by a Proponent from MERX indicating that the Submission was uploaded successfully.
- 1.13 **"Evaluation Committee"** means the representatives chosen to evaluate the Submissions based on the Evaluation Criteria outlined in this Request Document.
- 1.14 **"Evaluation Criteria"** means the criteria for scoring the Submission as stated in Section 5.2 – Request Evaluation Criteria, of Request Evaluation Criteria and Selection Process herein.
- 1.15 **"FIPPA"** shall have the same meaning ascribed in Section 3.11 of Instructions to Proponents.
- 1.16 **"Joint Venture"** means a business arrangement of two or more parties proposed for this RQQ Process further described in Section 3.6 of Instructions to Proponents.
- 1.17 **"Key Personnel"** shall have the same meaning ascribed to it in Section 2.7(a) of the General Conditions.
- 1.18 **"Metrolinx"** shall have the same meaning ascribed in Schedule A – Definitions of Appendix "A" – General Conditions.
- 1.19 **"Option"** means a component of the Work that is to be exercised at the sole discretion of Metrolinx.
- 1.20 **"Participant in Charge"** shall have the same meaning ascribed in Section 3.6.3 of the Instructions to Proponents.
- 1.21 **"Parties"** shall have the same meaning ascribed in Schedule A – Definitions of Appendix "A" – General Conditions.
- 1.22 **"Procurement Office"** means the Metrolinx Procurement and Contract Services office located at 277 Front St West, Toronto, Ontario, Canada, M5V 2X4.
- 1.23 **"Procurement Representative"** means the following individual in the Procurement and Contract Services Department:

Margaret Drozdiuk, Procurement Officer	
Telephone number	(416) 202-5622
Email	Margaret.Drozdiuk@metrolinx.com

- 1.24 **"Proponent"** means the legal entity that remits a Submission in response to this Request Document and who if selected for award shall execute the Contract with Metrolinx for provision of the Work.
- 1.25 **"Rates"** shall have the same meaning given in Section 1.1 of Schedule B – Financial Terms.

- 1.26 **"Request Document"** means this Request to Qualify and Quote document comprised of sections listed in the Table of Contents, issued by Metrolinx for the Work to be provided, and any Addenda thereto.
- 1.27 **"Request Document Forms"** means any sections of this Request Document which requires completion and must be included with the Submission.
- 1.28 **"RQQ Process"** means the Request to Qualify and Quote procurement process set out in the Request Document herein.
- 1.29 **"Scope of Work"** means the scope of work described in Appendix "B".
- 1.30 **"Subconsultant"** shall have the same meaning ascribed in Schedule A – Definitions of Appendix A – General Conditions.
- 1.31 **"Submission"** means all documentation and other materials and information submitted by the Proponent in response to this Request Document or in respect of this RQQ Process.
- 1.32 **"Technical Submission"** means the Proponent's response to Section 4.3 - Submission Content of Request Submission Requirements herein and any additional information requested by Metrolinx.
- 1.33 **"Total Contract Price"** means the upset limit amount established as the total contract price for the Contract by Metrolinx, in accordance with Section 3.4.1(a) and (b) of Instructions to Proponents.
- 1.34 **"Total Estimated Contract Price"** means the total amount set out in Attachment #1 - Contract Prices.
- 1.35 **"VPM"** shall have the meaning ascribed in Section 3.16.1 of Instructions to Proponents.
- 1.36 **"VPR"** shall have the meaning ascribed in Section 3.16.2 of Instructions to Proponents.
- 1.37 **"Work"** shall have the meaning ascribed in Section 2.2(a) of the Appendix "A" – General Conditions.

2.0 Introduction

2.1 General

- 2.1.1 Metrolinx is issuing this Request to Qualify and Quote to retain a Proponent to provide the goods and/or services described herein. Metrolinx intends to award a Contract through an open, fair and competitive process.
- 2.1.2 You are invited to submit your Submission for RQQ-2016-SAF-075 as more particularly described in this Request Document as required by Metrolinx, which Work relates to Employment Candidate Background Check Services.

3.0 Instructions to Proponents

3.1 Submission Instructions

3.1.1 General

- (a) The Request Documents shall be read as a whole. The Schedules, Appendices and Addenda, if any, constitute an integral part of this RQQ Process and are incorporated by reference. The documents included in this Request Document (with the exception of any Addenda that may be issued subsequently) include all documents noted in the Table of Contents.
- (b) *****NOTE: ELECTRONIC BID SUBMISSION**
Your Submission for this opportunity must be made to Metrolinx through the use of **MERX EBS**. Proponents shall be solely responsible for the delivery of their Submission using MERX EBS by the Closing, in accordance with the Submission Instructions herein.
- (c) Your Submission is to be firm and irrevocable for one hundred and twenty (120) calendar days from the Closing.
- (d) Your Submission will be evaluated in accordance with the Request Evaluation Criteria and Selection Process as outlined in this Request Document.
- (e) RQQ Timetable

Milestone	Date
Issuance of Request Documents	February 21, 2017
Deadline to Submit Questions	March 7, 2017
Last day for issuance of Addenda	March 9, 2017
Closing	March 16, 2017 @ 3:00 p.m Toronto, ON time
Estimated Start of the Work	May 23, 2017

Metrolinx may, without liability, cost or penalty and in its sole discretion amend the RQQ Timetable.

3.1.2 Request Enquiries

- (a) All written enquiries and other communications prior to full Contract execution are to be directed solely to the Procurement Representative.
- (b) Any questions concerning the Request Documents, the contents herein, or the Work contemplated herein are to be directed, in writing, to Procurement Representative as specified in Section 1.23 prior to the deadline for submitting questions. No questions or requests for

clarifications, changes or amendments of Request Documents shall be entertained after this time regardless of the reason.

- (c) All questions/requests for clarification related to the Request Documents are to be submitted via e-mail to the attention of the Procurement Representative using the Question and Answer Template which is a fillable file attached separately as:

Consultant Q and A_RQQ-2016-SAF-075

In the above mentioned file, indicate for each question being submitted the page, drawing, section number (as applicable) and details of the specific question/clarification requested. For each set of questions submitted by the Proponent, a new copy of the above referenced Question and Answer Template should be submitted.

- (d) When necessary, revisions to, or clarifications of the Request Documents will be incorporated into a written addendum issued by the person identified herein. Information regarding the Request Documents or the Work, whether provided by the person identified herein, or from any other source, whether verbally or in writing, shall be considered informal and Metrolinx shall not be bound by, or liable for, any such information unless incorporated into a written addendum.

3.1.3 Mandatory Site / Information Meeting

Not Applicable

3.1.4 Addenda / Changes to the Request Documents

- (a) In the event that Metrolinx determines in its sole discretion, that clarifications of, or revisions to the Request Documents are required, all Proponents who received copies of the Request Documents shall be advised of such clarifications or revisions during the period by written addenda. Such addenda shall become part of the Request Documents and the contents thereof shall be allowed for in the prices bid for the Work.
- (b) It is the Proponent's responsibility to ensure that they have received copies of all Addenda, and to ensure that the Addenda have been considered in their Submission. Addenda, if applicable, will be issued through MERX. Information concerning the number of Addenda issued and the date of issue of the most recent Addendum can be found at www.merx.com for this RQQ Process. Proponents are urged to select automatic notification of Addenda issuance when registering on MERX.
- (c) The Proponent, when ascertaining if copies of all Addenda issued have been received, shall be responsible for allowing sufficient time prior to the Closing to receive any missing Addenda and to review and allow for the contents thereof in the Submission.
- (d) The Proponent shall submit the Submission using the most current Request Document Forms as issued via Addenda. Failure to use the most

current pages of the Request Document Forms may result in the Submission being found non-compliant and disqualified.

3.1.5 Request Submission

- (a) Proponents remitting a Submission to Metrolinx shall exercise extreme care when completing and submitting all Request Document Forms.
- (b) Proponents shall examine carefully the whole of the Request Documents and any data referred to therein. They shall make the necessary investigations to inform themselves thoroughly as to the character and magnitude of the Work.
- (c) The Proponent shall not claim at any time after the Closing and/or after notification of award of the Contract that there was any misunderstanding or uncertainty in regard to the Request Documents or any of the contents therein. No plea of ignorance of conditions which exist, or any conditions or difficulties that may be encountered, shall be accepted as a reason for failure to complete the Contract or as a basis for claims for additional compensation or extension of time.
- (d) Your Submission shall be completed fully in a clear and comprehensible manner.
- (e) Submissions shall be remitted electronically through MERX EBS only. Submissions sent in any other manner shall be deemed non responsive and automatically disqualified.
- (f) The Submission shall be submitted on the original Request Document Forms as issued by Metrolinx through the MERX website and except for designated sections where the Proponent is to enter information, the Request Document and Request Document Forms shall not be altered in any way including, but not limited to, write-ins, strike-outs of the pre-printed provisions or any other conditional or qualifying statements.
- (g) Any Submission which contains such conditional and/or qualifying statements shall be deemed non-compliant and disqualified unless such conditional and/or qualifying statements are withdrawn in writing by the Proponent, upon request by Metrolinx.
- (h) If during the preparation of their Submission, the Proponent desires to make a change which requires correction, alteration or erasure to any information previously entered in a designated section of the Submission by the Proponent, documents that have been uploaded to MERX using EBS can be added, removed and/or re-submitted as often as required at any time, prior to Closing.

Any Submission documents that are attempted to be uploaded via MERX EBS after the Closing has occurred (as confirmed by the MERX Audit Report) shall be automatically rejected by Metrolinx, regardless of the reason for lateness.

- (i) All prices shall be firm and quoted in Canadian funds. The prices quoted in the Submission shall represent full payment for all Work as is necessary for the proper completion of the Contract.
- (j) Submissions must be remitted on MERX by the Proponent's E-bid Authorized Signer.
 - (i) NOTE: The Proponent can have only one (1) E-Bid Authorized Signer which is to be used for any EBS submission process.
 - (ii) The E-Bid Authorized Signer does not have to be either the person placing the order for the Request Document on MERX, nor do they have to be subscribed to MERX. Once an E-Bid Authorized Signer has been setup, a letter will be sent via email to the E-Bid Authorized Signer.
 - (iii) For the purposes of a Joint Venture, the E-Bid Authorized Signer of the Participant-in-Charge shall remit the Submission.
- (k) Submission must be remitted electronically through the MERX EBS system. For assistance in using MERX EBS, please watch the online Electronic Bid Submission tutorial at: <http://www.youtube.com/watch?v=To0fgSccw3M> . Alternatively, you can contact MERX directly at 1-800-964-MERX (**6379**) or visit the MERX website at www.merx.com for further instruction or assistance regarding EBS and/or E-Bid Authorized Signer registrations.
 - (i) Please review the E-bid checklist on MERX as this will provide some general assistance regarding uploading of documents.
 - (ii) It is the Proponent's sole responsibility to ensure that all required information for their Submission is uploaded to MERX via EBS. Failure of the Proponent to include all required items may result in the Proponent's Submission being deemed non-responsive and disqualified.
 - (iii) The largest individual file size that can be submitted through MERX is 100MB, although there is no limit to the number of files that can be submitted. If any individual file size is over 100MB, the Proponent's submission can be split into multiple parts, and submitted as clearly labelled, multiple files once the submission has been broken up into files of 100MB or smaller.
 - (iv) MERX places no restriction on file format and does not convert or zip files during the upload process.
 - (v) In order to complete the Submission, the on-line authorization of the Proponent's E-Bid Authorized Signer will be required. It is the Proponent's sole responsibility to have an E-Bid Authorized Signer PIN number issued from Merx at least one (1) day prior to Closing. Visit tenders.merx.com/RequestEBSPin to request a PIN for the Proponent's E-bid Submission Authorized Signer.

- (l) Information contained in the most recent Submission remitted via MERX EBS and received prior to the Closing will take precedence over the information contained in previously received Submissions from the Proponent.
- (m) The Proponent may withdraw a Submission at any time prior to the Closing specified by Metrolinx by logging into MERX on the E-bid Submission screen locating the opportunity and clicking 'Delete' for the opportunity in question. Once deleted, an E-bid is given the status 'Not Submitted'

3.1.6 Submission Deadline

- (a) Submissions must be fully uploaded via MERX EBS by the Closing. Any Submission or portions thereof received after the Closing (as confirmed by MERX Audit Report) shall be deemed non-responsive and the entire Submission shall be disqualified regardless of the reason for lateness. The Proponent shall remit the Submission with sufficient time to ensure its arrival before the Closing.
 - (i) It is recommended by MERX to allow at least four (4) hours to remit the Submission via EBS, which shall provide the Proponent with the opportunity to upload all documents and resolve any potential issues that may arise. If you have many large documents or you are not running on high speed internet access you may want to give yourself additional time. If the problem persists, call MERX directly at 1-800-964-MERX (6379). Metrolinx staff will be unable to assist with any EBS related issues.
 - (ii) If the Proponent attempts to remit their Submission, or portions thereof, after the Closing, such documents shall not be accepted by the MERX system.
 - (iii) In the event that the MERX system allows late Submissions, this will not supersede any stipulations herein regarding late submissions.
- (b) Upon successful completion of the EBS process, the Proponent shall be provided with an E-bid Confirmation Number. All reports are kept on the Proponent's MERX account for seven (7) years after the Closing.
- (c) Notwithstanding the above, Metrolinx reserves the right to postpone the Closing at which time all potential Proponents shall be advised of the new Closing by way of Addenda.
- (d) After the Closing has occurred, all Submission received will be opened by Metrolinx staff. There shall be no public access to this opening. Upon execution of the final Contract, all Proponents that have remitted a Submission shall be notified in writing of the results of the award to the successful Proponent. Results of the award to the successful Proponent shall also be posted on the Metrolinx website at www.metrolinx.com/tenders under "Bid Award Results" (Request to

Qualify and Quote) and/or the MERX website at www.merx.com/metrolinx (search "Metrolinx" or the Request Number and select "Awards").

- (e) All documentation received by Metrolinx with regards to this RQQ Process will be retained by Metrolinx and will not be returned to the Proponent.

3.1.7 Clarification of Submissions

- (a) Metrolinx reserves the right, within one hundred and twenty (120) calendar days following the Closing, to request that any Proponent clarify its Submission and such Proponents shall submit responses to such request within five (5) Business Days following receipt of such request or within such shorter time as Metrolinx may require. Metrolinx may, in its sole discretion, choose to meet with some or all of the Proponents to discuss aspects to their Submission. Metrolinx may require Proponents to submit information clarifying any matters contained in their Submission or Metrolinx may prepare a written interpretation of any aspect of a Submission and seek the respective Proponent's acknowledgement of that interpretation.
- (b) Such information accepted by Metrolinx, for purposes of clarification, and written interpretations which have been acknowledged by the relevant Proponent shall be considered to form part of the Submission of those Proponents.
- (c) After the Closing, only information specifically requested by Metrolinx for purposes of clarification shall be considered as additions to a Proponent's Submission.
- (d) Metrolinx is not obliged to seek clarification of any aspect of a Submission.

3.1.8 Proponent Qualifications

- (a) Refer to Request Submission Requirements for the required corporate qualifications and experience pertaining to this Request Document.
- (b) Refer to Schedule E – Consultant Personnel of Appendix A – General Conditions for the required Consultant Personnel qualifications pertaining to this Request Document.

3.1.9 Insurance

- (a) Workplace Safety and Insurance Clearance Certificate – The Proponent to whom this Contract is awarded must furnish a valid Workplace Safety and Insurance Clearance Certificate for the premium rate class, subclass or group as appropriate for the Work of this Contract, as issued by the Workplace Safety and Insurance Board, within five (5) Business Days, of notification of acceptance of its Submission by Metrolinx. Failure by the Proponent to comply with this requirement shall result in the Contract award being declared VOID.
- (b) Liability Insurance

- (i) As a condition of award of this Contract the Proponent shall provide to Metrolinx certificates for the following types of insurance in the amounts specified within five (5) Business Days of notification of acceptance of its Submission by Metrolinx:
- 1) Commercial General Liability Insurance in an amount of not less than two million dollars (\$2,000,000.00) per occurrence;
 - 2) Errors and Omissions/Professional Liability Insurance in an amount of not less than two million dollars (\$2,000,000.00) per claim; and
 - 3) Automobile Liability Insurance for owned and non-owned vehicles in an amount of not less than two million dollars (\$2,000,000.00) per occurrence.
 - 4) The Certificate of Commercial General Liability Insurance shall reference the Contract name and number and include the following as additional insureds:
 - a) Metrolinx.
 - 5) All certificates of insurance shall include a provision requiring the insurer to give Metrolinx thirty (30) calendar days prior written notice of any changes to, or cancellation of the required insurance policies and confirmation that all policies with the exception of Errors and Omissions, include a waiver of subrogation against Metrolinx.
 - 6) Failure by the Proponent to comply with these requirements shall result in the award of the Contract being declared VOID.

3.1.10 Parent Company Indemnity

If requested by Metrolinx, as a condition of award of Contract, a subsidiary company shall be required to submit a 'Guarantee' from its parent company, included and provided for in Appendix "D" – Documents, or in a form satisfactory to Metrolinx and agrees to provide all the necessary financial and technical support for the proper completion of the said Contract and shall guarantee the performance of the said Contract in accordance with the terms and conditions, including timely completion thereof, and agrees to guarantee the Work for the warranty period(s) stipulated therein.

3.2 Nature of Agreement

The General Conditions set out in Appendix "A" and the Consultant's Scope of Work set out in Appendix "B" attached hereto shall be included in and form part of the Contract. Remitting a Submission constitutes acknowledgement that the Proponent has read and agrees to be bound by such conditions.

3.3 Rights of Metrolinx

Metrolinx reserves the right, in its sole discretion:

- 3.3.1 to cancel this RQQ Process and/or any acceptance of a Submission prior to final execution of the Contract by Metrolinx, for any reason, without any obligation or any reimbursement to the Proponent;
- 3.3.2 to reject any or all Submissions. The Submission with the lowest price will not necessarily be accepted. Metrolinx' selection shall be based on which Proponent has provided a Submission which Metrolinx determines, to provide the greatest value based on the Evaluation Criteria contained in the Request Document;
- 3.3.3 to disqualify any Submission which contains misrepresentations or any other inaccurate or misleading information;
- 3.3.4 to waive any requirement of the Request Documents or request amendment where, in the sole opinion of Metrolinx, there is an irregularity or omission in the information provided, that is not material to the Submission unless a specific consequence has been identified herein for the commission of such an irregularity or omission;
- 3.3.5 to waive the requirement to check references;
- 3.3.6 to not respond to a Proponent's questions;
- 3.3.7 to use its own experiences, and the experiences of any other third party, with the Proponent in previous contracts in order to evaluate the Proponent's performance.
- 3.3.8 to award or not award based on submitted references and/or references independently obtained by Metrolinx;
- 3.3.9 to award or not award based on the Proponent's experiences with Metrolinx or other departments or agencies within the Ontario government, if the Proponent:
 - (a) was previously given a "Notification of Award" of contract by a department or agency within the Ontario government and defaulted in proceeding with the work of the contract;
 - (b) has submitted false or misleading information in this Submission;
 - (c) failed or refused to comply with any applicable federal, provincial or municipal law governing a bid or a prior contract with a department or agency within the Ontario government;
 - (d) had a previous contract with a department or agency within the Ontario government that was terminated for default in the past year; or
 - (e) is an affiliate of or successor to any corporation described in Sections 3.3.9(a) through (d) above, including any firm that is controlled within the meaning of the Ontario Business Corporations Act by the same person or

group of persons who so controlled any corporation described in Sections 3.3.9(a) through (d) above

- 3.3.10 to request a listing of all projects, regardless of scope, complexity or estimated value, completed for or terminated by Metrolinx within the past three (3) years or currently active;
- 3.3.11 to distribute via Addenda, copies of any Proponent's questions received and responses provided by Metrolinx, to all Proponents who received the Request Documents;
- 3.3.12 to postpone the Closing, at which time all Proponents who received Request Documents shall be advised of the new Closing via written Addenda;
- 3.3.13 within one hundred and twenty (120) days following the Closing, to request that any Proponent clarify its Submission and such Proponents shall submit responses to such request within five (5) Business Days following receipt of such request or within such shorter time as Metrolinx may require;
- 3.3.14 to prepare a written interpretation of any aspect of a Submission and require the relevant Proponent's acknowledgement of the accuracy of that interpretation;
- 3.3.15 to request that a Proponent voluntarily withdraw its Submission without penalty where in the opinion of Metrolinx the Submission is substantially below internal budget estimates and therefore the Work would not be satisfactorily completed;
- 3.3.16 to correct arithmetical errors in any or all Submissions where such errors affect extended totals, the Estimated Contract Price, H.S.T. and/or Grand Total. Arithmetical corrections shall only be made based upon the unit prices submitted by the Proponent. Corrections to extension, sums, differences or other arithmetical operations based on the Estimated Contract Price submitted will be identified on the Request Document Forms (submitted by the Proponent) by Metrolinx and acknowledged in each instance by the initials of the Proponent's and Metrolinx's authorized signatories. Such corrections will become part of the Proponent's Submission. Failure of the Proponent to acknowledge such corrections shall result in its Submission being deemed non-responsive and disqualified;
- 3.3.17 to award one (1) or more Contracts for provision of the Work;
- 3.3.18 to, upon failure of the Proponent whose Submission was accepted to fulfil the conditions of Section 3.4.2 herein, cancel award of Contract and consistent with industry practice, notify another Proponent who was determined to be qualified in accordance with the Request Evaluation Criteria stated herein and who submitted a responsive Submission; that its Submission has been accepted and, subsequent to the fulfillment of the conditions of Section 3.4.2 herein, that Proponent shall be deemed to be the successful Proponent and the Proponent to whom the Contract is awarded; and
- 3.3.19 to proceed with and to enter into a Contract with the Proponent for the provision of Work, as stated in Appendix "B" Consultant's Scope of Work, with the exception of the items listed as options to be exercised at the sole discretion of Metrolinx, including:

- (a) Period two (2) April 1, 2018 to March 31, 2019;
- (b) Period three (3) April 1, 2019 to March 31, 2020;
- (c) Period four (4) April 1, 2020 to March 31, 2021; and
- (d) Period five (5) April 1, 2021 to March 31, 2022.

3.4 Contract to be Executed

3.4.1 Metrolinx shall notify the Proponent in writing of acceptance of its Submission by Metrolinx. Metrolinx will prepare the Articles of Agreement and bind it into the Contract Documents. Two (2) sets of Contract Documents will be forwarded to the Proponent for review and execution.

- (a) It is Metrolinx's intention to establish Contracts with one (1) or more Consultant(s) to perform the required Work.
- (b) Metrolinx's upset limit for this Work is **two hundred thousand dollars (\$200,000.00)** over a period of up to **five (5) years**, excluding taxes. In the event that Metrolinx, in its sole discretion, awards more than one (1) Contract, the amount stated herein shall be divided between the multiple Contracts. The amount allocated to each Contract shall be determined by Metrolinx at its sole discretion.

3.4.2 The Contract Documents shall be executed by the Proponent and returned to Metrolinx within five (5) Business days of notification to the Proponent that Metrolinx has accepted its Submission. Failure by the Proponent to execute and return the Contract Documents with the required Insurance Certificates and Workplace Safety and Insurance Clearance Certificate and any other documents as may be required within the specified time, shall result in the cancellation of the Contract award.

3.4.3 There shall be no binding contract for the supply of the Work unless and until Metrolinx and the Proponent, whose Submission has been accepted, have executed the written agreements contemplated in this Request Document. The Proponent shall not start the Work before the Contract has been executed by the Proponent and Metrolinx and all documents required by this Request Document, as a condition of award of the Contract, have been delivered to Metrolinx.

3.5 Conflict of Interest

3.5.1 The Conflict of Interest declaration included in the Form of Request shall be completed and provided with the Submission.

3.5.2 Examples of Conflict of Interest include but are not limited to:

- (a) any director, officer, or employee or advisor of Metrolinx has any connection or relationship with, or any pecuniary interest in the Proponent or any Subconsultant thereof;
- (b) the Proponent or any Subconsultant thereof is in possession of confidential information relating to the Work; and

- (c) any director, officer or employee or advisor of Metrolinx who has knowledge of the Work has assisted the Proponent in the preparation of its Submission.

3.5.3 If, at the determination of Metrolinx in its sole discretion, a Proponent is found to be in a Conflict of Interest that cannot be resolved or the Proponent fails to disclose any actual or potential Conflict of Interest, Metrolinx may, at its sole discretion, disqualify the Proponent from the RQQ Process or terminate any agreement entered into with the Proponent pursuant to this RQQ Process.

3.6 Joint Ventures

3.6.1 If a Joint Venture is proposed, the Proponent shall state in its Submission the Joint Venture arrangements that form the basis on which the Joint Venture plans to carry out its obligations.

3.6.2 The Joint Venture shall not change its Joint Venture arrangement without the prior written approval of Metrolinx in its sole discretion in accordance with the process set out in Section 3.15.

3.6.3 One of the Joint Venture participants shall be nominated as being in charge during this RQQ Process and, in the event of a successful Submission during finalization of the Contract (the "Participant in Charge"). The Participant in Charge shall be authorized by the other joint venture participants to incur liabilities and receive instructions for and on behalf of any and all participants of the joint venture.

3.6.4 Each Joint Venture participant shall demonstrate its authorization of the Participant in Charge by submitting with their Submissions a power of attorney, or similar document, signed by a legally authorized representative of the Joint Venture participant.

3.6.5 All participants of the Joint Venture shall be legally liable, jointly and severally, during this RQQ Process and during the Contract for carrying out the obligations pursuant to the Contract.

3.7 Prohibited Contacts and Lobbying Prohibition

3.7.1 A Proponent, Proponent's team members and all of the Proponent's respective Subconsultants, advisors, employees and representatives are prohibited from engaging in any form of political or other lobbying, of any kind whatsoever, to influence the outcome of this RQQ Process.

3.7.2 Without limiting the generality of Section 3.7.1, neither Proponents or Proponent team members or any of their respective Subconsultants, advisors, employees or representatives shall contact or attempt to contact, either directly or indirectly, at any time during the RQQ Process, any directors, officers, employees and advisors of Metrolinx, other than the Procurement Representative.

3.8 Media Releases, Public Disclosures and Public Announcements

3.8.1 A Proponent shall not, and shall ensure that its advisors, employees, or representatives do not, issue or disseminate any media release, public

announcement or public disclosure (whether for publication in the press on the radio, television, internet, or any other medium) that relates to this RQQ Process, this Submission or any matters related thereto, without the prior written consent of Metrolinx.

- 3.8.2 A Proponent, Proponent's team members and all of the Proponent's respective advisors, employees and representatives shall not make any public comment, respond to questions in a public forum, or carry out any activities to either criticize another Proponent or Submission or to publicly promote or advertise its own qualifications, interest in or participation in the RQQ Process without Metrolinx's prior written consent, which may be withheld in Metrolinx's sole discretion. Notwithstanding this item, the Proponent, Proponent's team members and all of the Proponent's respective advisors, employees and representatives are permitted to state publicly that it/they are participating in the RQQ Process.
- 3.8.3 For greater clarity, this section does not prohibit disclosures necessary to permit the Proponent to discuss the Request Document with prospective subconsultants' participation in this RQQ Process.

3.9 Restriction on Communications Between Proponents – No Collusion

A Proponent shall not discuss or communicate, directly or indirectly, with any other Proponent, any information whatsoever regarding the preparation of its own Submission or the Submissions of other Proponents. Proponents shall prepare and submit Submissions independently and without any connection, knowledge, comparison of information or arrangements, direct or indirect, with any other Proponent. This obligation extends to all team members of a Proponent and all of the Proponent's respective advisors, employees and representatives.

3.10 Disclosure of Information

- 3.10.1 The Proponent hereby agrees that any information provided in its Submission, even where it is identified as being supplied in confidence, may be disclosed by Metrolinx where required by law, order of a court, or tribunal.
- 3.10.2 The Proponent hereby consents to the disclosure, on a confidential basis, of its Submission by Metrolinx to Metrolinx's advisors retained for the purpose of evaluating or participating in the evaluation of the Submissions.
- 3.10.3 Under Ontario's Open Data Directive, Metrolinx is required to publish certain procurement information. Accordingly, the Proponent acknowledges that, subject to any applicable FIPPA exemptions, Metrolinx may publish procurement data including but not limited to the names of the Proponents and the winning bid in accordance with Ontario's Open Data Directive. For more information, see: www.ontario.ca/page/ontarios-open-data-directive.

3.11 Freedom of Information and Protection of Privacy Act ("FIPPA")

Proponents are advised that Metrolinx may be required to disclose all, a part, or parts of a Proponent's Submission and a part or parts of any Submission pursuant to FIPPA.

3.12 Submission to Be Retained by Metrolinx

Metrolinx shall not return a Submission or any accompanying documentation submitted by a Proponent.

3.13 Confidential Information of Metrolinx

All information provided by or obtained from Metrolinx in any form in connection with the Submission process;

3.13.1 is the sole property of Metrolinx and shall be treated as confidential;

3.13.2 shall not be used for any purpose other than replying to the Request Document and the performance of any subsequent agreement; and

3.13.3 shall not be disclosed without prior written authorization from Metrolinx.

3.14 Proponents Shall Bear Their Own Costs

The Proponent shall bear all costs associated with or incurred in connection with its participation in this RQQ Process, including, but not limited to, preparation of its Submission and preparation for and participation in presentations and interviews.

3.15 Changes to Proponent Key Personnel, Subconsultants or Joint Venture

3.15.1 If after the Closing, but prior to the execution of the Contract, the Proponent wishes to request a change in a Key Personnel, Subconsultant, or Joint Venture, the Proponent shall notify the Procurement Representative as soon as possible and the notification shall identify the proposed change in Key Personnel, Subconsultant or Joint Venture and the proposed substitute, if applicable, and include sufficient documentation that the proposed substitute would have met or exceeded any applicable criteria applied during this RQQ Process.

3.15.2 In response to a request as per Section 3.15.1 above, Metrolinx may, in its sole discretion provide the Proponent with instructions as to the type of information required by Metrolinx to consider the proposed change to the Proponent's Key Personnel, Subconsultants or Joint Venture arrangements as well as the deadlines for submission of information that the Proponent must meet in order to have its request considered by Metrolinx.

3.15.3 The Proponent shall provide any further documentation as may be required by Metrolinx to assess any proposed substitute or change. If Metrolinx, in its sole discretion, considers the proposed substitute to be acceptable, Metrolinx may consent to the substitution. Metrolinx's consent to such substitution, however, may be subject to such terms and conditions as Metrolinx may require. If the proposed substitute or change is not acceptable to Metrolinx, the Proponent shall propose an alternate substitute or change for review by Metrolinx in the same manner as the first proposed substitute.

3.15.4 Metrolinx may, in its sole discretion, disallow any actual or proposed change.

3.16 Consultant Performance Management Program

- 3.16.1 Consultant Performance Management Program (“VPM”) means the Metrolinx’s policy for monitoring, evaluating and recording vendor performance, as same may be amended or replaced from time to time. The Consultant Performance Management Program establishes a standard methodology for the incorporation of a vendor’s past performance as a criterion in assessing that vendor’s bids or proposals for future work with the Metrolinx.
- 3.16.2 Pursuant to Metrolinx’s VPM Program, Metrolinx may consider Proponent’s past performance under contracts with Metrolinx in evaluating Submissions received in response to this Request Document. The Consultant Performance Rating (“VPR”) is the average of a vendor’s performance evaluation scores (as assessed by or on behalf of Metrolinx) for a thirty-six (36) month period preceding the Closing. If a Proponent has not completed any work for Metrolinx in the three (3) years preceding the Closing, for the purpose of evaluating the Submission, the Proponent will be assigned a VPR which is the straight average of all the VPRs of all vendors who have performed services for Metrolinx during the prior fiscal year.
- 3.16.3 If the VPR is being applied as a component of the award evaluation for this RQQ Process, the legal name of the Proponent stated on the Form of Request will be used. It is the responsibility of the Proponent to ensure that its proper legal name has been stated on the Form of Request. Metrolinx will not accept any requests from the Proponent to change the legal name provided after the Closing.
- 3.16.4 In case of a Joint Venture where multiple parties will sign the Contract, the VPR of each participant will be added and the average will be applied.
- 3.16.5 For the purposes of this RQQ Process, the application of the VPR is set out in the Contract Performance Appraisal as listed in Appendix “D” - Documents.

4.0 Request Submission Requirements

4.1 Mandatory Requirements

- 4.1.1 Proponents must meet all mandatory requirements in order for their Submission to be considered further. Failure of a Proponent to meet all of the mandatory requirements listed below shall result in the Proponent's Submission to be deemed non-compliant and shall not be considered further.
- 4.1.2 The mandatory requirements for this Request Document are as follows:
- (a) The Form of Request must be submitted by the E-Bid Authorized Signer.
 - (b) Pricing information must be completed and submitted using Attachment #1 - Contract Prices.
 - (c) Proponents shall declare any conflicts of interest in Section 6.6 of Form of Request. If Section 6.6 is left blank the provisions of Section 6.6.1 of Form of Request shall apply.
 - (d) The Proponent shall provide a completed Attachment #3 – Mandatory Technical Requirements of Form of Request with the Submission.

4.2 Submission Format

- 4.2.1 Submissions must be submitted through MERX and should be in the following format:
- (a) Present information in Font Size 11 pt. on 8½ x 11 paper size.
 - (b) Include a table of contents.
 - (c) Organize information into sections which correspond to the Submission Content Requirements in the exact order described below.
 - (d) The entire content of the Proponent's Submission shall be submitted in writing, and the content of web sites or other external documents referred to in the Proponent's Submission will not be considered for evaluation unless submitted in their entirety as part of the Submission.

4.3 Submission Content

The Proponent's Submission shall include: a Technical Submission and a Price Submission. The information required in each Submission as well as the prescribed format in which it should be submitted is outlined below.

- 4.3.1 Technical Submission – The Proponent's Technical Submission should be comprised of the following sections in the following order and should contain a Table of Contents.

(a) **Technical Submission Section 1: Form of Request**

- (i) Provide a completed Form of Request. The Form of Request shall not be retyped, and entries shall be made directly on the Request Document Forms provided by Metrolinx.
- (ii) If submitting as a Joint Venture, attach a copy of the Joint Venture Agreement electing the Participant-in-Charge.
- (iii) Provide a completed Attachment #3 – Mandatory Technical Requirements.

(b) **Technical Submission Section 2: Corporate Summary**

The Proponent should provide a corporate overview of its structure, capabilities, qualifications and experience relevant to the Work, as outlined below.

Failure of the Proponent to satisfactorily submit the requirements related to Corporate Experience and Qualifications as detailed in this Section 2 in addition to Section 3 below, may result in the Submission being deemed non-responsive and being disqualified from any further consideration or evaluation at the sole discretion of Metrolinx.

The Proponent should demonstrate its Corporate Firm's previous experience in satisfactorily and competently performing services similar in type, size, estimated value and complexity as the Work identified in Appendix "B" as set out below. The Proponent understands and agrees that Metrolinx may verify any information provided in any Submission.

(i) Corporate Summary: Description of Company

- 1) Provide a description of the Proponent's company, including, but not necessarily limited to: a description of the Proponent's corporate and ownership structure; a brief corporate history including number of years in business; location of offices (both head office and other) and a description of the Proponent's core business which is applicable to the Work of this Project.

(ii) Corporate Summary: Corporate Firm

- 1) Provide a description of the make-up of the Proponent's Corporate Firm;
- 2) Identify the principal business of key Subconsultants, professional advisors and subject matter experts it proposes to use in the performance of the Work, especially for major or critical pieces of the work. For each Subconsultant listed the Proponent shall provide the following:

- a) Full corporate name and location of the Subconsultant
- b) Which area of the Work the Subconsultant shall be employed for;
- c) The Subconsultant's experience and qualifications relative to the Work it will be performing;
- d) Previous instances of the Proponent and Subconsultant working together including:
 - i) A description of the project and value;
 - ii) The client the services were performed for; and
 - iii) The parts of the services performed by the Subconsultant.

(iii) Corporate Experience and Qualifications:

- 1) The Proponent should demonstrate its experience in performing work similar in type, size and complexity as the Work identified in Appendix "B" by including a summary of the Corporate Firms qualifications and experience relevant to the Work being contemplated, including but not limited to:
 - a) The necessary resources to sustain and complete the Work to the satisfaction of Metrolinx;
 - b) Ten (10) years of experience in providing International Employment Candidate Background Check Services.

(c) **Technical Submission Section 3: Corporate References**

- (i) Reference Projects are intended to demonstrate the Corporate Firm's corporate capacity to perform and manage projects of a similar scope, complexity and estimated value as the Work.
- (ii) Corporate References Related to Current Scope:
 - 1) The Proponent should provide a list of five (5) references, for relevant projects completed within the past five (5) years or currently active, which demonstrate the Corporate Firm's experience and qualifications. The Proponent will include all projects of similar scope, complexity and estimated value that it has completed or is currently completing for Metrolinx as

part of the five (5) reference projects provided by the Proponent. Failure of the Proponent to include the aforementioned reference projects completed for Metrolinx will affect the Proponent's score. The Proponent should, using the template provided in Attachment #2 – Corporate References, provide the following information for each corporate reference project:

- a) Name of the company for which the work was performed;
- b) Project title;
- c) Contact person's name, title, telephone number and e mail address; and
- d) Start and completion date.

- (iii) Reference Checks: References will be checked using a standard uniform method. Opinions of previous clients regarding budget and schedule experience, dependability, attitudes of employees and/or Subconsultants, concern for efficiency, economy and environment, sensitivity to community, and quality of service among others may be taken into account when evaluating reference projects.

(d) **Technical Submission Section 4: Description of Corporate Projects**

Reference projects are intended to demonstrate the Corporate Firm's corporate capacity to perform and manage projects of a similar scope and complexity as the Work. The Proponent should provide descriptions of each reference project outlined in Technical Submission Section 3 – Corporate References above. The descriptions are to be a maximum of two (2) pages of information for each reference project, including but not necessarily limited to the following:

- (i) Name of the company for which the work was performed;
- (ii) Contact person's name, title, telephone number and email address;
- (iii) Project description and project value;
- (iv) Description of services provided and how they are relevant to Work requested in Appendix "B"; and
- (v) Identification of project's relevance to Employment Candidate Background Check Services (for both national and international candidates), and to challenges the Proponent deems significant in their ability to understand and execute the Scope of Work being requested.

4.4 Proponent Presentation

Not Applicable.

4.4.1 Submissions receiving the minimum score requirement on the Technical Submission, shall proceed to the presentation phase, where the Proponent's Consultant Personnel shall be contacted and requested to conduct a presentation with the Metrolinx Evaluation Committee. Individuals will be asked a series of technical and non-technical questions and shall be scored based on responses. This stage of the process will be conducted after all Submissions have been evaluated based upon the content of the Proponents Technical Submission. Each presentation should be thirty (30) minutes followed by a minimum of fifteen (15) to twenty (20) minutes for interview questions.

4.4.2 Proponents shall be requested to provide an electronic copy of the presentation in addition to five (5) hard copies for members of the Evaluation Committee. The Proponent's presentation shall form part of its Submission.

4.4.3 The Presentation should cover the following topics:

(a) Briefly introduce the firm and Consultant Personnel:

(b) Describe your reference projects:

- (i) their applicability to the current assignment (e.g., scope, challenges, success factors, Oracle integration);
- (ii) their relevance and experience producing communications material and reports; and
- (iii) key lessons learned.

A predetermined list of interview questions will be asked by the Metrolinx Evaluation Committee to all Proponents proceeding to the Presentation/Interview stage of evaluation.

4.5 Price Submission

4.5.1 A Submission shall include a Pricing Submission. Pricing information must be completed and submitted using the Excel template provided, entitled Attachment #1 – Contract Prices. The pricing template must be submitted as a separate file preferably in Excel (.xlsx) format.

5.0 Request Evaluation Criteria and Selection Process

5.1 Request Evaluation Methodology

5.1.1 Submissions shall undergo several phases of evaluation based on the information provided using the criteria and scoring as listed in the Request Evaluation Criteria Section below.

5.1.2 Each criterion is evaluated. Critical criteria will be rated pass or fail. All other Evaluation Criteria shall be assigned a score out of ten (10). The score is then multiplied by the weight (which indicates the relative importance of the criteria not deemed critical to Metrolinx) to determine the weighted score. The weighted scores are then added to determine the Total Evaluated Score for the Submission.

5.1.3 Submissions shall be evaluated in four (4) phases, as follows:

(a) Phase One: Administrative Evaluation (Compliant/Non-Compliant)

Submissions shall undergo an administrative evaluation to determine compliance with the mandatory requirements as stated in the Mandatory Criteria. Only those Submissions determined in the sole opinion of Metrolinx, to have fulfilled all the mandatory requirements shall be deemed compliant and shall proceed to Phase Two of the evaluation process. Submissions that do not meet administrative requirements shall be deemed non-responsive and shall be disqualified.

(b) Phase Two: Technical Evaluation (60% weighting)

Submissions proceeding to Phase Two shall be evaluated by the Metrolinx Evaluation Committee in accordance with the Request Submission Requirements above and Evaluation Methodology below. Only those Submissions achieving a total minimum score of 70% (420 points out of 600 possible points) as determined by the Metrolinx Evaluation Committee shall be considered further and shall proceed to Phase Three of the evaluation process.

(c) Phase Three: Presentation (15% weighting)

Those Submissions achieving the minimum score requirement for Phase Two, shall proceed to Phase Three of the evaluation, where the Proponent shall be contacted and requested to attend and conduct a Presentation/Interview with identified Consultant Personnel in attendance. The presentation/interview shall be held with the Metrolinx Evaluation Committee. Individuals shall be asked a series of technical and non-technical questions and shall be scored based on responses. Only those Submissions achieving a minimum score of 70% (105 points out of 150 possible points) on Phase Three, as determined by the Metrolinx Evaluation Committee, shall proceed to Phase Four of the RQQ Process.

(d) Phase Four: Pricing Evaluation (25% weighting)

- (i) Attachment #1 – Contract Prices shall be evaluated for the Submissions which achieve the minimum score of 70% on both Phase Two and Phase Three of the evaluation.
- (ii) Attachment # 1 – Contract Prices shall not be evaluated for those Proponents whose Submissions do not achieve the specified minimum score requirement to proceed to Pricing Evaluation.

(iii) Pro-Rated

- 1) An administrative evaluation shall be conducted of Attachment #1 – Contract Prices, to determine compliance with the mandatory requirements as stated therein and in the Instructions to Proponents. To determine an Estimated Contract Price, the Contract Unit Prices Rates for Years One (1) through Five (5) of the Proponents who passed Phase Three proceeding to Phase Four shall be multiplied by an Estimated Quantity identified. The Estimated Contract Price of each Submission proceeding to Pricing Evaluation, shall then be evaluated and scored as follows:

- a) The Submission with the lowest Estimated Contract Price shall receive the maximum score of ten (10) points for Pricing Evaluation.
- b) The following equation shall be applied to all other Submissions to determine a score out of ten:

$$\frac{\text{Lowest Estimated Contract Price}}{\text{Proponent's Estimated Contract Price}} \times 10 = \text{score out of ten}$$

The score out of ten for Price shall be multiplied by the weighting factor and added to the total score for Phase Two and Phase Three to determine Total Overall Score for the Submissions.

5.1.4 Total Overall Score

- (a) Total Overall Score = Phase Two: Technical Evaluation + Phase Three: Presentation + Phase Four = Pricing Evaluation.

5.1.5 Selection of Submissions

- (a) Metrolinx' selection shall be based on which Proponent has provided a Submission which Metrolinx determines in its sole discretion to provide the greatest value to Metrolinx based on the Evaluation Criteria contained in these Request Documents.

(i) Total Overall Score

The award of the Contract shall be made to the Submission which has achieved the highest Total Overall Score.

5.2 Request Evaluation Criteria

The Evaluation Criteria to be used for evaluation of the Proponent's Submission and the weighting assigned to each criterion are as follows:

Evaluated Component	Maximum Score	Weighting Factor	Total (Score x Weight)
Phase One: ADMINISTRATIVE EVALUATION (Compliant / Non-Compliant)			
Phase Two: TECHNICAL EVALUATION			
Technical Submission Section 1: Form of Request (Compliant / Non Compliant)			
Technical Submission Section 2: Corporate Summary			
Corporate Summary	10	5	50
Corporate Experience and Qualifications	10	10	100
Subtotal Corporate Summary:		15	150
Technical Submission Section 3 and 4: Description of Corporate Projects and Corporate References			
Description of Corporate Reference Project 1 and Corresponding Reference	10	9	90
Description of Corporate Reference Project 2 and Corresponding Reference	10	9	90
Description of Corporate Reference Project 3 and Corresponding Reference	10	9	90
Description of Corporate Reference Project 4 and Corresponding Reference	10	9	90
Description of Corporate Reference Project 5 and Corresponding Reference	10	9	90
Subtotal Description of Corporate Projects and References:		45	450
SUBTOTAL PHASE TWO:		60	600
Phase Three: PRESENTATION			
Relation of reference projects to needs and challenges of current assignment	10	10	100
Presentation skills and ability to answer	10	5	50

Evaluated Component	Maximum Score	Weighting Factor	Total (Score x Weight)
questions			
SUBTOTAL PHASE THREE:		15	150
SUBTOTAL PHASES TWO AND THREE:		75	750
Phase Four: PRICING			
Pricing	10	25	250
TOTAL EVALUATED SCORE:		100%	1,000

Technical Submission Scoring Guidance – the Proponents Technical Submission will be evaluated using the above noted approach. The following outlines some guidance on how each line item will be scored:

Score	Description
10 = Excellent	Response is excellent and exceeds the requirements.
8-9 = Very Good	Response substantially meets and exceeds some of the requirements
7 = Good	Response meets the basic requirements.
5-6 = Satisfactory	Response is satisfactory and meets most of the requirements.
3-4 = Fair	Response is fair and meets some requirements.
1-2 = Poor	Response is poor. Information provided is too vague and does not clearly explain how requirements will be met.
0 = Non-relevant	No relevant response or simple statement of compliance with no substantiation.

6.0 Form of Request

The following Form of Request is to be included as the first section within the Proponent's Technical Submission. The Form of Request must be remitted by the E-Bid Authorized Signer. The Form of Request shall not be retyped, and entries shall be made directly on the form provided by Metrolinx.

Request Number: RQQ-2016-SAF-075

Request Description: Employment Candidate Background Check Services

Proponent Submission Checklist:

The following checklist provides the Proponent with a consolidated listing of the requirements for the Submission. Proponents should review the checklist prior to Submission to ensure compliance.

Requirement	Confirmation (left click with your mouse in the box to select)
The Submission has been remitted by the E-Bid Authorized Signer.	<input type="checkbox"/>
Contact information for the individual responsible for the Submission has been included in the Form of Request.	<input type="checkbox"/>
The Proponent understands the requirements for Electronic Bid Submission and will comply with this Submission requirement.	<input type="checkbox"/>
The Proponent's Technical Submission has been prepared in accordance with the Instructions to Proponents (i.e. mandatory formats, templates and requirements) as outlined in the Request Documents.	<input type="checkbox"/>
The Proponent's Price Submission has been completed in full and has been included as a separate attachment in the Submission.	<input type="checkbox"/>
The Proponent has read through all the Request Documents including any Addenda that have been issued and these have all been considered in your Submission.	<input checked="" type="checkbox"/>
The Proponent has reviewed the mandatory criteria and acknowledges that it meets all mandatory requirements in order for their Submission to be considered further.	<input type="checkbox"/>
The Proponent has reviewed the RQQ Timetable and understands all the dates and timelines associated with the RQQ Process	<input checked="" type="checkbox"/>
The Proponent has not included any qualifying statements in its Submission.	<input type="checkbox"/>
If a Joint Venture, attach a copy of the Joint Venture agreement electing the Participant-in-Charge.	<input type="checkbox"/>

6.1 Contact Information

- 6.1.1 Proponent's registered legal business name (or individual) and any other name under which it carries on business:

[Click here to enter text.](#)

- (a) If a Joint Venture, enter the registered legal business name of the Participant-in-Charge:

[Click here to enter text.](#)

- (b) If a Joint Venture, enter the registered legal business name of the other Joint Venture members:

[Click here to enter text.](#)

- 6.1.2 Proponent's (if Joint Venture, insert Participant-in-Charge information) address, telephone and facsimile numbers:

[Click here to enter text.](#)

- 6.1.3 Name, title, address, telephone, e-mail and facsimile numbers of the contact person(s) for the Proponent (if a Joint Venture, insert Participant-in-Charge information)

[Click here to enter text.](#)

- 6.1.4 Name of the person who is primarily responsible for the Submission:

[Click here to enter text.](#)

6.2 Proponent Acknowledgments

- 6.2.1 In consideration of the mutual premises and agreements contained herein and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the undersigned Proponent hereby offers to Metrolinx to furnish all necessary labour, superintendence, plant, tools, appliances, equipment, supplies and other accessories, services and facilities necessary to perform the following services:

TO PROVIDE EMPLOYMENT CANDIDATE BACKGROUND CHECK AND MANAGEMENT OF THE SERVICES FOR RQQ-2016-SAF-075 AS SET OUT IN THE CONSULTANT'S SCOPE OF WORK, ATTACHED AS APPENDIX "B".

- 6.2.2 The Proponent hereby undertakes to perform the Work in strict accordance with the full intent of the terms, conditions and requirements set forth in the following documents which form the Request Documents:

ANY ADDENDA ISSUED HERETO
INSTRUCTIONS TO PROPONENTS
REQUEST SUBMISSION REQUIREMENTS
REQUEST EVALUATION CRITERIA AND SELECTION PROCESS
FORM OF REQUEST
ATTACHMENT #1 – CONTRACT PRICES
ATTACHMENT #2 – CORPORATE REFERENCES
ATTACHMENT #3 – MANDATORY TECHNICAL REQUIREMENTS COMPLIANCE
APPENDIX "A" – GENERAL CONDITIONS
APPENDIX "B" – CONSULTANT'S SCOPE OF WORK
APPENDIX "C" – METROLINX'S SERVICES
APPENDIX "D" – DOCUMENTS

- 6.2.3 The Proponent acknowledges receipt of any and all Addenda issued hereto and that their Submission has been developed in consideration of the Addenda.
- 6.2.4 The Proponent's Submission is hereby submitted on the full understanding that it is an irrevocable offer by the Proponent for a period of one hundred and twenty (120) calendar days from the Closing. The Proponent hereby covenants that it shall perform and execute the Work, in accordance with the Contract Prices quoted herein if it is notified in writing by Metrolinx within the one hundred and twenty (120) calendar day period that it is the successful Proponent.
- 6.2.5 The Proponent acknowledges that it meets all mandatory requirements in order for their Submission to be considered further. Failure of a Proponent to meet all of the mandatory requirements shall result in the Proponent's Submission to be deemed non-compliant and shall not be considered further.
- 6.2.6 The Proponent acknowledges that their Submission should be in the correct format using the appropriate Request Document Forms and instructions as provided herein. Failure to comply may result in the Proponent being found non-responsive and disqualified at the sole discretion of Metrolinx.
- 6.2.7 The Proponent acknowledges that by way of the E-Bid Authorized Signer remitting a Submission, the Proponent is agreeing to be bound to each and every term, condition, article and obligation of the Request Document and any resultant Contract.
- 6.2.8 The Proponent acknowledges that consistent with Section 16.2 of Instructions to PropONENTS, failure by the Proponent, whose Submission was accepted by Metrolinx, to execute and deliver the Contract with the required Insurance Certificates and Workplace Safety and Insurance Clearance Certificate shall result in the cancellation of the Contract award.

6.3 Requirements

- 6.3.1 The Proponent shall provide labour, superintendence, plant, tools, appliances, equipment, supplies and other accessories, services and facilities necessary to provide engineering services for the completion of Employment Candidate Background Check Services for up to five (5) years, in accordance with the Consultant's Scope of Work, attached as APPENDIX "B" (the "Work").

6.3.2 The Work is to be provided to the satisfaction of the Manager, Talent Acquisition, unless otherwise specified.

6.4 Consultant Personnel (Schedule E Template)

The Consultant Personnel roles shall be filled using Schedule E Template in accordance with the Contract Documents and in accordance with the requirements in respect of qualifications, experience and minimum years of experience as contained in Schedule E – Consultant Personnel of Appendix “A” - General Conditions.

6.5 Conflict of Interest

6.5.1 If the box below is left blank, the Proponent will be deemed to declare that (a) there was no Conflict of Interest in preparing its Submission; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the Request Document.

Otherwise, if the statement below applies, check (“X”) the box.

(a) The Proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its Submission, and/or the Proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the Request Document.

(b) If the Proponent declares an actual or potential Conflict of Interest by marking the box above, the Proponent must set out below details of the actual or potential Conflict of Interest:

6.5.2 The following individuals, as employees, advisers, or in any other capacity (a) participated in the preparation of our Submission (whether as employees, advisors, or in any other capacity); AND (b) were employees, advisors or consultants of Metrolinx at any time within the twelve (12) months prior to the Closing:

Name of Individual: Click here to enter text.
Job Classification: Click here to enter text.
Department: Click here to enter text.
Last Date of Employment with Metrolinx: Click here to enter text.
Name of Last Supervisor: Click here to enter text.
Brief Description of Individual’s Job Functions: Click here to enter text.

Brief Description of Nature of Individual's Participation in the Preparation of the Submission: [Click here to enter text.](#)

6.5.3 (Repeat above for each identified individual)

The Proponent agrees that, upon request, the Proponent shall provide Metrolinx with additional information from each individual identified above in the form prescribed by Metrolinx.

6.6 **Harmonized Sales Tax**

In accordance with Section 11.1(a)(xii) of Appendix "A" – General Conditions, the Consultant represents, warrants and covenants to Metrolinx that the Consultant is and shall remain duly registered for the purposes of Part IX of the Excise Tax Act and that the Consultant's registration number is: [Click here to enter text.](#)

A non-resident Proponent unable to provide a H.S.T. Registration Number at the time of Submission shall be required to provide a H.S.T. Registration Number within five (5) Business Days of acceptance of its Submission by Metrolinx. Failure to comply with this requirement may result in the Contract being declared VOID.

7.0 Attachment #1 – Contract Prices

7.1 Contract Prices

7.1.1 The Contract Prices “Rates” are hereby submitted on the full understanding that they form part of the Consultant’s Submission and as such constitute an irrevocable offer by the Consultant for a period of one hundred and twenty (120) calendar days from the Closing and the Consultant hereby covenants that it shall perform and execute the Work in accordance with the Rates quoted herein if it is notified, in writing, by Metrolinx within one hundred and twenty (120) calendar days that it is the successful Consultant.

7.1.2 Payment for services rendered supplied in accordance with the terms and conditions of the Contract shall be based on the following:

(a) The Rates quoted shall be all inclusive costs associated with performance of the Work defined in the Consultant’s Scope of Work attached as Appendix “B”.

(b) The Rates quoted shall include all costs related to the Work including, but not limited to, Key Personnel identified (if applicable), other technical positions, administrative positions, any Subconsultants and specialized service providers required to complete the Work, any and all disbursements, travel, mileage, supervision, equipment, tools, supplies, General Requirements (as per Appendix “B”) and Management of the Services (as per Appendix “B”) as required in this Request Document.

7.1.3 Limitation of Expenditure

(a) Refer to Section 2.0 under Schedule B of Appendix “A” – General Conditions.

7.2 Completion of Pricing Schedules

7.2.1 Proponents shall fully complete the Excel file entitled Attachment # 1 – Contract Prices and insert a Unit Price into each space provided under the Contract Unit Price column.

(a) Estimated Quantities identified are arbitrary and shall be used solely for the purposes of calculation of the Total Estimated Contract Price, which is used for evaluation purposes.

7.2.2 Attachment #1 – Contract Prices, must be returned as a separate file preferably in Excel format and may not be retyped or recreated. Failure to follow the submission instructions or format requirements may result in the Submission being found non-responsive and disqualified.

7.2.3 It is Metrolinx preference that Proponents submit the pricing using the appended Excel file format to facilitate the Metrolinx pricing evaluation process.

- 7.2.4 The Attachment #1 – Contract Prices is numbered, under the “Item No.” column to correspond with the following years pertaining to the Work:
- (a) PERIOD ONE (AWARD OF CONTRACT TO MARCH 31, 2018);
 - (b) PERIOD TWO (APRIL 1, 2018 TO MARCH 31, 2019), OPTION EXERCISABLE AT METROLINX’S SOLE DISCRETION;
 - (c) PERIOD THREE (APRIL 1, 2019 TO MARCH 31, 2020), OPTION EXERCISABLE AT METROLINX’S SOLE DISCRETION;
 - (d) PERIOD FOUR (APRIL 1, 2020 TO MARCH 31, 2021), OPTION EXERCISABLE AT METROLINX’S SOLE DISCRETION; and
 - (e) PERIOD FIVE (APRIL 1, 2021 TO MARCH 31, 2022), OPTION EXERCISABLE AT METROLINX’S SOLE DISCRETION.
- 7.2.5 If a “0” is entered in any of the spaces where price information is to be provided, it shall be interpreted as meaning the Consultant shall provide the specified service to Metrolinx at no charge.
- 7.2.6 If any space is left blank or an entry of “N/C” or “N/A” or “—” is entered where price information should be entered then the Submission may be found non-responsive and disqualified consistent with the provisions of the Instructions to Proponents.

8.0 Attachment # 2 – Corporate References

- 8.1 The Proponent should, using the templates below, provide corporate reference information as indicated in this Attachment #2 – Corporate References. The Proponent shall ensure that all contact information provided for references is current and accurate in order to enable Metrolinx to obtain all necessary information for evaluation purposes in a timely manner. If Metrolinx is unable to contact any of the references provided in order to verify the Proponent’s qualifications and experience, the Proponent may, in Metrolinx’s sole discretion, receive no score for that reference.
- 8.2 Proponents should review the Request Submission Requirements Section to ensure compliance with the submission requirements.

CORPORATE REFERENCES						
Company Name	Project Title	Contact Person's Name /Title	Phone Number	E-mail Address	Start Date	Completion Date
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.

9.0 Attachment #3 – Mandatory Technical Requirements

- 9.1 Proponents shall complete the mandatory technical requirements compliance checklist below, and send this Attachment #3 with their Submission. Failure of a Proponent to complete and submit this Attachment #3 may result in the Proponent’s Submission being found non-responsive and disqualified.
- 9.2 Proponents must meet all mandatory requirements stated below in order for their Submission to be considered further. Failure of a Proponent to meet all of the mandatory requirements listed below shall result in the Proponent’s Submission being considered non-responsive. Non-responsive Submissions shall not be considered further and shall be disqualified.
- 9.3 Proponents shall provide supporting documentation to substantiate compliance to each of the listed mandatory requirements. Failure of a Proponent to provide information required to substantiate compliance to a mandatory requirement may result in the Proponent’s Submission being found non-responsive and disqualified.
- 9.4 Metrolinx has the right but not the obligation, to carry out further investigations to ensure the Proponent and/or designated Subconsultant can meet the mandatory personnel and technical requirements to the satisfaction of Metrolinx in its sole discretion.

	Mandatory Technical Requirements	Compliance (Check ("X") either Yes or No)	Supporting Documentation Required to Substantiate Compliance
Mandatory Technical Requirements			
Reference Appendix "B" – Consultant’s Scope of Work	TALEO compatibility: Metrolinx conducts its recruitment process through an Applicant Tracking System called Taleo which operates on an Oracle platform. The Consultant must have the capability to interface with Taleo in order to allow Metrolinx to submit a service request from Taleo to the Consultant system.	YES <input type="checkbox"/> NO <input type="checkbox"/>	A letter from a senior officer of Proponent certifying that the Proponent can meet this requirement.
Reference Appendix "A" – Section 10.4 (b)	All Metrolinx Data, including data in back-up facilities, must be stored, in Canada, within SSAE 16 Type II or ISO 27001 certified (or equivalent) data centers.	YES <input type="checkbox"/> NO <input type="checkbox"/>	A letter from a senior officer of Proponent certifying that the Proponent can meet this requirement.

Appendix "A" – General Conditions

List of Contents

The following documents hereby form part of and are appended to this Request Document as Appendix "A" – General Conditions.

Item No.	Description
1	Appendix "A" – General Conditions
2	Schedule A – Definitions
3	Schedule B – Financial Terms
4	Schedule C – Insurance
5	Schedule D – Dispute Resolution
6	Schedule E – Consultant Personnel
7	Appendix "B" – Scope of Work

Appendix "A" - General Conditions

1.0 Interpretation

1.1 Definitions

- (a) Capitalized terms used in this Contract shall have the respective meanings ascribed thereto in Schedule A - Definitions.

1.2 Time of the Essence

- (a) Time is of the essence in the performance of a Party's respective obligations under this Contract.

1.3 Currency

- (a) All prices and sums of money and all payments made under this Contract shall be in Canadian dollars.

1.4 Units of Measure

- (a) All dimensions, quantities, performance specifications, calibrations and other quantitative elements used in this Contract shall be expressed in the International System of Units (SI), except where otherwise indicated.

1.5 Language

- (a) All communication between Metrolinx and the Consultant and between the Consultant and each of the Subconsultants with regard to the Work shall be in the English language.

1.6 References

- (a) Each reference to a statute in this Contract is deemed to be a reference to that statute and to the regulations made under that statute, all as amended or re-enacted from time to time. Following any and all changes to Applicable Laws, the Consultant shall perform the Work in accordance with the terms of this Contract, including in compliance with Applicable Laws.
- (b) Any provision establishing a higher standard of safety, reliability, performance or service shall take precedence over a provision establishing a lower standard of safety, reliability, durability, performance or service.
- (c) Each reference, whether express or implied, to a Standard of any technical organization or Governmental Authority is deemed to be a reference, to that Standard as amended, supplemented, restated, substituted or replaced.

- (d) Subject to any express definitions contained in this Contract, words and abbreviations which have well known technical or trade meanings are used in this Contract in accordance with such recognized meanings.
- (e) Where used in this Contract, "including" means including without limitation, and the terms "include", "includes", and "included" have similar meanings.
- (f) Each reference to an Article or Section within the Contract or Schedules shall refer to that Article or Section number in the Contract or the Schedule in which the reference occurs unless otherwise specified.
- (g) The division of this Contract into Articles and Sections, the insertion of headings, and the provision of a table of contents are for convenience of reference only and do not affect the construction or interpretation of this Contract.

1.7 Time

- (a) Unless otherwise specified, references to time of day or date mean the local time or date in Toronto, Ontario. When any period of time is referred to in this Contract by days between two dates, it will be calculated by excluding the first and including the last day of such period.
- (b) If, under this Contract, any payment or other event falls due on or as of a day that is not a Business Day, that payment or other event shall fall due instead on the next day that is a Business Day, unless expressly stated otherwise.
- (c) Unless otherwise specified, references to "day" shall mean calendar day.

1.8 Schedules

- (a) The following Schedules attached to this Contract shall constitute an integral part of this Contract and all expressions defined in this Contract shall have the same meanings in such Schedules:
 - (i) Schedule A - Definitions
 - (ii) Schedule B - Financial Terms
 - (iii) Schedule C - Insurance
 - (iv) Schedule D - Dispute Resolution
 - (v) Schedule E - Consultant Personnel

1.9 Order of Precedence

- (a) In the event of discrepancies, inconsistencies or ambiguities of the wording of the documents noted in the List of Contents, the wording of

the document that first appears in the List of Contents shall prevail over the wording of a document subsequently appearing in the List of Contents.

2.0 Performance

2.1 Term of the Contract

- (a) This Contract shall take effect on the Effective Date hereof and shall continue in full force and effect until the first anniversary of the Effective Date (the "Initial Term"). This Contract may be renewed, at Metrolinx's sole option, by written notice given by Metrolinx, not less than thirty (30) days prior to the end of the Initial Term for four (4) further terms of one (1) year each (each, a "**Renewal Term**"). Such renewal shall be on the same terms and conditions as provided herein, unless the Parties agree otherwise in writing.

2.2 Performance of the Work

- (a) The Consultant shall carry out and complete the work set forth in "Scope of Work" (the "Work") to the satisfaction of Metrolinx in accordance with all the terms of this Contract.
- (b) The Consultant shall supply the Work diligently and continuously.
- (c) Service Levels
 - (i) In the performance of the Work, the Consultant shall at all times meet or exceed the quantitative and qualitative requirements, performance metrics and service levels set out in the Scope of Work (collectively, "**Service Levels**").
 - (ii) If the Consultants fails to meet any Service Level, the Consultant promptly shall, at no additional charge to Metrolinx:
 - (A) investigate, assemble and preserve pertinent information with respect to, and report on, the causes of the problem, including performing a root cause analysis of the problem;
 - (B) advise Metrolinx, as and to the extent reasonably requested by Metrolinx, of the status of remedial efforts being undertaken with respect to such problems;
 - (C) use reasonable efforts to minimize the impact of and correct the problem, and begin meeting the Service Level as soon as practicable; and
 - (D) take appropriate preventive measures to avoid recurrence of the problem.
- (d) The Consultant acknowledges and agrees that each of the Consultant's Personnel shall be available to perform the Work in accordance with the required duration specified in Schedule E - Consultant Personnel. The

Consultant further acknowledges and agrees that Metrolinx may, acting in its sole discretion, change the schedule including in respect of the timing of the provision of the Work and availability and number of the Consultant's Personnel. Without limiting the generality of the foregoing, Metrolinx may from time to time, on prior written notice to the Consultant twenty (20) Business Days', unilaterally extend or reduce the required duration with respect to the availability of any of the Consultant's Personnel or direct the Consultant to increase the number of Consultant's Personnel available. Metrolinx and the Consultant shall meet at a minimum, on a quarterly basis to discuss the progress of the Work and the anticipated scheduling needs with respect to the Consultant's Personnel.

- (e) Metrolinx may, from time to time, in its sole discretion, but is not required to, direct the Consultant to cause specific Consultant Personnel to perform certain tasks or activities that form part of the Work in accordance with the scheduling requirements provided by Metrolinx. Any such instructions shall be provided by Metrolinx in writing to the Consultant no less than five (5) Business Days before the specified tasks or activities are required to be performed by the Consultant Personnel.
- (f) The Consultant shall provide, at the sole cost and expense of the Consultant, save as otherwise provided in this Contract, all necessary equipment, goods, materials, analysis, transportation, accommodation, labour, staff and technical assistance and incidentals required in performing the Work and to undertake, perform and complete its undertakings, obligations and responsibilities provided for in this Contract.
- (g) The Work shall be provided in a professional, timely and economical manner according to the Required Standard of Care. Without limitation, the Consultant shall ensure that the Work are conducted in a manner that will maintain good relations with the general public and property owners.
- (h) The Consultant shall comply with and conform to all Applicable Laws, applicable to the Work to be provided by, and the responsibilities and obligations of, the Consultant under this Contract.
- (i) The Consultant shall not alter any part of a Joint Venture except with the prior written consent of Metrolinx in its sole discretion.

2.3 Subconsultants

- (a) Other than the Subconsultants identified in the Submission, the Consultant shall not subcontract the Work to any Person without the prior written consent of Metrolinx. No subcontracting by the Consultant shall relieve the Consultant of any responsibility for the full performance of all obligations of the Consultant under this Contract. Notwithstanding the approval of any Subconsultants by Metrolinx, the Consultant shall be fully responsible for every Subconsultant's activities, works, services and acts or omissions.
- (b) The Consultant shall be solely responsible for the payment of any Subconsultants.

- (c) The Consultant shall co-ordinate the services of all Subconsultants employed, engaged or retained by the Consultant with Metrolinx and, without limiting the generality of any other provision of this Contract, the Consultant shall be liable to Metrolinx for costs or damages arising from errors or omissions of such Subconsultants or any of them. It shall be the Consultant's responsibility to control and review the Work of its own forces and of all its Subconsultants and to ascertain that all Work are performed in accordance with this Contract, all governing regulations and the Required Standard of Care.
- (d) In any subcontract, the Consultant shall ensure that the Subconsultant is bound by conditions compatible with, and no less favorable to Metrolinx than, the conditions of this Contract.
- (e) The Consultant warrants and represents that it and any of its permitted Subconsultants and the respective workforce of each are fully qualified to perform the Work and perform this Contract and hold all requisite Approvals.
- (f) The Consultant shall only employ, for the purposes of this Contract, such persons as are careful, skilled and experienced in the duties required of them and have the required Domain Expertise, and must ensure that every such person is properly and sufficiently trained and instructed. The Consultant shall ensure that all workers and persons employed by them or under their control or employed by or under the control of its Subconsultants comply with the terms of this Contract and, in particular without limiting the foregoing, the responsibilities of the Consultant with respect to matters concerning safety, compliance with the Applicable Laws and the conduct of the Work.
- (g) The Consultant shall be an independent vendor with respect to the Work to be provided under this Contract and nothing contained in this Contract shall be construed as constituting a joint venture or partnership between the Consultant and Metrolinx. Neither the Consultant nor its Subconsultants shall be deemed to be employees, agents, servants or representatives of Metrolinx in the performance of the Work hereunder.
- (h) The Consultant shall not remove or change any Subconsultants, or materially reduce the responsibilities of any Subconsultants in relation to the provision of the Work except with the prior written consent of Metrolinx in its sole discretion. The proposed replacement Subconsultant shall possess the requisite Domain Expertise and similar qualifications, experience and ability as the outgoing Subconsultant.

2.4 Consultant Personnel

- (a) The Consultant shall select and employ a sufficient number of suitably qualified and experienced Consultant Personnel to perform and provide the Work, as determined with reference to the requirements of the Work to be performed by each individual or otherwise as required pursuant to the Contract. All Consultant Personnel shall possess or, where permitted,

shall be supervised by persons who possess, the professional accreditation required to complete the Work.

- (b) If a role is described in Schedule E - Consultant Personnel, the Consultant shall fill that role with a person who meets the qualifications, experience and minimum years of experience requirements that are contained in Schedule E - Consultant Personnel.
- (c) The Consultant shall provide effective and efficient supervision to ensure that the quality of workmanship meets the requirements of the Contract.
- (d) The Consultant shall ensure that the Consultant Personnel assigned to perform the Work shall:
 - (i) act in a proper and professional manner in accordance with the standards generally used recognized by the industry; and
 - (ii) comply with all applicable Metrolinx policies and procedures, provided that the Consultant has been made aware of same.

2.5 Third Party Work

Not Applicable.

2.6 Consultant's Representative

The Consultant shall assign a Consultant's Representative who will direct the provision of the Work. During the Term, the Consultant's Representative will maintain ongoing contact with Metrolinx to ensure that issues are dealt with in an efficient, effective and timely manner. The Consultant's Representative shall be the primary point of contact for Metrolinx for significant issues including commercial issues and Disputes and shall have overall responsibility for coordinating the performance of the Consultant's obligations under this Contract.

2.7 Metrolinx Responsibilities

- (a) Metrolinx shall designate an individual to act as its representative (the "Metrolinx Representative") who will transmit instructions to, and receive information from the Consultant. The Metrolinx Representative will be accountable for all project expenditures relative to the Work;
- (b) provide the Consultant with general direction in the provision of the Work;
- (c) if applicable, ensure that valid changes to the contract receive approvals in a timely manner. Final analysis of change(s), based on Consultant's justification including cost benefit, will be undertaken by Metrolinx prior to approval;
- (d) if applicable, receive and approve all invoices submitted by the Consultant.

2.8 French Language Services

- (a) Insofar as this Contract relates to the provision of services directly to the public on behalf of Metrolinx, the French Language Services Act shall be applicable to the performance of the Work. A service for the purposes of the French Language Services Act refers to any service or procedure provided to the public. Services being provided in French must be equivalent to those offered in English, and must be available within the same timeframe and of the same quality.
- (b) The Consultant shall provide and perform the Work in a manner so as to comply with the requirements set out in the French Language Services Act.
- (c) Without limitation, services and communications which must be provided in French in French Designated Areas may include:
 - (i) Consultations/Public Meetings: Presentation materials, displays, comments cards/feedback mechanism or other materials. Consultant must have at least one bilingual staff or interpreter on hand able to answer questions and discuss technical drawings/documents in French. As applicable, the Consultant shall compile and analyze the views of Francophones separately, as they may have different concerns.
 - (ii) Communications: Communication plans, customer impact documents, information bulletins, notices of service disruption and public relations information.

2.9 Consultant Work Performance Rating

- (a) Metrolinx shall during the term of a Contract, maintain a record of the Consultant's performance pursuant to this Contract. This information shall be used to complete a "Contract Performance Appraisal" report, a copy of which will be forwarded to the Consultant upon the termination or expiration of the Contract. Interim Contract Performance Appraisal reports may be issued, as deemed appropriate by the Metrolinx Representative, at any time during the term of the Contract.
- (b) The prior history of the Consultant in performing work for Metrolinx, including the Consultant's performance pursuant to this Contract, will be considered in the evaluation of future bids from the Consultant.
- (c) Metrolinx reserves the right in future bid requests to reject any bid submitted by a company with an unsatisfactory performance history with Metrolinx.
- (d) Non-compliance with Contract requirements will be identified to the Consultant.
- (e) The information contained in the Contract Performance Appraisal may be provided to other ministries and agencies and such performance reviews may be relied upon by other ministries and agencies to reject the Consultant on any bid submitted on any future requests.

3.0 Health and Safety

3.1 Occupational Health & Safety Act

- (a) The Consultant shall comply with OHSA, and any obligations of the Consultant as an "employer" thereunder, and with all regulations made under the OHSA.
- (b) The Consultant shall report to Metrolinx any non-compliance by a Subconsultant in the performance of the Work with the regulations under the OHSA if and when brought to the attention of the Consultant.
- (c) The Consultant acknowledges that lack of compliance with applicable provincial or municipal health and safety requirements will be and are intended to be documented and kept on file, and that such lack of compliance may cause:
 - (i) the Consultant's performance of the Work to be suspended; or
 - (ii) this Contract to be cancelled by Metrolinx.
- (d) The Consultant will be under an obligation to cease the Work, or any part thereof, if an authorized representative of Metrolinx so requires orally or in writing on the grounds that there has been any violation of the OHSA or any of the regulations under it, and thereafter the Work or affected part thereof shall not resume until any such violation has been rectified.
- (e) The Consultant shall be responsible for any delay caused by the Consultant in the progress of the Work as a result of any violation of provincial or municipal health and safety requirements by the Consultant, it being understood that such delay shall be not be a Force Majeure for the purposes of extending the time for performance of the Work or entitling the Consultant to additional compensation, and the Consultant shall take all necessary steps to avoid delay in the final completion of the Work without additional cost to Metrolinx, which shall not be responsible for any additional expense or liability resulting from any such delay.
- (f) Nothing in this Section 3.1 shall be taken as making Metrolinx the "employer" (as described in Section 3.1(a) of any workers employed or engaged by the Consultant for the Work, either instead of or jointly with the Consultant.

3.2 Safety Requirements

- (a) Safety of Persons at or near a Place of Work and the public is of paramount concern to Metrolinx. In the performance of the Work, the Consultant shall not in any manner endanger the safety of, or unlawfully interfere with, Persons on or off the Place of Work, including the public.
- (b) The Consultant specifically covenants and agrees that:

- (i) it shall comply with best industry practice in Ontario respecting health and safety in a manner that recognizes and minimizes the risk to workers, other individuals, property and the operations of Metrolinx and any railways, to the extent that such practices are not inconsistent with an express instruction set out in this Contract or provided by Metrolinx;
- (ii) it shall comply, and shall ensure that all Consultant Personnel comply, in all regards with the requirements of OHSA and/or the Canadian Labour Code, Part II, as applicable;
- (iii) it shall comply, and shall ensure that all Consultant Personnel comply, in all regards with the safety requirements set out in the Contract Documents;
- (iv) it shall maintain, strictly enforce and comply, and ensure that all Consultant Personnel comply, in all regards with the Consultant's own health and safety program, to the extent not inconsistent with this Contract and Metrolinx' health and safety program;
- (v) it shall comply, and shall ensure that all Consultant Personnel comply, with any and all safety-related directives or instructions issued by Metrolinx;
- (vi) it shall take all steps reasonable in the circumstances to ensure the health and safety of all workers for which it has responsibility under OHSA; and
- (vii) it shall make available, at Metrolinx' request, such policies and procedures relating to its occupational health and safety matters as Metrolinx may from time to time request, and hereby covenants that all Consultant Personnel have been properly trained and are knowledgeable with respect to these policies and procedures.

3.3 Railway Safety

Not Applicable.

3.4 Workers' Rights

- (a) The Consultant shall at all times pay or cause to be paid any assessments or compensation required to be paid by the Consultant or its Subconsultants pursuant to any applicable workers' compensation legislation, and upon failure to do so, Metrolinx may pay such assessments or compensation to the Workplace Safety and Insurance Board and may deduct such assessments or compensation from monies due to the Consultant. The Consultant shall comply with all regulations and laws relating to workers' compensation.

4.0 Financial Terms

4.1 Financial Terms

- (a) All financial and payment terms applicable to this Contract and the Work are set out in Schedule B - Financial Terms.

5.0 Construction Lien Act

Not Applicable.

6.0 Right of Ownership and Use

6.1 General

- (a) The Consultant shall be responsible for procuring for Metrolinx the right to use all Consultant Intellectual Property required in connection with the Work.
- (b) In the event that any third party Intellectual Property (other than the Metrolinx Intellectual Property) is required in connection with the Work, the Consultant shall, at its own cost, be responsible for entering into and fully maintaining, during the Term, all related and applicable license, and maintenance and support agreements for such third party Intellectual Property.
- (c) If during the Term, third party Intellectual Property (other than Metrolinx Intellectual Property) used in connection with the Work ceases to be commercially available, then the Consultant shall:
 - (i) promptly provide Metrolinx with notice of such event; and
 - (ii) promptly replace such third party Intellectual Property with an alternative product.
- (d) Any increased costs resulting from the foregoing shall be addressed pursuant to the change management process described in Article 8; provided that, in the event such Intellectual Property ceases to be available as a result of any act or omission of the Consultant, the Consultant shall be responsible for all costs associated therewith.

6.2 Ownership of Metrolinx Intellectual Property

- (a) As between Metrolinx and the Consultant, Metrolinx owns and shall own all right, title and interest in and to the Metrolinx Intellectual Property. To the extent that the Consultant requires the use of any Metrolinx Intellectual Property in connection with this Contract or the Work, Metrolinx hereby grants to the Consultant, during the Term, a non-exclusive, non-transferable, non-sublicenseable, fully paid-up, royalty-free right and license for the Consultant and the Consultant Personnel to access, use, copy, support, maintain and, to the extent reasonably necessary to provide the Work, modify, the Metrolinx Intellectual Property solely for the purposes of fulfilling the Consultant's obligations under this Contract, subject to compliance with the confidentiality obligations set out in this Contract.

- (b) Metrolinx grants no rights other than explicitly granted herein, and the Consultant shall not exceed the scope of this license. Except for the limited right to use such Metrolinx Intellectual Property as set forth in this section, the Consultant shall not have or acquire any rights in or to the Metrolinx Intellectual Property.
- (c) Metrolinx Data will be used only to provide Metrolinx the Work. The Consultant will not use any such data or derive information from it for any advertising or similar commercial purposes. As between the parties, Metrolinx retains all right, title and interest in and to Metrolinx Data. The Consultant acquires no rights in Metrolinx Data, other than the rights Metrolinx grants to the Consultant to provide the Work to Metrolinx.

6.3 Ownership of Consultant Intellectual Property

- (a) As between Metrolinx and the Consultant, the Consultant owns all right, title and interest in and to the Consultant Intellectual Property. The Consultant hereby grants to Metrolinx a non-exclusive, irrevocable, perpetual, fully paid-up, royalty-free and worldwide right and license to access, use, copy, support, maintain, modify (including create derivative works from), sublicense (through multiple tiers), assign, distribute or otherwise exploit any Consultant Intellectual Property that is integrated with, embedded in, forms part of or is otherwise required to access, use, copy, support, maintain, modify (including create derivative works from), sublicense, assign, distribute or otherwise exploit any Custom Intellectual Property; provided, however, that the foregoing license does not permit Metrolinx to use the Consultant Intellectual Property in its standalone form or for any purpose other than as part of or in conjunction with the Custom Intellectual Property it is associated with. The Consultant grants no rights other than explicitly granted herein, and Metrolinx shall not exceed the scope of this license.
- (b) If the Consultant integrates with or embeds in any Deliverables any Intellectual Property provided by a third party vendor, Subconsultant, independent vendor, Subconsultant or other Person, the Consultant shall obtain for Metrolinx the same license rights for Metrolinx has set forth in Section 6.3(a).

6.4 Ownership of Custom Intellectual Property

- (a) Metrolinx owns and shall own all right, title and interest in and to the Custom Intellectual Property. The Consultant hereby irrevocably assigns and transfers to Metrolinx all right, title and interest, throughout the world in and to all Custom Intellectual Property produced pursuant to this Contract including all applicable Intellectual Property Rights thereto. If the Consultant has any rights to Custom Intellectual Property that cannot, or which the Parties agree will not, be assigned to Metrolinx, the Consultant hereby grants to Metrolinx a non-exclusive, irrevocable, perpetual, fully paid-up, royalty-free and worldwide right and license to access, use, copy, support, maintain, modify (including create derivative works from), sublicense (through multiple tiers), assign, distribute or otherwise exploit the Custom Intellectual Property.

6.5 Employee and Subconsultant Contracts

- (a) The Consultant shall obtain from each of the Contract Personnel an assignment of rights to the Custom Intellectual Property and a waiver of any moral rights (and any similar rights to the extent that such rights exist and may be waived in each and any jurisdiction throughout the world) in and to the Custom Intellectual Property, for the benefit of Metrolinx and its respective successors, assigns, licensees and vendors, prior to the performance of any Work by each such individual. The Consultant shall provide copies of such documentation to Metrolinx upon request.

7.0 Insurance

7.1 Insurance Requirements

- (a) The Consultant agrees to purchase and maintain in force, at its own expense and for the duration of this Contract, the policies of insurance set forth in Schedule C - Insurance, which policies will be in a form and with an insurer or insurers acceptable to Metrolinx. A certificate of these policies originally signed by the insurer or an authorized agent of the insurer and copies of the policies must be delivered to Metrolinx prior to the commencement of the Work.

8.0 Changes

8.1 Changes Requested by Metrolinx

- (a) Metrolinx may, in writing, request changes or alterations to the Work, or request additional services from the Consultant (any of the foregoing, "Changes"). Subject to this Article 8, the Consultant shall comply with and implement all reasonable Metrolinx Change requests, and the performance of such requests shall be in accordance with this Contract.

8.2 Changes Recommended by the Consultant

- (a) The Consultant shall promptly notify Metrolinx in writing if the Consultant considers that any notice, direction, requirement, request, correspondence, or other fact, event, or circumstance comprises, requires, or results in a Change, and seek instructions as to whether or not to proceed to implement such Change.

8.3 Change Management Process

- (a) Where a Change request is initiated by Metrolinx pursuant to Section 8.1, Metrolinx shall set out, in the Change request:
 - (i) the proposed prices for the contemplated changes;
 - (ii) the timing requirements for the implementation of the Change; and
 - (iii) any other information which may reasonably be required.

- (b) The Consultant shall respond to Metrolinx' Change request in writing within ten (10) Business Days.
- (c) Where a Change is initiated by the Consultant pursuant to Section 8.2, the Consultant shall set out in the Change request, conforming to Section 8.3(a):
 - (i) a description of the proposed Change;
 - (ii) the estimated cost of the proposed Change;
 - (iii) any proposals, designs or other details or information which may be reasonably required; and
 - (iv) the reasons for the proposed Change, including the benefits of the proposed Change and any consequences of not proceeding with the Change.
- (d) No Changes shall be implemented and no Change request shall become effective until an amendment or change order documenting the Change has been executed by both Parties, and such executed instrument shall be the final determination of any adjustments to the Contract price, or the terms and conditions of the Contract, as applicable, with respect to the Change set out therein.
- (e) Where Metrolinx and the Consultant cannot agree as to whether or not a particular notice, direction, requirement, request, correspondence, or other fact, event, or circumstance comprises, requires, or results in a change to the scope of the Work, then either Party may refer the issue to dispute resolution in accordance with Article 16.

8.4 Intentionally Omitted.

9.0 Additional Resources

Not applicable.

10.0 Confidential Information, Personal Information, Freedom of Information, Access and Audit Rights

10.1 Confidential Information

- (a) The Consultant shall keep all Confidential Information confidential. Without limiting the generality of the foregoing, the Consultant shall:
- (b) not disclose, reveal, publish, or disseminate any Confidential Information to anyone, except as permitted pursuant to this Contract;
- (c) shall use Confidential Information only in connection with this Contract and the performance of the Work;

- (d) shall take all reasonable steps required to prevent any unauthorized reproduction, use, disclosure, publication, or dissemination of the Confidential Information; and
- (e) shall immediately notify Metrolinx in the event that it becomes aware of any unauthorized disclosure of Confidential Information.

10.2 Permitted Disclosure

- (a) Notwithstanding the obligations set out in Section 10.1, the Consultant may disclose Metrolinx' Confidential Information to those of its Subconsultants and Consultant's Personnel who need to know such Confidential Information in connection with this Contract, provided that such Subconsultant or Consultant's Personnel, as applicable, is subject to obligations of confidentiality substantially similar to those contained in this Article 10.

10.3 Exceptions

- (a) The obligations of confidentiality set out in Section 10.1 shall not apply to Confidential Information which:
 - (i) becomes generally available to the public through no fault of the Consultant;
 - (ii) prior to receipt from Metrolinx, was known to the Consultant on a non-confidential basis and is not subject to another obligation of secrecy and non-use, as documented by written records possessed by the Consultant;
 - (iii) was independently developed by the Consultant prior to receipt from Metrolinx, as documented by written records possessed by the Consultant; or
 - (iv) becomes available to the Consultant on a non-confidential basis from a source other than Metrolinx that is not under other obligations of confidence.
- (b) If the Consultant becomes compelled to disclose any Confidential Information pursuant to Applicable Law, the Consultant shall provide Metrolinx with prompt written notice of any such requirement and shall cooperate with Metrolinx in seeking to obtain any protective order or other arrangement pursuant to which the confidentiality of the relevant Confidential Information is preserved. If such an order or arrangement is not obtained, the Consultant shall disclose only that portion of the Confidential Information as is required pursuant to Applicable Law. Any such required disclosure shall not, in and of itself, change the status of the disclosed information as Confidential Information under the terms of this Article 10.
- (c) Without limiting the generality of Section 10.3(a) and notwithstanding Section 10.3(b), the Parties acknowledge and agree that the treatment

and disclosure of Confidential Information shall in all cases be subject to the requirements of FIPPA.

10.4 Security Measures

- (a) The Consultant shall select, implement (prior to the commencement of the Work), use and maintain the most appropriate products, tools, measures and procedures to ensure the security of all Confidential Information, as determined with reference to and generally in compliance with Applicable Laws, Standards, the security requirements specified in APPENDIX "B" - "Scope of Work" and best practices, or as otherwise prescribed by Metrolinx during the Term. Without limiting the generality of the foregoing, such practices shall include:
- (i) encrypting all Personal Information at rest in the Consultant's environment and encrypting all Personal Information in motion between the Consultant and Metrolinx, and between the Consultant and any of its Subconsultants;
 - (ii) privacy due diligence safeguards; and
 - (iii) physical and electronic security measures and confidentiality enhancing technologies to guard against unauthorized disclosures, access and use, such as firewalls, encryption, the use of user identification and passwords, software or other automated systems to control and track the addition and deletion of users, and software or other automated systems to control and track user access to areas and features of information systems.
 - (iv) For greater certainty, Metrolinx reserves the right to prescribe the specific manner in which Consultant shall perform its obligations relating to this Section 10.4.
- (b) All Metrolinx Data, including data in back-up facilities, must be stored, in Canada, within SSAE 16 Type II or ISO 27001 certified (or equivalent) data centers.
- (i) If the Consultant becomes aware of any unlawful access to any Metrolinx Data stored within its environment, on its equipment or in its facilities, or unauthorized access to such equipment or facilities resulting in loss, disclosure, or alteration of Metrolinx Data (each a "Security Incident"), it will promptly (1) notify Metrolinx of the Security Incident; (2) investigate the Security Incident and provide Metrolinx with detailed information about the Security Incident; and (3) take reasonable steps to mitigate the effects and to minimize any damage resulting from the Security Incident.
 - (ii) Notification(s) of Security Incidents will be delivered to the Metrolinx by written communication.

10.5 Intellectual Property Rights

- (a) Metrolinx, its vendors, Subconsultants, consultants, advisors, agents, strategic business partners, and affiliates shall retain all right, title and interest, including all Intellectual Property Rights, in and to its Confidential Information.

10.6 Return or Destruction of Confidential Information

- (a) Immediately upon expiration or termination of this Contract or at any other time upon the request of Metrolinx, and subject to Section 10.9(f) and 10.10, the Consultant agrees to:
 - (i) promptly return all Confidential Information (other than the Contract Records) to Metrolinx; or
 - (ii) promptly delete or destroy the Confidential Information (other than the Contract Records) and all copies thereof in any form whatsoever under its power or control and provide Metrolinx with a destruction certificate signed by an appropriate officer of the Consultant certifying such destruction.
- (b) Notwithstanding the foregoing, the Consultant shall have no obligation to return or destroy:
 - (i) Confidential Information that is captured and retained within the Consultant's routine computer systems backup processes, provided that (a) no specific effort is made to retrieve such archived Confidential Information for purposes that would violate the confidentiality obligations under this Contract and (b) the confidentiality obligations of under this Contract shall continue to apply to such archived Confidential Information for so long as such information is retained; and
 - (ii) working papers or other documentation which it is required to retain pursuant to Applicable Law or any rules of professional conduct applicable to the Consultant or the Consultant Personnel.

10.7 FIPPA and Personal Information

- (a) Metrolinx and the Consultant acknowledge and agree the collection, use, retention and disclosure of Personal Information is governed by FIPPA. Metrolinx acknowledges that the Consultant may also be subject to the requirements of PIPEDA. In the event of a conflict between the requirements of FIPPA and the requirements of PIPEDA or any other legislation governing the treatment of Personal Information, the more onerous provision shall apply.
- (b) The Consultant shall ensure that all collection, access, use, retention and disclosure of Personal Information under this Contract, whether through the performance of the Work or otherwise, complies with Applicable Laws including FIPPA, PIPEDA, Standards, and applicable requirements to collect, record and retain relevant consents pertaining to the collection,

access, use, retention and disclosure of Personal Information in respect of the Work.

- (c) At Metrolinx's request at any time during the Term, the Consultant shall fully participate in a Privacy Impact Assessment or Threat Risk Assessment with respect to the performance of the Work. The Privacy Impact Assessment or Threat Risk Assessment may be conducted by Metrolinx or external third party advisors to Metrolinx at various times throughout the Term. The Consultant and all Consultant Personnel shall cooperate with Metrolinx and/or its third party advisors to provide the resources required to facilitate and fulfill this assessment. The Consultant shall implement any recommendations resulting from the Privacy Impact Assessment or Threat Risk Assessment process.
- (d) The Consultant shall ensure the security and integrity of any Personal Information collected by the Consultant and shall protect it against loss, unauthorized access, destruction, or alteration, in accordance with the following:
 - (i) The Consultant shall not directly or indirectly collect, use, disclose, store or destroy any Personal Information, or give, exchange, disclose, provide, or sell Personal Information to any third party, except as expressly permitted, and for a purpose(s) authorized, under this Contract or otherwise agreed to in writing by Metrolinx.
 - (ii) The Consultant shall ensure that access to Personal Information is restricted to those Consultant Personnel who have a need to know or use such information in the performance of the Work and who have been specifically authorized to have such access for the purposes of performing the Work. Access shall be limited to only that Personal Information which is required for the performance of the Work.
 - (iii) All Personal Information shall be kept in a physically secure location and separate from all other records and databases. The Consultant shall not place, input, match, insert or intermingle, nor shall it permit any Person to place, input, match or intermingle, any data or records in any form whatsoever into or with any records or database containing such Personal Information.
- (e) For greater certainty, Metrolinx reserves the right to prescribe the specific manner in which the Consultant shall perform its obligations relating to this Section 10.7.

10.8 FIPPA and Freedom of Information

- (a) The Consultant acknowledges that Metrolinx is a provincial crown agency subject to FIPPA, and acknowledges and agrees as follows:
 - (i) All FIPPA Records are subject to, and the collection, use, storage and treatment thereof is governed by FIPPA. The Consultant agrees to keep all FIPPA Records secure and available, in accordance with

the requirements of FIPPA. The Consultant acknowledges that all information, data, records and materials, however recorded, that are held by the Consultant and/or created by the Consultant in the course of performing the Work are considered to be FIPPA Records and subject to FIPPA.

- (ii) Section 10.5 shall apply to all FIPPA Records (other than the Contract Records), which shall be returned and/or destroyed in accordance with that section.
- (iii) In the event of a conflict between the requirements of this Contract and the requirements of FIPPA, the requirements of FIPPA shall take precedence.
- (iv) In the event that a request is made under FIPPA for the disclosure of any FIPPA Records, Metrolinx shall provide prompt written notice thereof to the Consultant and the Consultant shall provide any and all relevant FIPPA Records to Metrolinx on demand for the purposes of responding to an access request under FIPPA. In these circumstances, the Consultant shall provide all FIPPA Records requested to Metrolinx's Freedom of Information Coordinator (or equivalent) within seven (7) Business Days of receipt of the request from Metrolinx. Notwithstanding anything to the contrary in this Contract and subject to the Consultant's rights of appeal pursuant to Section 28(9) of FIPPA, Metrolinx shall determine what FIPPA Records will be disclosed in connection with any such request, in accordance with the requirements of FIPPA (including, without limitation, the requirements with respect to affected persons set out in Section 28 thereof).
- (v) Storage of FIPPA Records (including the Contract Records) at a location outside Canada shall only be permitted with Metrolinx's express written consent.

10.9 Access

- (a) The Consultant shall provide to Metrolinx the network access requirements and access level that will be required by the Consultant to perform the Work. All requests to access Metrolinx's network will be subject to Metrolinx's written approval.
- (b) The Consultant shall aggregate all access into a central network access point before network access is granted to Metrolinx's information systems. The network controls used to facilitate access between the Consultant and Metrolinx will be subject to Metrolinx's written approval.
- (c) Contract Personnel shall not attempt to access, or allow access to, any Metrolinx data to which they are not permitted access under this Contract. If such access is attained, the Consultant shall immediately report such incident to Metrolinx, describe in detail any accessed Metrolinx data, and return to Metrolinx any copied or removed Metrolinx data.

- (d) The Consultant is responsible for ensuring that Consultant Personnel do not access, or allow access, to any Metrolinx data to which they are not permitted access under this Contract. The Consultant shall utilize commercially reasonable efforts, including through the use of rigorous systems security measures, to guard against, identify and promptly terminate the unauthorized access, alteration or destruction of software and Metrolinx data.
- (e) The Consultant shall, upon Metrolinx's request, provide Metrolinx with a copy of, or an identifiable subset of, any Metrolinx Data accumulated, collected, or stored within the Consultant's environment in a non-proprietary format such as Portable Document Format (PDF), Microsoft Access, Microsoft Excel or CSV or as Metrolinx shall otherwise direct within seven (7) Business Days of receipt of the request from Metrolinx.
- (f) Notwithstanding Section 10.6, upon expiration or termination of this Contract, all Metrolinx Data accumulated, collected, and stored within the Consultant's environment must be made available to Metrolinx for a period of up to 180 days in a non-proprietary format such as Portable Document Format (PDF), Microsoft Access, Microsoft Excel or CSV or as Metrolinx shall otherwise direct.

10.10 Audit Rights

- (a) During the Term and for a period of seven (7) years thereafter, the Consultant shall, at its cost and expense, retain and maintain, in an organized, accurate and accessible mode and manner, all financial and other books, records and documentation relating or pertaining to the Contract and the performance of the Work, including (i) original invoices and accounts, along with related records showing costs and expenses incurred, including but not limited to the cost to the Consultant of the Work and of all expenditures or commitments made by the Consultant in connection therewith; (ii) correspondence, e-mails, tenders, minutes of meetings, notes, reports, timesheets, memoranda and other documents associated with the Contract; (iii) records relating to any service level agreements and key performance indicators included in the Contract, and (iv) records related to matters of security and privacy (collectively, the "Contract Records").
- (b) The Contract Records shall be retained and maintained in accordance with all generally acceptable accounting principles and Applicable Laws and Standards, or as otherwise may be required to substantiate compliance with this Contract and/or any payment to be made to the Consultant under this Contract.
- (c) During the Term and for a period of seven (7) years thereafter, Metrolinx or any third party acting on behalf of Metrolinx, shall have the right, upon no less than twenty-four (24) hours' notice in writing to the Consultant and during normal office hours, to inspect and audit, and to have access to, all Contract Records whether maintained by the Consultant or a Consultant Personnel, reasonably required to confirm the Consultant's compliance with the terms of this Contract and Applicable Laws, and to

make copies thereof. The Consultant shall make available or cause to be made available the Corporate Records that are requested by Metrolinx or that may be required given the scope of the audit (provided such scope is disclosed to the Consultant), and shall otherwise reasonably cooperate with Metrolinx and any third party acting on Metrolinx's behalf, including by providing reasonable access to all of the Consultant's premises and to the Consultant's employees. Where access is needed to a Consultant Personnel's employees or to Contract Records that are maintained by a Consultant Personnel, the Consultant shall use reasonable efforts to arrange for such access on a timely basis. Without limiting the generality of the foregoing, the rights set out in this Section 10.10 shall extend to any Governmental Authority exercising its right to audit pursuant to Applicable Law or any contract with Metrolinx.

- (d) The Consultant shall maintain a competent and independent audit function to assess the internal controls over its environment and its compliance with Applicable Laws and Standards. The Consultant shall provide Metrolinx, upon request, the results of all internal controls and security audits performed by the Consultant's auditors.
- (e) The Consultant shall upon advance written request, provided by e-mail or otherwise, provide Metrolinx with reasonable access to all premises that may reasonably be required to enable Metrolinx and/or Metrolinx's agents to monitor the progress of the Work. Any such monitoring or verifications shall be without prejudice to any other rights of Metrolinx under this Contract and shall not relieve the Consultant from any of its obligations under this Contract nor shall such verification be used by the Consultant as evidence of effective control of quality.
- (f) The Consultant shall, on a yearly basis, provide Metrolinx with an audit report based on the SSAE 16 Type II SOC 2 and SOC 3 standards with respect to such Operational Services, and provide an attestation letter certifying that all items noted as being deficient in the report, if any, have been remediated to the auditor's satisfaction. Following the delivery of an unsatisfactory audit report, or a corruption or material data loss, Metrolinx or any third party acting on behalf of Metrolinx, shall have the right, upon no less than forty-eight (48) hours' notice in writing to the Consultant, to conduct a validation test (at its cost) to verify that the Consultant's controls meet or exceed the standards.
- (g) The Consultant and Metrolinx shall meet to review each audit report promptly after the issuance thereof and to mutually agree upon the appropriate manner, if any, in which to respond to the changes suggested or issued identified by the audit report. Without limiting any remedies which may be available to Metrolinx, the Consultant shall promptly remedy any violations of this Contract of which it becomes aware, pursuant to any audit or otherwise.

10.11 Consultant Compliance

- (a) The Consultant shall advise all of its Consultant Personnel, all of its Subconsultants, and all of its Subconsultant's Consultant Personnel of the

requirements of this Article 10, and associated requirements set out elsewhere in this Contract, and take appropriate action to ensure compliance by such persons with the terms of this Article 10. In addition to any other liabilities of the Consultant pursuant to this Contract or otherwise at law or in equity, the Consultant shall be liable for all claims arising from any non-compliance with this Article 10 by the Consultant, any of its Consultant Personnel, any Subconsultant and of its Subconsultant's Consultant Personnel.

- (b) The Consultant warrants that each of its Consultant Personnel, each of its Subconsultants and each of its Subconsultant's Consultant Personnel engaged by the Consultant to provide the services pursuant to this Contract is under a written obligation to the Consultant requiring such person to comply with the terms of this Article 10.

10.12 Publicity

- (a) Neither Party may make any disclosure to any other person or any public announcement or press release regarding this Contract or any relationship between the Consultant and Metrolinx, without the other Party's prior written consent.

10.13 Damages

- (a) The Consultant acknowledges and agrees that any breach or threatened breach of this Article 10 or the obligations set out herein shall cause immediate and irreparable harm to Metrolinx for which damages alone are not an adequate remedy. The Consultant hereby acknowledges and agrees that Metrolinx shall be entitled to seek, in addition to any other legal remedies which may be available to it, such equitable relief as may be necessary and available to protect Metrolinx against such breach or threatened breach. No failure or delay by Metrolinx in exercising any right hereunder shall operate as a waiver hereof, or shall estop Metrolinx from obtaining permanent injunctive relief.

11.0 Representations, Warranties and Covenants

11.1 Representations, Warranties and Covenants of the Consultant

- (a) The Consultant covenants and agrees with and represents and warrants to Metrolinx, and acknowledges and confirms that Metrolinx is relying on such covenants, agreements, representations and warranties, as follows:
 - (i) the Consultant is validly existing under the laws of the location of its head office and the Consultant has all necessary corporate power, authority and capacity to enter into this Contract and to perform its obligations hereunder;
 - (ii) the entering into of this Contract by the Consultant and the performance of its obligations hereunder has been authorized by all necessary corporate action;

- (iii) the execution and delivery of this Contract, the consummation of the transactions contemplated herein and compliance with and performance of the provisions of this Contract does not and shall not:
 - (A) result in a breach of or constitute a default under, or create a state of fact, which after notice or lapse of time or both, or otherwise, would constitute a default under any term or provision of the constating documents of the Consultant, the by-laws or resolutions of the Consultant or any agreement or instrument to which the Consultant is a party or by which it is bound, or
 - (B) require the Consultant to obtain any Approval or action of any other Persons and, if required, any such Approvals have already been obtained as of the date of this Contract;
- (iv) this Contract constitutes a legally valid and binding obligation of the Consultant enforceable against it in accordance with its terms, subject only to applicable bankruptcy, insolvency and other similar laws affecting the enforceability of the rights of creditors generally, the principles of equity and that equitable remedies such as specific performance and injunction are available only in the discretion of a court of competent jurisdiction;
- (v) the Consultant has carefully reviewed the whole of this Contract, including all of the Contract Documents, and all other documents made available to the Consultant by Metrolinx, and, to the Consultant's knowledge, nothing contained herein or therein inhibits or prevents the Consultant from performing the Work in accordance with the Required Standard of Care so as to achieve and satisfy the requirements of this Contract;
- (vi) the Consultant has engaged and shall engage only Subconsultants and Consultant Personnel that are qualified and competent to perform the portions of the Work they are responsible for and possess the requisite Domain Expertise;
- (vii) the Consultant has available the resources and personnel to complete all of its obligations under this Contract in a timely, efficient and professional manner in accordance with the Required Standard of Care;
- (viii) the Consultant is not aware of any legal action instituted, threatened or pending against the Consultant that could have a material adverse effect on its ability to perform its obligations under this Contract;
- (ix) Except as disclosed in the Submission, the Consultant is free of any actual or potential RQQ Conflict of Interest;

- (x) the Consultant is registered as an employer pursuant to the Workplace Safety and Insurance Act (Ontario) and has completed all filings and paid all assessments as required pursuant to that Act and the regulations thereunder;
- (xi) the Consultant is familiar with the obligations imposed on an "employer" as defined in OHSAA, and that it has in place a health and safety program to ensure that it takes all steps reasonable in the circumstances to ensure the health and safety of all workers for which it has responsibility under that Act; and
- (xii) the Consultant represents, warrants and covenants to Metrolinx that the Consultant is and shall remain duly registered for the purposes of Part IX of the Excise Tax Act.

11.2 Continuing Effect of Representations, Warranties and Covenants

- (a) The Consultant hereto agrees that its covenants, representations and warranties contained in this Article 11 are continuing covenants, representations and warranties and shall apply and be true and correct at all times during the Term.

12.0 Indemnity

12.1 Indemnification

- (a) The Consultant shall at all times indemnify and save harmless Metrolinx, its officers, directors, employees, members, agents, representatives, successors and assigns (hereinafter the "Indemnified Parties"), from and against any and all Losses resulting from:
 - (i) any breach, violation or non-performance by or on behalf of the Consultant of any covenant, obligation or agreement of the Consultant contained in this Contract, including any warranty;
 - (ii) any negligent acts, errors or omissions or wilful misconduct by or on behalf of the Consultant relating to the Work to be provided under this Contract;
 - (iii) any acts performed or omitted to be performed by or on behalf of the Consultant beyond the authority of the Consultant hereby conferred;
 - (iv) any inaccuracy in or breach of any of the representations or warranties of the Consultant contained in this Contract;
 - (v) any breach of the terms and conditions set out in Article 3 or arising as a result of any illness, injury or death of any employee of the Consultant or any Subconsultant, including:
 - (A) any resulting expenses incurred by Metrolinx as a result of stoppage of the Work on account of failure by the Consultant

to meet its obligations under and/or with respect to the OHSA; and

- (B) any resulting fine(s) levied against Metrolinx as a result of any breach of the responsibilities of the employer for the work, to the extent attributable to the Consultant's failure to fulfil its obligations as described in Section 3.1; and/or
- (vi) any infringement or alleged infringement of any patent, trade secret, service mark, trade name, copyright, official mark, moral right, trade-mark, industrial design or other proprietary rights conferred by contract, common law, statute or otherwise in respect to the Work or any matter provided to Metrolinx or performed by the Consultant, or anyone else for whom at law the Consultant is responsible provided, however, the Consultant shall not be required to indemnify the Indemnified Parties pursuant to this subsection if
 - (i) the infringement or alleged infringement was caused by the modification of a deliverable or work product prepared pursuant to this Contract by any person other than the Consultant or a Consultant Personnel, (ii) the deliverable or work product was based upon designs provided by Metrolinx, or (iii) the Work relating to the infringement or alleged infringement were used in a manner not permitted by the Contract.
- (b) The Consultant shall pay all reasonable costs, expenses and legal fees that may be incurred or paid by the Indemnified Parties in connection with any demand, claim, execution, action, suit or proceeding with respect to a matter for which the Consultant is obligated to indemnify the Indemnified Parties pursuant to this Article 12, provided that the indemnity obligations of the Consultant under this Article 12 shall not extend to Loss attributable to the negligence or willful misconduct of any Indemnified Parties to the extent that such Indemnified Parties' negligence or willful misconduct caused the Loss.
- (c) In the event any Loss is asserted in respect to which an Indemnified Party is entitled to indemnification under this Article 12, and without prejudice to any other right or remedy Metrolinx may have, Metrolinx shall be entitled to deduct or withhold a reasonable sum on account of such claim, action, suit, execution or demand, including legal costs, from monies owed or payable by Metrolinx to the Consultant under this Contract pending the final determination or settlement of such claim, action, suit, execution or demand. In the event,
 - (i) the Consultant is, becomes, or is deemed to be bankrupt or an insolvent person pursuant to the Bankruptcy and Insolvency Act (Canada);
 - (ii) the Consultant makes a general assignment for the benefit of creditors; or
 - (iii) a receiver or interim-receiver is appointed with respect to some or all of the Consultant's business, assets, or property,

then Metrolinx shall be entitled, without prejudice to any other right or remedy Metrolinx may have, to further deduct or withhold a reasonable sum on account of such Loss, from any monies owed or payable by Metrolinx to the Consultant under any other agreement or account. The provisions of this Section 12.1(c) shall not apply in the event that such Loss is otherwise provided for under any insurance provided by the Consultant to or for the benefit of Metrolinx.

13.0 Limitation of Liability

13.1 General Intent

- (a) It is the intent of the Parties that each Party shall be liable to the other Party for any actual damages incurred by the non-breaching Party as a result of the breaching Party's failure to perform its obligations in the manner required by the Contract.

13.2 Limitations on Liability

- (a) Subject to Section 13.2(c), in no event shall either Party be liable for indirect, consequential, exemplary, punitive or special damages relating to the Contract even if such Party has been advised in advance of the possibility of such damages.
- (b) Subject to Section 13.2(c), each Party's aggregate liability to the other under the Contract for direct damages for all events giving rise to liability hereunder shall be limited to an amount equal to two times the Total Contract Price.
- (c) The limitations of liability set forth in Sections 13.2(c) and 13.2(b) shall not apply with respect to Losses:
 - (i) that are the subject of indemnification pursuant to Articles 12.1(a)(ii), (iii), (v), or (vi); or
 - (ii) occasioned by a breach of Article 10.
- (d) Each party shall have a duty to mitigate damages for which the Consultant is responsible.

14.0 Termination

14.1 Termination for Cause by Metrolinx

- (a) Metrolinx may, by ten (10) days' written notice to the Consultant, suspend or terminate the whole or any part of the provision of the Work or this Contract for cause in the event that the Consultant is in breach of any of its obligations under this Contract, and it fails to cure such breach (which breach must be curable) within thirty (30) days of being notified thereof, and thereupon:

- (b) Metrolinx may appoint officials of Metrolinx or any other person or persons in the place and stead of the Consultant to perform the Work or any portion thereof;
- (c) the Consultant shall immediately discontinue the Work on the date and to the extent specified in the notice and place no further orders for materials or services for the terminated portion of the Work;
- (d) nothing contained herein shall limit the rights of Metrolinx to recover damages from the Consultant arising from the failure of the Consultant to perform the Work satisfactorily in accordance with the terms of this Contract.

14.2 Termination for Convenience by Metrolinx

- (a) Metrolinx may, by thirty (30) days' written notice to the Consultant, terminate this Contract for convenience, and thereupon Metrolinx shall be liable for payment to the Consultant for those monies attributable to the part of the Work performed to the satisfaction of Metrolinx to the date of termination stipulated in such notice. Metrolinx shall also be liable for any reasonable demobilization costs and the reasonable cost of cancellation of any contracts, but in no event will Metrolinx be liable for any loss of profits, loss of revenue or other consequential damages.

15.0 Force Majeure

15.1 Force Majeure

- (a) Neither Party shall be liable for Losses caused by a delay or failure to perform its obligations under this Contract where such delay or failure is caused by an event beyond its reasonable control (a "Force Majeure Event"). The Parties agree that an event shall not be considered beyond one's reasonable control if a reasonable business person applying due diligence in the same or similar circumstances under the same or similar obligations as the provisions of this Contract would have put in place contingency plans to either materially mitigate or negate the effects of such event.
- (b) Without limiting the generality of the foregoing, the Parties agree that Force Majeure Events may include acts of God, natural disasters, acts of war, war-like operations, civil war, acts of foreign enemy, plagues, epidemics, insurrection and terrorism (provided that the conditions of Section 15.1(a) are met) but shall in no event include:
 - (i) shortages or delays relating to supplies or services; or
 - (ii) on the part of the Consultant, lack of financing or inability to perform because of the financial condition of the Consultant.
- (c) A failure by Metrolinx to furnish instructions is not a Force Majeure Event until fourteen (14) days after a demand for such instructions has been

made in writing by the Consultant and not then unless such claim is reasonable and justified to Metrolinx.

15.2 Process

- (a) If a Party seeks to excuse itself from its obligations under this Contract due to a Force Majeure Event:
 - (i) that Party shall immediately notify the other Party of the delay or non-performance, the reason for such delay or non-performance and the anticipated period thereof; and
 - (ii) the Party giving the notice shall thereupon be excused the performance or punctual performance, as the case may be, of such obligation for the period of time directly attributable to such Force Majeure Event.
- (b) This Section shall not apply or be available to a Party in respect of any event, or resulting delay or failure to perform, occurring more than fourteen (14) days before notice is given to Metrolinx pursuant to Section 15.2(a).
- (c) In the case of a continuing Force Majeure Event, only one notice shall be necessary.

15.3 Metrolinx Rights

- (a) Without limiting any other rights available to Metrolinx under this Contract, Metrolinx reserves the right to contract any Work from a third party during any period of Force Majeure claimed by the Consultant.

16.0 Dispute Resolution

- (a) All Disputes shall be resolved in accordance with, and the Parties shall comply with, Schedule D - Dispute Resolution.

17.0 Set Off

- (a) Metrolinx shall have the right to satisfy any amount from time to time owing by it to the Consultant under the Contract by way of a set-off against any amount from time to time owing by the Consultant to Metrolinx under the Contract, including but not limited to any amount owing to Metrolinx pursuant to the Consultant's indemnification of Metrolinx in this Contract.

18.0 General

18.1 Entire Agreement

- (a) This Contract constitutes the entire agreement between the Parties regarding the Work and supersedes any prior understandings, negotiations, representations or agreements, whether written or verbal.

18.2 Governing Law and Jurisdiction

- (a) This Contract shall be governed by and interpreted in accordance with the laws of the Province of Ontario and the federal laws applicable therein, without regard to principles of conflicts of law that would impose the law of another jurisdiction. The Parties hereby irrevocably and unconditionally attorn and submit to the non-exclusive jurisdiction of the courts of the Province of Ontario and all courts competent to hear appeals therefrom.

18.3 Survival

- (a) The obligations set out in Articles 1, 2, 3, 7, 8, 10, 11 and 12 and this Article 18 of this Contract shall continue to bind the Consultant notwithstanding expiration or termination of this Contract for any reason whatsoever or completion of the Work as contemplated hereunder.

18.4 Enurement

- (a) This Contract shall enure to the benefit of, and be binding upon the Parties and their respective heirs, executors, administrators, personal representatives, successors and permitted assigns.

18.5 Assignment

- (a) The Consultant shall not be entitled to assign this Contract in whole or in part without the prior written consent of Metrolinx, which consent shall not be unreasonably withheld or delayed.

18.6 Independent Parties

- (a) This Contract does not create and is not intended to create an agency or employment relationship, partnership, joint venture or other similar association between the Parties. The relationship between the Parties is to be considered at all times as that of a purchaser and an independent vendor. Neither Party shall have the right to bind the other to any agreement with any third party or to incur any obligation or liability on behalf of the other Party. Except as expressly provided for in this Contract, neither Party shall represent, directly or indirectly by conduct, to any third party that it is an agent, employee, partner or joint venturer of the other.
- (b) The Consultant Personnel and all other personnel providing the Work are solely the employees of the Consultant and applicable Subconsultants (and not Metrolinx') for all purposes under this Contract, including for all purposes under any Applicable Laws. Accordingly, none of the foregoing personnel is entitled to any benefits respecting any pension or other benefit plan, program or policy of Metrolinx.

18.7 Third Party Beneficiaries

- (a) This Contract is made solely for the benefit of the Parties and, to the extent expressly and specifically stated, any other Parties made beneficiaries of this Contract. No terms of this Contract shall be deemed to

confer upon any other third parties any claim, remedy, reimbursement or other right.

- (b) The Consultant represents and warrants to Metrolinx that the Consultant is entering into this Contract solely on the Consultant's own behalf and not as an agent for any other Person.

18.8 Joint and Several Liability

- (a) Where the Consultant comprises two or more Persons, each of them shall be jointly and severally liable for the obligations of the Consultant under this Contract.

18.9 Notice

- (a) Unless expressly provided elsewhere in the Contract Documents, every notice required or permitted under this Contract must be in writing and may be delivered in person, by courier or by fax to the applicable party at the address or fax number in the Articles of Agreement or to any other address, fax number or individual that a party subsequently designates by notice.
- (b) Any notice under this Contract, if delivered personally or by courier on a Business Day will be deemed to have been given when actually received, if delivered by fax before 3:00 p.m. on a Business Day will be deemed to have been delivered on that Business Day and if delivered by fax after 3:00 p.m. on a Business Day or on a day that is not a Business Day will be deemed to be delivered on the next Business Day. For greater clarity, notice shall not be given by email.

18.10 Amendments

- (a) Except as expressly provided in this Contract, no amendment, supplement or restatement of any provision of this Contract is binding unless it is in writing and signed by both Parties.

18.11 No Waiver

- (a) No provision of this Contract shall be deemed waived, amended or modified by either Party unless such waiver, amendment or modification is in writing and signed by the Party against whom it is sought to enforce the waiver, amendment or modification. The failure by a Party to exercise any of its rights, powers or remedies hereunder or its delay to do so does not constitute a waiver of those rights, powers or remedies. No waiver made with respect to any instance involving the exercise of any such right is to be deemed to be a waiver with respect to any other instance involving the exercise of the right or with respect to any other such right.

18.12 Severability

- (a) If any term or condition of this Contract, or the application thereof to the Parties or circumstances, is to any extent invalid or unenforceable in whole

or in part, the remainder of this Contract shall continue in full force and effect, and the application of such term or condition to the Parties or circumstances other than those to which it is held invalid or unenforceable shall not be affected thereby.

18.13 Further Assurances

- (a) Each Party agrees that it shall at any time and from time to time, at its own expense, execute and deliver such further documents and do such further acts and things as the other Party may reasonably request for the purpose of giving effect to this Contract or carrying out the intention or facilitating the performance of the terms of this Contract.

18.14 Conflict of Interest Acknowledgement and Agreement

- (a) For the purposes of this Contract, a "Conflict of Interest" includes any situation or circumstances where, in relation to the performance of its contractual obligations in this Contract, the Consultant'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 judgment; or
 - (ii) could or could be seen to compromise, impair or be incompatible with the effective performance of its contractual obligations.
- (b) The Consultant acknowledges that participation (directly or indirectly) in any procurement process arising from or related to this Contract (the "Prohibited Procurements") would constitute a Conflict of Interest with this Contract, and the Consultant agrees that it shall not, and shall take reasonable steps (including obtaining covenants substantially similar to those set out in this section) to ensure that its Subconsultants do not participate in or be involved with such Prohibited Procurements either directly or indirectly, including as a bidder or as a Subconsultant or advisor to any bidder.
- (c) The Consultant shall:
 - (i) avoid all Conflict of Interest in the performance of its contractual obligations;
 - (ii) disclose to Metrolinx without delay any actual or potential Conflict of Interest that arises during the performance of its contractual obligations; and
 - (iii) comply with any requirements prescribed by Metrolinx to resolve any Conflict of Interest.
- (d) In addition to all other contractual rights or rights available at law or in equity, Metrolinx shall have the right to immediately terminate this Contract, by giving notice in writing to the Consultant, where:

- (i) the Consultant fails to disclose an actual or potential Conflict of Interest;
 - (ii) the Consultant fails to comply with any requirements prescribed by Metrolinx to resolve a Conflict of Interest; or
 - (iii) the Consultant's Conflict of Interest cannot be resolved.
- (e) This section shall survive any termination or expiry of this Contract.

18.15 Counterparts

- (a) This Contract may be executed in one or more counterparts. Any single counterpart or a set of counterparts executed, in either case, by all Parties shall constitute a full, original and binding agreement for all purposes. Counterparts may be executed either in original or electronic form, provided that the Party providing its signature in electronic form shall promptly forward to the other Party an original signed copy of this Contract which was so sent electronically.

END OF SECTION

SCHEDULE A - DEFINITIONS

1.0 In this Contract Document,

- 1.1 "Applicable Laws" means all applicable laws, statutes, regulations, orders, by-laws, treaties, judgements, decrees and ordinances applicable from time to time and, whether or not having the force of law, all applicable Approvals, Standards, codes, requirements, requests, directives, rules, guidelines, instructions, circulars, manuals, and policies of any Governmental Authority having or purporting to have jurisdiction or authority over a Party, property, transaction or event, including laws relating to workplace safety and insurance, occupational health and safety and employment standards.
- 1.2 "Approvals" means any permits, licences, consents, approvals, clearances, orders, ordinances, registrations, filings or other authorizations respecting the work undertaken as part of the Work as may be required from any applicable Governmental Authority or otherwise by the Consultant's contract documents.
- 1.3 "Arbitration Act" means the Arbitration Act, 1991, S.O. 1991, Chapter 17.
- 1.4 "Business Day" means any day other than: (a) a Saturday or Sunday and (b) any other day on which Metrolinx is not open for business. Each Business Day will end at 4:00 p.m. on that day.
- 1.5 "Changes" has the meaning ascribed to it in Section 8.1 of the General Conditions.
- 1.6 "Confidential Information" means all information of a confidential nature (as determined with reference to its treatment by Metrolinx) which is provided, disclosed or made available (orally, electronically or in writing or by any other media) by Metrolinx (or its representatives) to the Consultant (including to employees, vendors, or other representatives thereof) and includes any copies or reproductions thereof. For greater certainty, all Personal Information, Contract Records, personal information, and anything else specifically marked or identified by Metrolinx as confidential or proprietary are deemed to be "Confidential Information" for the purposes of this Contract.
- 1.7 "Consultant" means [TO BE COMPLETED AT SIGNING].
- 1.8 "Consultant Intellectual Property" means any Intellectual Property which (a) the Consultant has already created, developed or produced prior to the Effective Date; (b) which the Consultant creates, develops or produces independently of this Contract and/or the performance of the Work; (c) which the Consultant licenses from a third party; (d) all documentation or source materials (including source code) related to any of the foregoing; and (e) all copies, translations, improvements, modifications, enhancements, adaptations, or derivations made to the Consultant Intellectual Property by the Consultant and/or any third party not performing work under this Contract; provided, however, that Consultant Intellectual Property does not include Custom Intellectual Property.
- 1.9 "Consultant Personnel" or "Consultant's Personnel" means (a) with respect to the Consultant, all of the Consultant's personnel, employees and independent

vendors (including the Key Personnel and the Consultant's Representative) engaged in the performance of the Work; and (b) with respect to each Subconsultant, all of that Subconsultant's personnel, employees and independent vendors engaged in the performance of the Work.

- 1.10 "Consultant Policies" has the meaning ascribed to it in Schedule C - Insurance of General Conditions.
- 1.11 "Consultant's Representative" means the person identified by the Consultant, and Accepted by Metrolinx, as the Consultant's authorized representative pursuant to Section **Error! Reference source not found.** of the General Conditions.
- 1.12 "Contract" means this contract between the Consultant and Metrolinx pursuant to Request No. RQQ-2016-SAF-075 including the Articles of Agreement, the General Conditions and the Schedules thereto and the Contract Documents.
- 1.13 "Contract Documents" means the Contract and those documents listed in "Scope of Work" and any written amendments thereto as agreed to by the Parties.
- 1.14 "Contract Performance Appraisal" has the meaning ascribed to it in Section 2.9(a) of the General Conditions.
- 1.15 "Contract Records" has the meaning ascribed to it in Section 10.8 of the General Conditions.
- 1.16 "Custom Intellectual Property" means any Intellectual Property created, developed or produced by the Consultant or any Consultant Personnel under this Contract specifically for use in connection with the performance of the Work, all documentation and media related thereto, and all Intellectual Property Rights therein.
- 1.17 "Deliverables" means the work product created by the Consultant and/or the Consultant Personnel in connection with or as a requirement of the Work, including all reports, drawings, plans, designs, processes, tools, standards, registers, logs, updates, files, databases, Software, and documentation.
- 1.18 "Dispute" means all disputes, controversies, or claims arising out of or relating to: (a) this Contract; (b) the alleged wrongful exercise or failure to exercise by a Party of a discretion or power given to that Party under this Contract; and/or (c) the interpretation, enforceability, performance, application, or administration, breach, termination, or validity of this Contract or any failure to agree where agreement between the Parties is called for.
- 1.19 "Dispute Notice" has the meaning given in Schedule D - Dispute Resolution of General Conditions.
- 1.20 "Domain Expertise" means the required level of depth and breadth of qualifications and experience in respect of the tasks to be performed in connection with the Work, gained through a practical application of the knowledge underlying the tasks in an environment substantially similar to that of the Work.

- 1.21 "Effective Date" means the final date of execution of this Contract by both Parties.
- 1.22 "Excise Tax Act" means the Excise Tax Act, R.S.C. 1985, Chapter E-15.
- 1.23 "FIPPA" means the Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter F.31.
- 1.24 "FIPPA Records" means all information, data, records and materials, however recorded, in the custody or control of Metrolinx, including Confidential Information, Personal Information and Contract Records. For the purposes of this definition, documents held by the Consultant in connection with this Contract are considered to be in the control of Metrolinx.
- 1.25 "French Designated Area" means an area designated as such in the Schedule to the French Language Services Act. A map and complete listing of French Designated Areas is available at <http://www.ofa.gov.on.ca/en/flsa-mapdesig.html>.
- 1.26 "French Language Services Act" means the French Language Services Act, R.S.O. 1990, Chapter F.32.
- 1.27 "Governmental Authority" means any domestic government, including any federal, provincial, territorial, municipal, regional or other local government, and any government established court, agency, tribunal, commission or other authority exercising or purporting to exercise executive, legislative, judicial, regulatory or administrative functions respecting government; provided, however, "Governmental Authority" does not include Metrolinx.
- 1.28 "Income Tax Act" means the Income Tax Act, R.S.C. 1985, Chapter 1 (5th Supp.).
- 1.29 "Indemnified Parties" has the meaning ascribed to it in Section 12.1 of the General Conditions.
- 1.30 "Initial Term" has the meaning ascribed to it in Section 2.1 of the General Conditions.
- 1.31 "Intellectual Property" means all intellectual and industrial property, including: (a) materials, images, reports, Software, applications, audio or video recordings, specifications, performance requirements, software development tools, technologies, content, data (including all information whether or not contained in or on any database or electronic information storage system or media owned by or in the custody or control of Metrolinx), technical information, interfaces, web portals, components, services, information, databases, and documentation; (b) patents, patent application rights, rights to file patents, inventions, trade-marks (whether registered or not), trade-mark applications, rights to file trade-marks, trade names, copyrights (whether registered or not), design registrations, trade secrets, confidential information, industrial and similar designs, rights to file for industrial and similar designs, processes, methodologies, techniques and know-how; and (c) all Intellectual Property Rights therein.

- 1.32 "Intellectual Property Rights" means any right to Intellectual Property recognized by law, including any Intellectual Property right protected by legislation or arising from protection of information as a trade secret or as confidential information.
- 1.33 "Joint Venture" is the business arrangement of two or more parties proposed as identified in the Submission.
- 1.34 "Losses" means claims, actions, suits, executions, and demands and all loss, liability, judgments, costs, charges, damages, liens and expenses of any nature whatsoever and howsoever caused.
- 1.35 "Metrolinx" means Metrolinx, a provincial crown agency continued under the Metrolinx Act, S.O. 2006, Chapter 16, and its successors and assigns.
- 1.36 "Metrolinx Data" means all data and information provided by Metrolinx or generated or obtained by the Consultant pursuant to this Contract, including all background check information collected by the Consultant on behalf of Metrolinx.
- 1.37 "Metrolinx Intellectual Property" means: (a) all Intellectual Property that is proprietary to, or controlled or licensed by, Metrolinx and provided to the Consultant; (b) all Metrolinx Marks and Metrolinx Data; (c) all procurement documents issued by Metrolinx; (d) all documentation or source materials (including source code) related to any of the foregoing; and (e) all copies, translations, improvements, modifications, enhancements, adaptations, or derivations made to the Metrolinx Intellectual Property by Metrolinx and/or any third party not performing work under this Contract.
- 1.38 "Metrolinx Marks" means any trademarks, service marks, trade names, logos or other commercial or product designations owned or licensed by Metrolinx, whether registered or not.
- 1.39 "Metrolinx Representative" or "Metrolinx's Representative" has the meaning ascribed to it in Section 2.9 of the General Conditions.
- 1.40 "OHSA" means the Occupational Health and Safety Act, R.S.O. 1990, Chapter O.1.
- 1.41 "Parties" means both of Metrolinx and the Consultant and a "Party" means either one of them.
- 1.42 "Person" means any individual, sole proprietorship, partnership, limited partnership, corporation or company (with or without share capital), trust, foundation, joint venture, Governmental Authority or any other incorporated or unincorporated entity or association of any nature.
- 1.43 "Personal Information" has the meaning ascribed to it in FIPPA.
- 1.44 "PIPEDA" means the Personal Information Protection and Electronic Documents Act, S.C. 2000, Chapter 5.
- 1.45 "Place of Work" is the designated site or location of the Work.

- 1.46 "Privacy Impact Assessment" refers to a systematic and consistent method of analysis to identify and analyze privacy risks in a program, technology or service.
- 1.47 "Prohibited Procurements" has the meaning ascribed to it in Section 18.14 of the General Conditions.
- 1.48 "Rates" has the meaning ascribed to it in Section 1.1 of Schedule B - Financial Terms of General Conditions.
- 1.49 "Renewal Term" has the meaning ascribed to it in Section 2.1 of the General Conditions.
- 1.50 "Required Standard of Care" means: (a) using the Standards, practices, methods and procedures to the highest commercial standards of practice and professionalism as understood in the Province of Ontario; (b) confirming to Applicable Laws and all rules of professional conduct applicable to the Consultant or the Consultant Personnel; (c) exercising that degree of skill and care, diligence, prudence and foresight which would be expected from a leading Person or professional performing work similar to those called for under this Contract; and (d) using only proper materials and methods as are suited to the function and performance intended.
- 1.51 "RQQ Conflict of Interest" means the Consultant had an unfair advantage or engaged in conduct, directly or indirectly, that gave it an unfair advantage, including but not limited to (i) having, or having had access to, confidential information of Metrolinx in the preparation of its submission during the Request to Quality & Quote process that was not available to other bidders, (ii) communicating with any person with a view to influencing preferred treatment in the Request to Quality & Quote process (including but not limited to the lobbying of decision makers involved in the Request to Quality & Quote process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the Request to Quality & Quote process.
- 1.52 "Security Incident" has the meaning ascribed to it in Section 10.4(b) of the General Conditions.
- 1.53 "Service Levels" has the meaning ascribed to it in Section 2.2(c) of the General Conditions.
- 1.54 "Software" means any set of machine readable instructions that directs the performance of specific operations, including computer programs, computer code, software programs (whether executable or not executable), system software, application software, embedded software, databases, data, middleware, GUI's, objects, firmware, components and modules and related documentation.
- 1.55 "Standards" means, at a given time, those standards, specifications, manuals, codes, practices, methods and procedures applicable to the Required Standard of Care.
- 1.56 "Subconsultant" means an individual, firm, partnership, corporation or design professional having a direct contract with the Consultant or another

Subconsultant to perform a part or parts of the Work as identified in the Submission or as otherwise identified in a request to add a new Subconsultant.

- 1.57 "Submission" means all documentation and other materials and information submitted by the Proponent in response to Request No. RQQ-2016-SAF-075.
- 1.58 "Taxes" means all present and future taxes, surtaxes, duties, levies, imposts, rates, fees, premiums, assessments, withholdings, dues and other charges of any nature imposed by any Governmental Authority (including, income, capital (including large corporations), gross receipts, consumption, sales, use, transfer, goods and services or other Value Added Taxes, excise, customs or other import, anti-dumping, countervail, net worth, alternative or add-on minimum, windfall profits, stamp, registration, franchise, payroll, employment insurance, Canada Pension Plan, worker's compensation, health, education, school, business, property, local improvement, environmental, development and occupation taxes, surtaxes, duties, levies, imposts, rates, fees, premiums, assessments, withholdings, dues and charges) together with all fines, interest and penalties in respect thereof or in lieu of or for non-collection thereof.
- 1.59 "Term" means the Initial Term and the Renewal Terms, if any.
- 1.60 "Total Contract Price" means the upset limit amount established as the total contract price for the Contract by Metrolinx which shall form part of the Articles of Agreement.
- 1.61 "Value Added Taxes" means such sum as shall be levied upon amounts payable to the Consultant under this Contract by any Governmental Authority that is computed as a percentage of the amounts payable to the Consultant (including all other Taxes but excluding Value Added Taxes), and includes the HST, and any similar tax, the payment or collection of which, by the legislation imposing such tax, is an obligation of the Consultant.
- 1.62 "Work" means all the tangible and intangible activities, services, goods, equipment, matters and things required to be done, including all of the work, labour, services, goods, equipment, if applicable, described in the Appendix "B" - Scope of Work and is further described in Section 2.2(a) of General Conditions.

END OF SECTION

SCHEDULE B - FINANCIAL TERMS

1.0 Payment

- 1.1 Metrolinx will pay the Consultant for the Work performed by the Consultant pursuant to this Contract, in the amounts and manner, at the rates set out in the Articles of Agreement (the "Rates") and at the times, set forth in the Articles of Agreement and this Schedule B - Financial Terms.
- 1.2 The Consultant shall perform all of the Work notwithstanding that the value of the time spent by the Consultant in performance thereof may exceed the maximum amount payable to the Consultant pursuant to Section 2 of this Schedule B - Financial Terms.

2.0 Limitation of Expenditure

- 2.1 It is understood that the Contract is based on reimbursement for actual Work requested by Metrolinx and performed by the Consultant, to the satisfaction of Metrolinx.
- 2.2 The upset limit amount for the Work to be provided under this Contract shall be as stated in the Articles of Agreement. Subject to Article 8 of the General Conditions, Metrolinx and the Consultant acknowledge and agree that upset limit set out in the Articles of Agreement is the maximum amount payable in respect the provision of the Work, excluding HST; provided, however, that the foregoing is not an entitlement to, nor a guarantee that the Consultant will be paid the full amount of, the upset limit.
- 2.3 The Consultant shall not perform any Work under this Contract which would result in an increase to the Total Contract Price, unless an increase is so authorized by Metrolinx and effected by a written amendment to the Contract.
- 2.4 Metrolinx does not guarantee any minimum or maximum of work.

3.0 Intentionally Deleted.

4.0 Rates for Work

- 4.1 The Consultant acknowledges and agrees that the Rates are inclusive of all labour and materials, insurance costs, disbursements and all other overhead including any fees or other charges required under Applicable Laws. Without limiting the generality of the foregoing, the Rates include costs for the coordination, administration of the provision and management of the Work necessary to achieve compliance with external agencies and Governmental Authorities as required to obtain any Approvals, provided, however, that the specific costs associated with application and permit fees in respect of the Approvals shall be paid directly by Metrolinx.
- 4.2 Metrolinx shall not reimburse the Consultant for any hospitality, food or incidental expenses incurred. Subject to the prior consent of Metrolinx, Metrolinx shall reimburse the Consultant for reasonable traveling expenses incurred in connection with the performance of the Work, such reimbursement to be made

in accordance with the Government of Ontario's Travel, Meal, and Hospitality Expenses Directive.

- 4.3 As part of the Work, the Consultant shall also be responsible for obtaining and registering all of the Software licenses and long term support agreements, as and if applicable, on behalf of Metrolinx, and any costs incurred by the Consultant in connection thereto shall be included in the Rates set out in the Articles of Agreement.

5.0 Taxes

- 5.1 The Total Contract Price and all amounts payable under the Contract shall be inclusive of all Taxes (except for HST) in effect as at the date of this Contract. Unless otherwise expressly specified in this Contract or otherwise required by Applicable Law, the Consultant shall be responsible for remittance of any and all Taxes due and payable in respect of the Work.
- 5.2 Any amount to be levied against Metrolinx in respect of the HST or any similar successor tax levied under the Excise Tax Act and applicable to the Work, is to be shown separately on all invoices for Work performed by the Consultant. The Consultant shall remit any HST paid or due to Revenue Canada Customs & Excise in accordance with Applicable Laws, and shall, at the request of Metrolinx, provide evidence of payment of same.
- 5.3 In the event that Metrolinx is entitled to a rebate under the Retail Sales Tax Act (Ontario) or the Excise Tax Act in whole or in part, for Value Added Taxes paid under this Contract, the Consultant shall show on each invoice, and in the manner directed by Metrolinx, either the actual Value Added Taxes paid by the Consultant by category or the portion of the Consultant's fees eligible under Applicable Law for the rebate.
- 5.4 Certain payments to non-resident corporations or individuals may be subject to withholding taxes, under the Income Tax Act. Non-residents can apply in advance to Revenue Canada, Taxation, for a waiver or reduction of the withholding tax requirement. Unless Metrolinx is provided with a copy of the written information as a result of the waiver application to the Tax Services Office of Canada Customs and Revenue Agency, taxes will be withheld as determined under the Income Tax Act. The Consultant shall be responsible for investigating whether they are subject to the withholding of taxes under the Income Tax Act and obtaining the necessary waiver or reduction as needed.

6.0 Invoicing and Payment Process

- 6.1 Unless otherwise specified in the Articles of Agreement, the Consultant shall submit an invoice for payment for Work completed no less than ten (10) Business Days following the end of the month in respect of which the related Work were rendered. The invoice shall be in form and substance satisfactory to Metrolinx acting reasonably and shall set out with sufficient particularity the Work performed in the previous month and the total time spent by each category of Consultant Personnel multiplied by the applicable Rate.
- 6.2 The aggregate amount invoiced by the Consultant shall not exceed the Total Contract Price, unless such additional amount is agreed by the Parties pursuant

to the change management process set out in Article 8 of the General Conditions.

- 6.3 Unless there is a Dispute with respect to the content of an invoice and subject to the other provisions of this Schedule B, Metrolinx shall make payment to the Consultant no later than thirty (30) Business Days following receipt of the invoice for payment from the Consultant, unless otherwise provided or permitted in the Contract. The Consultant shall accept any payments made by Metrolinx by way of Electronic Funds Transfer, and shall, if requested by Metrolinx, provide the account information required to complete an Electronic Funds Transfer.

7.0 Statutory Holdback

Not Applicable.

8.0 Withholding of Payment

Not Applicable.

9.0 Substantial Performance

Not Applicable.

10.0 Release of Statutory Holdback Upon Substantial Performance

Not Applicable.

11.0 No Progressive Release of Holdback

Not Applicable.

12.0 Final Payment Certificate

Not Applicable.

13.0 Cost of Changes

- 13.1 Changes shall be implemented by the Consultant without any additional charge, unless the Consultant is able to demonstrate (with supporting documentation) that the Change causes the Consultant to incur additional costs.

- 13.2 The Consultant shall implement all Changes for a reasonable price in accordance with the same pricing principles and price levels as originally agreed in the Articles of Agreement. Where Rates apply to Consultant Personnel, those same Rates shall apply with reference to the applicable level of experience and/or expertise.

- 13.3 Metrolinx shall have the right to request such documentation and other supporting information as it reasonably requires to confirm and substantiate the costs associated with any Change request, and the Consultant shall provide same to Metrolinx within five (5) Business Days of the request therefor.

14.0 Expenditure of Task Assignments Items

Not Applicable.

15.0 Quotations – Task Assignment Process and Changes

Not Applicable.

16.0 Metrolinx Property

Not Applicable

17.0 Payment Schedule and Advance Payment Security

Not Applicable.

18.0 Contract Security

Not Applicable.

19.0 Bonus for Early Completion

Not Applicable.

20.0 Liquidated Damages

Not Applicable.

END OF SECTION

SCHEDULE C - INSURANCE

1.0 Consultant Insurance Requirements

1.1 The Consultant shall, at its own expense, obtain and maintain for the entire Term minimum insurance coverage as follows:

(a) Commercial General Liability

- (i) The policy shall provide a policy limit of not less than two million dollars (\$2,000,000.00) per occurrence for all claims arising out of bodily injury (including death), personal injury, and damage to property of others. Such policy shall not contain any exclusions that conflict with the Work required to be performed under this Contract. The Consultant shall cause the interest of Metrolinx, and such other Person as Metrolinx may determine at its sole and absolute discretion, to be noted on the Consultant Policies hereof as "Additional Insured". The policy shall contain a waiver of subrogation, cross liability and severability of interest.

(b) Automobile Liability Insurance

- (i) If required, the policy shall provide coverage for liability arising out of the use of owned, non-owned, leased or hired automobiles in connection with the performance of the Work. Coverage shall consist of a combined single limit of not less than two million dollars (\$2,000,000.00) per occurrence. Alternatively, for Work that do not require the use of owned, non-owned, leased or hired automobile, the Consultant shall provide a written confirmation within five (5) Business Days of contract award, stating same, in place of the insurance coverage.

(c) Errors and Omissions Insurance and Network Security & Privacy coverage

- (i) Errors and Omissions/Professional Liability Insurance including Network Security & Privacy Coverage, which may be provided under various insurance policies (i.e. "Cyber Liability", "Network Liability", "Technology Errors and Omissions", etc.) with a limit of not less than five million dollars (\$6,000,000.00) per occurrence and in the aggregate.

- (ii) Coverage shall be primary without right of contribution of any insurance carried by Metrolinx. A run-off policy shall be maintained for not less than three years following the termination of this Contract.

- (iii) The policy shall include but not be limited to coverage for:

- I) Data security and privacy liability arising out of actual or alleged acts, errors or omissions committed by Contractor, its agents or employees;

- II) Intentional, fraudulent or criminal acts of Contractor, its agents or employees;
 - III) Liability arising from unauthorized, theft, dissemination and/or use of Confidential Information and/or Personal Information stored or transmitted in any form;
 - IV) Network security liability and/or cyber liability arising from the unauthorized access to, use of, or tampering with computer systems, including hacker attacks or inability of an authorized third party to gain access to Contractor's services, including denial of service, unless caused by a mechanical or electrical failure;
 - V) Liability arising from the introduction of a computer virus into, or otherwise causing damage to, an end users computer system, network or similar computer related property and the data, software and programs thereon;
 - VI) Defense of any regulatory action involving breach of privacy; and
 - VII) Failure to protect Confidential Information and Personal Information from disclosure.
 - VIII) The policy shall provide errors and omissions insurance including coverage for privacy, infringement of trademark and copyright covering the Work rendered by the Consultant, any Subconsultants or any Consultant Personnel, including personnel on loan to the Consultant who perform normal services of the Consultant under this Contract. The policy shall have a limit of liability of not less than two million dollars (\$2,000,000.00) per occurrence and in the policy aggregate. The policy shall be maintained throughout the Term, plus thirty-six (36) months after the termination or expiration of this Contract.
- (d) Any other valid or collectible insurance available to Metrolinx shall not apply to any loss until the coverage and limits available under the insurance policies maintained by the Consultant in accordance with this Contract have been exhausted.

1.2 Additional Coverage

- (a) Without prejudice to any other provisions of this Contract (including Section 1.1 of this Schedule C - Insurance), the Consultant shall, at all relevant times and at its own expense, obtain and maintain, or cause to be obtained and maintained (during the Term plus thirty-six (36) months after termination or expiration of this Contract):

- (i) those insurances that are reasonable for the performance of the type and Scope of Work set out by this Contract (including, as applicable, insurance as would typically be required by prudent designers or consultants); and/or
- (ii) those insurances that the Consultant is required to obtain and maintain, or cause to be obtained or maintained, by Applicable Law.

1.3 Requirements for Insurance

- (a) All of Consultant's policies of insurance, as required under this Contract (the "Consultant Policies"), shall be taken out with insurance companies licensed to transact business in the Province of Ontario with an AM Best rating of no less than A.
- (b) Any deductible or self-insured retention amounts are the responsibility of the Consultant. Notwithstanding the foregoing, such deductibles or self-insured retention must be consistent with standard commercial practice and acceptable to Metrolinx, acting reasonably.
- (c) All Consultant Policies shall be kept in full force and effect during the Term, including any requirements for the period following the Term.
- (d) In the event that the Consultant fails to obtain and/or maintain in full force and effect any such insurance as aforementioned, then Metrolinx shall have the right as the Consultant's true and lawful attorney to do all things necessary for this purpose. The Consultant shall be responsible, and shall reimburse Metrolinx, all amounts paid by Metrolinx for insurance premiums and any and all costs incurred by Metrolinx in connection with this Contract. Without limitation, any premiums due on any insurance policy under this Schedule C - Insurance, but not paid by the Consultant may be paid directly to the insurer(s) or broker(s) by Metrolinx, which shall be entitled to deduct the amount of same along with its reasonable costs in so doing from any monies otherwise due to the Consultant by Metrolinx either under this Contract or otherwise.
- (e) All Consultant Policies shall be endorsed to provide Metrolinx with not less than thirty (30) days' advance written notice of cancellation.
- (f) Irrespective of the insurance requirements above, the insolvency, bankruptcy, or failure of any such insurance company providing insurance for the Consultant, or the failure of any such insurance company to pay claims that occur will not be held to waive any of the provisions hereof.

1.4 Proof of Insurance

- (a) The Consultant shall, prior to the commencement of the Work and thereafter upon request, provide to Metrolinx original signed certificates of insurance for the Consultant Policies, confirming that the required coverage has been placed and maintained. In addition, at least fifteen (15) days prior to the expiry date or replacement of any policy, the Consultant shall provide original signed certificates evidencing renewals or

replacements of such policy to Metrolinx, without notice or request by Metrolinx.

- (b) The Consultant shall, upon request, provide evidence to Metrolinx that the premiums associated with the Consultant Policies have been paid; however, receipt by Metrolinx of the above information will in no way constitute confirmation by Metrolinx that the insurance complies with the requirements of this Contract. Responsibility for ensuring that the insurance coverage outlined in this Contract is in place rests solely with the Consultant.
- (c) The Consultant also agrees to provide Metrolinx with proof of errors and omissions insurance maintained by any Subconsultant, where such Subconsultant is under a professional obligation to maintain the same, and with proof of such insurance to be provided to Metrolinx no later than the execution of this Contract by the Consultant and to be in a form and with an insurer acceptable to Metrolinx.

1.5 Consultant's Liability Preserved

- (a) The provisions of this Contract as they relate to insurance do not diminish, limit or otherwise affect the liability of the Consultant to Metrolinx under or in relation to any other provisions of this Contract.

1.6 Workplace Safety & Insurance Board Protection

- (a) With respect to the WSIB coverage as required under the Workplace Safety and Insurance Act (Ontario), the Consultant unconditionally guarantees to Metrolinx full compliance with the conditions, regulations and laws relating to workplace safety insurance by itself and by all Subconsultants.
- (b) Without restricting the indemnity obligations of the Consultant in Article 12 of the General Conditions, unless the Consultant is WSIB exempt, the Consultant shall produce, at the commencement of this Contract, from time to time as may be required by Metrolinx, a valid Workplace Safety and Insurance Clearance Certificate, issued by the WSIB, for the premium rate class, subclass or group appropriate to the Work.

END OF SECTION

SCHEDULE D – DISPUTE RESOLUTION

1.0 Bona fide efforts to resolve

1.1 The Parties shall at all times during the Term make bona fide efforts to resolve any and all Disputes arising between them by amicable negotiations and to have all Disputes resolved at the lowest level of management before engaging the dispute resolution processes described in the balance of this Schedule D - Dispute Resolution.

2.0 Continuance of the Work During Dispute

2.1 Unless expressly directed otherwise by Metrolinx, the Consultant shall not stop or delay the performance of the Work, in whole or in part, on account of a Dispute between the Consultant and Metrolinx or between the Consultant and any other Person. Without limiting the generality of the foregoing, at all times during the course of a Dispute, the Consultant shall:

- (a) continue with the Work in a diligent manner and without delay;
- (b) conform to Metrolinx' decisions and directions; and
- (c) be governed by all applicable provisions of this Contract.

2.2 The Parties acknowledge and agree that the Consultant's compliance with this Section 2.0 shall not operate to waive any claim or contention that the Consultant may have in relation to any Dispute.

3.0 Tiered-Dispute Resolution

3.1 The Parties agree that any Dispute which cannot be resolved to the satisfaction of both Parties by direct discussions between staff members of the Parties, may be referred for negotiation between senior management of both Parties by delivery from one Party to the other Party of notice in writing requesting dispute resolution, which notice shall set out the Dispute in reasonably sufficient detail (a "Dispute Notice").

4.0 Negotiation

4.1 In the event a Party issues a Dispute Notice to the other Party, the Vice President, GO Capital Infrastructure at Metrolinx (or if that position no longer exists at the time the Dispute Notice is issued, the person performing an equivalent function) and an authorized representative of the Consultant, of equivalent seniority and duly appointed to represent the Consultant in this regard, shall meet and make a good faith effort, on a without prejudice basis, to resolve the Dispute as set out in the Dispute Notice in a prompt manner and, for the purpose of same, each Party shall provide its representative with full and timely disclosure of all relevant facts information and documents as may be reasonably required or may be reasonably requested by the other Party, on a without prejudice basis, to facilitate such negotiation.

- 4.2 Negotiations under this Section 4.0 shall be commenced within ten (10) Business Days of delivery of a Dispute Notice and shall, unless otherwise agreed by the Parties, be concluded within fifteen (15) Business Days of their commencement. In the event that a resolution satisfactory to all Parties is achieved through such negotiations, the Parties shall issue a joint statement detailing the manner in which the Dispute has been resolved.

5.0 Mediation

- 5.1 If a Dispute has not been resolved through high-level negotiation as contemplated in Section 4.0, either Party may refer the Dispute to be resolved through mediation.
- 5.2 The Parties shall mutually agree to the appointment of the mediator within thirty (30) Business Days, or within such other time as the Parties may agree, of any Party issuing a supplementary Dispute Notice requesting mediation.
- 5.3 If the Parties cannot agree on the appointment of a mediator, the appointment of a mediator shall be determined by the Ontario Superior Court of Justice following an application by either Party.
- 5.4 The mediator shall be independent of and at arm's length to the Parties and shall be a person who by training and experience has the qualifications and the mediation skills to mediate a Dispute.
- 5.5 Unless the Parties otherwise agree, the mediation shall proceed in accordance with the following procedures:
- (a) Each Party shall prepare a summary of the issues in dispute, with the Party's position with respect to those issues. The summary shall be delivered to the mediator and the other Parties, at least seven (7) Business Days before the first mediation conference.
 - (b) The goal of the mediation is to reach an agreed upon settlement and, therefore, all individuals with the appropriate authority to agree to the settlement terms and conditions shall be present at the mediation.
 - (c) A Party may be represented at the mediation by counsel or another representative at the sole cost of such Party.
 - (d) The mediator, the Parties and their counsel or representatives shall keep confidential all matters relating to the mediation, except where disclosure of a settlement agreement is necessary to implement or enforce that agreement and except as otherwise required by Applicable Law.
 - (e) In all respects, the mediation is deemed to be a "without prejudice" proceeding.
- 5.6 The costs of the mediator shall be apportioned equally between the Parties unless otherwise agreed under any settlement reached under this Section 5.0.

- 5.7 If the Parties achieve a resolution of the Dispute, the mediator shall confirm the resolution in writing, which will be signed by the Parties. If the Parties do not resolve the Dispute, the mediator shall provide a written confirmation that the Parties were unable to resolve the Dispute.
- 5.8 Both Parties acknowledge and agree that they may not refer a Dispute for resolution by arbitration under Section 6 of this Schedule D prior to attempting to resolve such Dispute through mediation pursuant to this Section 5.0.

6.0 Arbitration

- 6.1 Any Party may, within ten (10) Business Days of the delivery of the mediator's confirmation that the Parties were unable to resolve their Dispute, issue a supplementary Dispute Notice requesting arbitration. Subject to Applicable Law, if such a supplementary Dispute Notice is issued, the Parties shall proceed to arbitration in the manner described below.
- 6.2 If the Parties agree on the arbitrator, the Parties shall jointly appoint the arbitrator as soon as possible and in any event within ten (10) Business Days of the submission of a Dispute to arbitration under this Section 6.0. If the Parties are unable to agree on an arbitrator, each Party shall appoint an arbitrator, and the two arbitrators so chosen shall select a third arbitrator acceptable to both of them within ten (10) Business Days of their selection.
- 6.3 The arbitrator(s) shall be independent of and at arm's length to the Parties and shall be a person who by training and experience has the qualifications and arbitration skills to arbitrate a Dispute.
- 6.4 The arbitration shall be conducted in accordance with the provisions of the Arbitration Act, except to the extent they are modified by the express provisions of this Schedule D - Dispute Resolution or unless the Parties otherwise agree.
- 6.5 If the issue in dispute is particularly time sensitive, the Parties shall, in good faith, take such reasonable steps as may be required to expedite the arbitration process in order that an award may be rendered as soon as practicable by the arbitrator(s), given the nature of the Dispute.
- 6.6 The arbitrator(s) has the jurisdiction to deal with all matters relating to a Dispute.
- 6.7 Unless otherwise agreed, the arbitration shall be conducted in the City of Toronto, Province of Ontario at the location determined from time to time by the arbitrators, but the arbitrators may meet in any other place the arbitrators considers necessary for consultation, to hear witnesses, experts or other parties, or for the inspection of documents, goods or other property.
- 6.8 In addition to the examination of the Parties by each other, the arbitrator(s) may examine, in the ordinary course, the Parties or either of them and the witnesses in the matter referred to the arbitrator(s), and the Parties and witnesses, if examined, shall be examined on oath or affirmation.
- 6.9 The language of the arbitration shall be English.

- 6.10 The arbitrator(s) shall, after full consideration of the issues in dispute, the relevant facts and Applicable Law, render a decision as soon as possible and, in any event, shall use all reasonable efforts to render a decision no later than thirty (30) Business Days after argument of the issue to the arbitrator(s), which decision shall be final and binding on the Parties and not subject to appeal or challenge, except such limited relief provided under Section 45(1) (appeal on a question of law, with leave) or Section 46 (setting aside award) of the Arbitration Act.
- 6.11 The costs of the arbitration are in the discretion of the arbitrator(s) who, in addition to any jurisdiction and authority under Applicable Law to award costs, has the jurisdiction and authority to make an order for costs on such basis as the arbitrator(s) consider appropriate in the circumstances. The submission to the arbitrator(s), and any award made in pursuance of it, may, at the instance of either of the Parties and without notice to the other of them, be made an Order of the Ontario Court (General Division), pursuant to the Arbitration Act and the Courts of Justice Act (Ontario).

END OF SECTION

SCHEDULE E – CONSULTANT PERSONNEL

The following Consultant Personnel roles shall be filled, and they shall perform the following key responsibilities as well as any other responsibilities as requested by Metrolinx, in accordance with the Contract Documents and in accordance with the following requirements in respect of qualifications, experience and minimum years of experience.

1. Support Staff

Role	Key Responsibilities	Qualifications and Experience	Required Duration
Account Representative	Ensure relationship management with Metrolinx Manager, Talent Acquisition and provide quarterly quality control reporting along with a Delivery Representative.	Five (5) years of experience as an Account Representative in the Background Check industry.	Entire Term of the Contract

Appendix "B" – Consultant's Scope of Work

List of Contents

The following documents hereby form part of and are appended to this Request Document as the Appendix "B" – Consultant's Scope of Work.

<u>ITEM NO.</u>	<u>DOCUMENT TITLE</u>
1.	Scope of Work

SCOPE OF SERVICES

1. Background

Metrolinx, an agency of the Province of Ontario under the Metrolinx Act, 2006, is responsible for interregional transportation planning, coordination and infrastructure development in the Greater Toronto and Hamilton Area (GTHA) and has been mandated to improve the coordination and integration of all modes of transportation in the GTHA. Metrolinx's mission is to champion, develop and implement an integrated transportation system for the GTHA that enhances prosperity, sustainability and quality of life. Metrolinx consists of approximately of 3,500 full-time employees and operates the following brands: GO Transit; PRESTO; Smart Commute, Union Pearson Express (UPE) and Transit Procurement.

2. Objective

In order to meet the emerging needs of Metrolinx's current and future hiring growth, and to successfully execute the Talent Management strategy of our HR Strategic Plan, Metrolinx must continue to "Recruit for Top Talent" and provide a safe and productive environment to its employees.

Providing Background check services allows Metrolinx to validate the applicants' suitability for employment considering the assigned bona fide duties of the position for all new hires.

3. Scope of Work

3.1 Context

The purpose of performing background checks is to determine and or confirm, within appropriate legal and professional limits, the qualifications and suitability of a job candidate for the particular position for which the candidate is being considered.

The components of each candidate's background check will depend on the position. These components include criminal background checks, employment reference checks, education validation, certification and designation validation and credit check. It is not the intention to conduct all of the above mentioned background check components for all positions, thus requests for these services will be put forth based on the schedule below. It is estimated between 150 to 350 references, employment, education validation and criminal check will be requested on an annual basis. Less frequently, there may be requests for certification and designation validation and credit check.

- (a) **Work Location:** The Consultant may be required to provide services to Metrolinx located at 97 Front Street West, Toronto.
- (b) **Working Hours:** To mirror Metrolinx's business structure, the Consultant's normal working hours are, 8:00 a.m. to 5:30 p.m. (EST) Monday to Friday inclusive.
- (c) **Exclusions:** The Consultant will be responsible to provide recommendations but shall not redefine the intake process without Metrolinx permission.

3.2 Requirements

The Consultant is required to:

- (a) provide the following verifications / checks:
 - (i) employment reference checks,
 - (ii) education validation,
 - (iii) certification and designation validation,
 - (iv) criminal background checks,
 - (v) credit check.
- (b) Provide services for both local and international verifications.
- (c) Comply with all industry specific laws and legislation.
- (d) Provide data and turnaround time reporting based on above services rendered, on a monthly basis.

4. Performance Requirements

Service requested	Performance Requirement
National Criminal Records (Canada): One (1) per candidate	Max. eight (8) business hours from reception of consent
Credit Check: One (1) per candidate	Max. eight (8) business hours from reception of consent
Domestic Employment and Education Verification: Two (2) most recent per candidate	Max. five (5) business days
International Employment and Education Verification: Two (2) most recent per candidate	Max. ten (10) business days
Domestic References: Three (3) per candidates	Max. five (5) business days
International References: Three (3) per candidates	Max. seven (7) business days

In the event there are significant data discrepancies in what has been reported by the applicant and the verification process, the Consultant must notify Metrolinx of any discrepancies found prior to confirming acceptance of an offer.

In the event of a performance delay exceeding the above turnaround time, the Consultant shall provide Metrolinx with notification in case of delay and inform them of the new timeline.

The Consultant shall provide Metrolinx with a performance guarantee if turnaround time is not met.

The Consultant's performance will be measured based on the above performance requirements.

5. Security Requirements

5.1 The Consultant shall, on a yearly basis, provide Metrolinx with an audit report based on the SSAE 16 Type II SOC 2 and SOC 3 standards.

5.2 Any information stored at the Consultant must be protected through encryption and technical security controls.

5.3 The Consultant must meet Metrolinx requirements for data retention and erasure practices as per Appendix "D" items no 4, 5, 6 and 7.

6. Deliverables

The Consultant will be responsible to deliver the following individual reports within the performance requirement schedule provided above. Upon integration, the individual reference, education and employment reports will be delivered through the Taleo system.

Reference verification questions will be relevant to the qualifications of the job posting and the core values of Metrolinx – Serve with Passion, Think Forward and Play as a Team.

The Consultant will be responsible to provide a kick off training, a User Training and documentation to Metrolinx located at 97 Front St West, Toronto, ON.

7. Access/Restrictions

The Consultant will only submit the results of the individual criminal background verification report as “clear” or “unclear” along with a Reference file number for Taleo.

In the event of an “unclear” criminal background verification where additional information is required, the final criminal self-disclosure report will be submitted directly and solely to the Senior Talent Acquisition Consultant and the Manager, Talent Acquisition.

Appendix "C" – Metrolinx Services

Metrolinx shall:

- (a) provide the Consultant with general direction in the provision of the Work; and
- (b) designate an individual to act as its Representative, who shall transmit instructions to, and receive information from the Consultant. The designated Metrolinx Representative will be accountable for all project expenditures relative to design, procurement and construction activities.

Appendix "D" – Documents

The following Documents form part of, and are appended to this Request Document.

ITEM NO.	DOCUMENT TITLE
1.	Sample Articles of Agreement
2.	Parental Guarantee
3.	Contract Performance Appraisal
4.	NIST Special Publication 800-88: Guidelines for Media Sanitization
5.	Metrolinx IT Asset Disposal Policy
6.	GO-ITS Number 25.20: Disposal, Loss and Incident Reporting of Computerized Devices & Digital Storage Media
7.	Archives and Recordkeeping Act, 2006, S.O. 2006, c. 34, Sched. A

SAMPLE ARTICLES OF AGREEMENT

These Articles of Agreement are made as of the ● day of ●, 20●

B E T W E E N

METROLINX, a corporation established pursuant to the Metrolinx Act, 2006

- and -

●
(hereinafter the "Consultant")

In consideration of the mutual covenants and agreements contained herein, and other good and valuable consideration, the receipt and sufficiency of which are mutually acknowledged, Metrolinx and the Consultant agree as follows:

1. Contract

- (a) The following documents and any amendments relating thereto form the contract between Metrolinx and the Proponent (the "Contract"):
- (i) these Articles of Agreement;
 - (ii) any Addenda issued hereto;
 - (iii) the Form of Request;
 - (iv) Attachment #1 – Contract Prices;
 - (v) the document attached hereto as Appendix "A" and entitled "General Conditions";
 - (vi) the document attached hereto as Appendix "B" and entitled "Consultant's Scope of Work";
 - (vii) the document attached hereto as Appendix "C" and entitled "Metrolinx Services";
and
 - (viii) the document attached hereto as Appendix "D" and entitled "Documents".
- (b) In the event of discrepancies, inconsistencies or ambiguities of the wording of these documents, the wording of the document that first appears on the above list shall prevail over the wording of a document subsequently appearing on the list.

2. Date of Completion of Work and Description of Work

The Consultant shall, between the date of these Articles of Agreement and the ● day of ●, perform and complete with care, skill, diligence and efficiency the work that is further described as follows:

- (a) The Consultant shall provide labour, superintendence, plant, tools, appliances, equipment, supplies and other accessories, services and facilities necessary to carry out ●, in accordance with the Consultant's Scope of Work, attached as APPENDIX "B" (the "Work").
- (b) The Work is to be provided to the satisfaction of the ●, unless otherwise specified.

3. Contract Price

- (a) ●

Subject to the terms and conditions of the Contract and in consideration for the Work, Metrolinx shall pay to the Proponent:

If the Consultant is a corporation:

●(Company's Full Legal Name)

Per: _____

Name:

Title:

Per: _____

Name:

Title:

I/We have authority to bind the Corporation

If the Consultant is a partnership:

(Partnership's Full Legal Name)

by its General Partner, _____

(Name of General Partner)

Per: _____

Name:

Title:

Per: _____

Name:

Title:

If the Consultant is a Joint Venture or a Consortium:

Joint Venture/Consortium
Participant-in-Charge

(Company's Full Legal Name)

Per: _____
Name:
Title:

Joint Venture/Consortium Member

(Company's Full Legal Name)

Per: _____
Name:
Title:

Joint Venture/Consortium Member

(Company's Full Legal Name)

Per: _____
Name:
Title:

If the Consultant is an individual:)

)

)

)

Witness

)

Name:

In witness whereof, the above signed has executed this agreement, this ____ day
of _____, 20____.