



METRO TORONTO CONVENTION CENTRE

REQUEST FOR PROPOSAL

RFP # 25-014P

Dish Room Modernization

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RFP SCHEDULE:

RFP Release Date	February 14, 2025
Mandatory Site Meeting	February 25, 2025, at 1:00 p.m. at MTCC North Building, Main Lobby
Deadline for Questions	March 4, 2025, at 2:00 p.m.
Addenda Deadline	March 14, 2025, at 4:00 p.m.
Proposal Submission Deadline	March 25, 2025, at 2:00 p.m.
Rectification Period	Three (3) days unless otherwise noted in a Rectification Notice.

RFP CONTACT:

Michael Lorenc, Purchasing Specialist

Email: rfp@mtccc.com

Please include "RFP 25-014P" in the subject line of your email.

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1. REQUEST AND OBJECTIVES

1.1 Definitions

“Contract” means the written contract between the Metropolitan Toronto Convention Centre Corporation and a Proponent with respect to this RFP. The substantial form of the contemplated Contract is attached to the RFP as Form of Contract.

“Deliverables” means all Products and/or Services to be provided or performed by the Supplier, under the Contract, and includes everything that is necessary to be supplied, provided or delivered by the Supplier within the scope of the resulting Contract.

“Deadline for Questions” means the final deadline by which Proponents must ask any questions they may have regarding this RFP. The Deadline for Questions is specified in the RFP Schedule.

“Deadline for Issuing Addenda” means the deadline following which MTCC will issue addenda in connection with the RFP. The Deadline for Issuing Addenda is specified in the RFP Schedule.

“e-Procurement Portal” means electronic portal used by MTCC to conduct the procurement process including the issuing of procurement tendering documentation, notices of intended procurements, and the receipt of Proposals from Proponents, the current e-Procurement Portal is indicated at Section 6.1 “Location/Date for Proposal Submission”. The e-Procurement Portal may be changed or updated by MTCC from time to time.

“Event” means a conference, exhibition, meeting, or any other event or attraction of any nature and description held at the Premises during the Contract term.

“Mandatory Requirements” shall mean the requirements set out and described in Section 4.1 which every Proponent must comply with in order to be considered by MTCC. Proposals which do not satisfy the Mandatory Requirements will be deemed to be non-compliant and will not be considered for further consideration in this RFP.

“Premises” means MTCC premises located at 255 Front Street West, Toronto and 222 Bremer Boulevard, Toronto.

“Products” means all products to be provided by the Supplier, under the Contract, and includes everything that is necessary to be supplied, provided or delivered by the Supplier.

“Proponent” means a legal entity submitting a Proposal in response to this RFP.

“Proposal” means all the documentation of the Proponent submitted in response to this RFP.

“Rectification Notice” means a written notice delivered by MTCC to a Proponent requesting that it clarify and/or rectify any aspect of its Proposal. Failure to rectify a Proposal according to the Rectification Notice within the Rectification Period will result in disqualification.

“Rectification Period” means the period during which a Proponent may rectify its Proposal. The Rectification Period shall run from the date and time that MTCC issues a Rectification Notice to that Proponent, until the date and time stipulated in the Rectification Notice. If no end date is specified in the Rectification Notice, then the Rectification Period shall be 3 Days.

"RFP" means the Request for Proposal for **North Dish Room Modernization** for the Metropolitan Toronto Convention Centre Corporation, and any addenda to it, issued by the Metropolitan Toronto Convention Centre Corporation for the Work/Services.

“RFP Schedule” means the table set out at page 1 of this RFP, which provides information on important dates, including the Submission Deadline.

“Submission Deadline” means the final deadline for Proposal submissions, specified in the RFP Schedule.

“Vendor” or **“Service Provider”** or **“Supplier”** means the successful Proponent with whom the Metropolitan Toronto Convention Centre Corporation has executed a Contract.

“Work” or **“Services”** mean the provision of professional services by Vendor including everything developed for or provided, or agreed to be developed or provided, by Vendor or its employees, volunteers, agents, or subcontractors, to the Metropolitan Toronto Convention Centre Corporation in the course of performing under the Contract, including but not limited to any and all tasks, duties, responsibilities, deliverables, or intellectual property concepts, source codes, techniques, ideas, information, documentation, and other materials, however recorded, developed or provided during the term of the Contract.

1.2 Request and Objectives

The Metropolitan Toronto Convention Centre Corporation (hereinafter called **“MTCC”**) is inviting qualified and experienced Service Providers to provide the general contractor Services to MTCC.

In the event a proposal is selected by MTCC, the terms of the engagement will be formalized in a Contract, which shall include as a schedule, specific provisions listing the rights and obligations of the parties, such rights and obligations to be substantially similar to the provisions of this RFP. This service is proposed to be effective on or around **June 1st, 2025**, or as mutually agreed upon, all in accordance with the terms and conditions of this request for proposal and a Contract.

The Services shall be provided in accordance with the terms and conditions and specification contained in this RFP.

2. BACKGROUND

Located at the heart of downtown Toronto, the Metro Toronto Convention Centre (MTCC) is Canada's leading convention and trade show facility. Over the past 40 years, the Centre has hosted over 22,000 events and has added over \$8.5 billion in direct spending economic impact to the community. The world-class venue features 442,000 sq. ft. of exhibit space, 77 meeting rooms, multi-purpose ballrooms, and a theatre equipped for performing arts as well as corporate events. The MTCC is an operational enterprise and an Agency of the Government of Ontario, reporting to the Ministry of Tourism, Culture and Sport. The Centre is recognized as top of class by meeting and event planners around the world and is ideally located within walking distance of some of the city's most popular hotels, attractions, restaurants and nightlife.

3. SCOPE OF SERVICES

3.1 Overview:

To assist in its efforts, MTCC is seeking to retain the Services of a qualified general contractor, experienced in construction/renovation of commercial kitchens.

The work site is located at the following building:

- a) MTCC North Building
255 Front St W
Toronto, Ontario, Canada
M5V 2W6

3.2 Term:

The 6-week term shall commence on June 1st, 2025, or a mutually agreed upon date.

3.3 Deliverables:

The Vendor will be contractually required to provide the following Services to MTCC:

The Vendor will work closely with the MTCC team to successfully complete re-designing and renovation of existing dish room adjacent to the main kitchen as described below and shown in **Appendix H – Drawings**.

Appendix H – Drawings list:

1. Dish Room North Kitchen Equipment Power and Systems Plan
2. Dish Room North Kitchen Main Room Layout
3. Dish Room North Kitchen Secondary Room Layout

The Vendor will take direction from Kitchen Management as well as Engineering Management during the project.

The Vendor will provide expertise and skilled work force in each of the following areas:

3.3.1 Plumbing

The Vendor will be responsible for, and oversee modification, replacement, or addition to the existing plumbing. This will be based on the requirement of the new equipment (dishwashers/glasswasher), as well as modification of the flow of operation. This entails:

- a) Increasing the size of drains and drain lines.
- b) Relocation of existing drains and (or) adding new ones.
- c) Relocation or adding new hot and cold supply lines.
- d) Installation of hand wash station.
- e) Replacement of existing grease trap with a new, larger unit.

3.3.2 Electrical

The Vendor will be responsible for, and oversee modification, replacement, or addition to the existing electrical wiring, distribution, and load size based on the requirement of the new equipment (dishwasher/glasswasher). This entails:

- a) Removal of old wiring if no longer required.
- b) Provide power to new equipment based on the new equipment specifications.

- c) Modify lighting and increase the level of light in the room to provide optimal working conditions. All lights to be LEDs.
- d) Provide additional wall outlets for wall mounted fans.

3.3.3 Heating, Ventilation and Mold Remediation

The Vendor will be responsible for, and oversee modification, replacement, or addition to the existing heating, cooling, humidity control, and ventilation of the Dish room area. Extra attention must be paid to mold growth prevention in any parts of the area, below and above the ceiling. This will be based on two criteria: equipment and worker's comfort. This entails:

- a) Demolition of the "T" Bar ceiling will be necessary to help establishing the current condition.
- b) Revision of the existing HVAC components and establish baseline.
- c) Based on results of revision and requirements from the new equipment, an increase in CFM (exhaust and supply) may be required. (Larger exhaust fan, increased speed of exhaust fan or installation of in-line booster fan).
- d) New rigid air duct will need to be installed with branches connecting directly to air discharger of each dishwasher and glasswasher.
- e) Additional exhaust air intakes will be installed in the ceiling above the dish in and dish out areas of each dishwasher and glasswasher.
- f) Potential installation of dehumidification system to control humidity and prevent mold growth.
- g) All duct branches must have adjustable balancing dampers.

3.3.4 Flooring

The Vendor will be responsible for, and oversee modification, replacement, or addition to the existing flooring which has currently Stonhard Seamless Epoxy topcoat. The extent of the flooring work will be based on the location of the new equipment (dishwashers/glasswasher), as well as the extent of new plumbing in the floor. This entails:

- a) Local demolition of the floor to remove, add, or relocate plumbing components or electrical conduits.
- b) Closing of the concrete floor after plumbing and electrical work is completed.
- c) Apply new layer of Stonhard Seamless Epoxy flooring with proper anti-slip surface.
- d) All base coves are to be built up to 8".
- e) Color to be determined by MTCC at the time of installation.

3.3.5 Masonry

The Vendor may be required to provide additional services revolving around masonry needs.

3.3.6 Structural & Space Optimization

The Vendor will be responsible for overseeing modification, replacement, or addition to the existing layout of the space. This entails:

- a) Possible need to build, remove, or modify nonbearing walls within the space.
- b) Replacement of two sets of doors with new ones or sliding doors.
- c) Possible need to open block wall between Dish room and Loading dock.

3.3.7 Other related Areas (wall covering and ceiling)

The Vendor will be responsible for, and oversee modification, replacement, or addition to the existing “T” bar ceiling and finishes of the walls. This entails:

- a) Taking down existing “T” bar ceiling to provide access to the ceiling to allow other trades to do their part.
- b) New “T” bar ceiling will be installed upon completion of the project. The ceiling tiles must of moisture resistant type, suitable for wet areas.
- c) All walls will be cladded with bacteria resistant panels. All seams must be fully sealed to prevent moisture from getting behind.

3.4 General Requirements

The Vendor shall carry out all aspects of the project including:

- a) In a manner which minimizes disruption to MTCC’s clients and tenants.
- b) In conformance with the Occupational Health and Safety Act and Regulations.
- c) Recommendations should be provided in accordance with codes, regulations and standards of any authorities having jurisdiction.
- d) The Vendor shall, throughout all phases of the work:
 - 1. Conform to all applicable governing legislation and requirements. Arrange for all projects required permits and inspections and provide permit drawings (include costs in the total proposal).
 - 2. Review, consult and co-ordinate the work with MTCC as required to ensure satisfactory completion of the work.
 - 3. State anything MTCC may have not taken into consideration.

4. Be responsible for all liaison and exploratory investigations work.
5. Be responsible for all information meetings and presentations required for the approval process.
6. Coordinate, schedule, make, retain, and distribute records of all meetings and interviews.
7. Meet frequently and interact with MTCC staff to gather all pertinent requirements.
8. Work in Conjunction with equipment installers in the same work location.
9. All work must be completed by licensed traits people.

4. PHASES OF PROPOSAL EVALUATION

For the purpose of Proponent submission evaluation, please structure your responses in the order indicated in this Section 4 for Phases I and II.

MTCC will evaluate Proposals in the following phases:

4.1 Phase I: Mandatory Requirements

Phase I will consist of a review to determine which Proposals are complete and provide all required information to perform the subsequent stages of evaluation.

4.1.1 All Proposals shall be sent and received at the closing location prior to the RFP closing date and time or shall not be evaluated by MTCC. See Section 6 “Administrative Matters” for Proposal submission requirements.

4.1.2 During Phase I, MTCC will review each Proposal to determine whether it complies with the Mandatory Requirements. The Mandatory Requirements of the RFP process are as follows:

- **Proposal Form (Section 1 of the Proposal)**

Proponents are to provide a completed **Appendix A “Proposal Form”**. Form must be submitted in PDF format (one file).

- **References (Section 2 of the Proposal)**

Proponents to provide a completed **Appendix B “Reference Form”**. Provide a minimum of three (3) references in PDF format (one file).

- **Conflict of Interest Declaration (Section 3 of the Proposal)**

Proponents are to submit a completed and signed **Appendix C “Conflict of Interest Declaration”** in PDF format (one file).

- **Pricing (Section 4 of the Proposal)**

Proponents are to complete **Appendix D “Pricing Table”** in MS Excel/PDF format (one file).

Proponents who have met the Mandatory Requirements will proceed to Phase II. Proposals failing to satisfy the Mandatory Requirements as of the Proposal Submission Deadline will either be disqualified or the Proponent may be provided an opportunity to rectify any deficiencies within the Rectification Period. See section 4.1.3 for more information.

4.1.3 Rectification Period

Proposals satisfying the mandatory requirements during the Rectification Period will proceed to Stage II. If any Phase I Mandatory Requirements are not satisfied, you will be notified and will be given the amount of time as stated in the RFP Schedule to rectify. If the Rectification Notice does not provide for a Rectification Period, then the Rectification Period shall be 3 days. The Rectification Period will begin to run from the date and time that MTCC issues its Rectification Notice to the Proponent. Proposals failing to satisfy the Mandatory Requirements or rectify within the Rectification Period will be excluded from further consideration.

4.2 Phase II: Technical Proposal Evaluation

During Phase II, MTCC will score each qualified Proposal based on the specified technical evaluation criteria. Proposals will be analyzed and rated to further assess the strengths and abilities of Proponents and the merits of the offered Proposal to determine which Proponents are most responsive to the MTCC’s requirements. Only proposals that meet MTCC’s requirements for evaluation criteria will continue to be considered for selection, at the sole discretion of MTCC.

Proponents are asked to provide information as described below:

- **Corporate profile (Section 5 of the Proposal)**

- Corporate Mission Statement, including vision and values;
- Strategic direction;
- Financial stability;
- Details of the company’s incorporation and ownership; and
- Insurability (professional liability insurance/errors and omissions coverage for up to \$5 million dollars).
- WSIB Certification

- **Experience in delivering scope of services (minimum 5 years) (Section 6 of the Proposal)**

- Years of experience providing these services;
- Experience in conducting these services, particularly in relation to the Canadian convention industry;

- Three reference sites, including contact names and telephone numbers; Proponents must complete the Reference Form (see Appendix B).
- **Approach/Proposed method of operation (Section 7 of the Proposal)**
 - An explanation of your approach for conducting the Scope of Services.
 - Proponents should provide a description of their proposed method of operation as it relates to sales, marketing, pre-event coordination, on-site service delivery, response to last minute client requests, customer support, key performance indicators and issue resolution.
- **Quality control (Section 8 of the Proposal)**
 - Demonstration of industry accepted quality management initiatives and standards.
 - Demonstration of customer service initiatives to retain and attract new customers.
- **Supporting Materials (Section X of the Proposal)**
 - Proponent must provide a statement if it is not prepared to execute the Form of Contract attached as Appendix G, should include any concerns and proposed changes to the Contract, and the reasons for the suggested changes as Supporting Materials under Section 8 of the Proposal, which will be evaluated in accordance with Section 4 “Phases of Proposal Evaluation”.

4.3 Phase III: Financial Proposal Evaluation

- Proponents are to complete Appendix D “Pricing Table” (Section 4 of the Proposal)

4.4 Phase IV: Interviews, Site Visits, Presentations and Demonstrations

MTCC will conduct interviews, demonstrations, site visits or presentations with some or all Proponents, or may restrict participation to only Proponents who have been short-listed.

The terms of the Proposal may not, however, be changed during these interviews, demonstrations, site visits or presentations. Proponents may be scored on their interviews, demonstrations, site visits or presentations, which may enhance or negatively impact their initial scoring.

- 4.5** MTCC may establish short-list(s) of Proponents (the “Short-listed Proponents”). The number of Proponents short-listed for an interview is in the sole discretion of MTCC.

Proponents may be further required to present the proposed solutions as MTCC may require in its sole and absolute discretion.

4.6 The weight as outlined below will be used in the evaluation of this RFP:

<u>Description of Criterion</u>	Weight
Phase II - Technical Proposal:	
• Corporate profile (Section 5 of the Proposal)	5%
• Experience in delivering scope of services (minimum 5 years) (Section 6 of the Proposal)	15%
• Approach/Proposed method of operation (Section 7 of the Proposal)	20%
• Quality control (Section 8 of the Proposal)	15%
Phase III - Financial Proposal:	30%
Phase IV - Interviews:	15%
Total Weight:	100%

5. CONFLICT OF INTEREST

All Proponents are required to review and sign a conflict of interest declaration statement as part of their Proposal. This declaration affirms that neither the Proponent nor any of its directors, officers, employees, or independent contractors have or will have any conflict of interest, real or potential, or will have unfair advantages in submitting a Proposal or, if selected, entering the Contract. A copy of this declaration is attached as Appendix C.

6. ADMINISTRATIVE MATTERS

6.1 Location/Date for Proposal Submission

6.1.1 The Proponent’s Proposal must be in English and MUST NOT be sent by regular mail, facsimile or email.

6.1.2 Proponents must submit their Proposals through Biddingo public portal at: <http://biddingo.com/> . Note that a Biddingo account is required. Visit the link above for more details and to register as a supplier. For more information re: online submission through Biddingo, please, see Appendix E “Online Submissions through Biddingo”

- 6.1.3** To be considered, responses must be received by **2:00 pm local time, March 25, 2025. Responses received after the deadline will be disqualified.**

Proposals shall be executed by a duly authorized official of the Proponent.

6.2 Mandatory Site Visit

Proponents are required to attend a mandatory site visit on **February 25, 2025, at 1:00 p.m. local time**, commencing from the lobby of the North Building of Metro Toronto Convention Centre, 255 Front Street West, Toronto, Ontario M5V 2W6.

Proponents who do not attend the scheduled mandatory site visit will be disqualified.

7. INQUIRIES

- 7.1** To ensure an efficient and equitable proposal process, MTCC is requesting that each Proponent comply with the following general guidelines:

All inquiries relating to this proposal are to be directed by e-mail only to rfp@mtccc.com. No other forms of communication will be accepted. Proponent must indicate RFP number on the subject line of the e-mail.

All responses will be provided in the form of an Addendum, and will be shared with all proponents.

The deadline for all inquiries is: **2:00 pm local time, March 4, 2025.**

8. PROPOSAL FORMAT

Proposals must be prepared in accordance with the conditions outlined in this and any associated documents. Failure to comply may result in the disqualification of the Proposal.

9. EXPENSES

MTCC shall not be responsible or liable for any costs incurred by a Proponent, directly or indirectly, in preparation of a response to this Request for Proposal, including the costs of any oral presentations required to supplement and or clarify a Proposal.

10. DISCLAIMERS

MTCC is not under any obligation to award a contract and reserves the right to terminate the RFP process at any time and to withdraw from discussions with any

or all of the Proponents who have responded. MTCC shall not be held liable for any error or omission in any part of this RFP. Proponent assumes the risk of accuracy in its Proposal. All documents submitted shall become the sole property of MTCC and will not be returned to the Proponent. MTCC shall treat all pricing and documents submitted in response to this RFP in strict confidence and shall not disclose any such information to any other party.

Note: The lowest or any bid may not be necessarily accepted.

11. RIGHTS OF MTCC

In addition to any other express rights or any other rights that may be implied in the circumstances, MTCC reserves the right to:

- Request written clarification of the submission or supplementary written information from Proponent.
- Waive formalities and accept Proposals, which substantially comply with the requirements of this RFP.
- Verify with a Proponent or with third party any information set out in a Proposal.
- Check references other than those provided by a Proponent.
- Disqualify a Proponent whose Proposal contains misrepresentation or any other inaccurate or misleading information.
- Disqualify a Proponent or the Proposal of any Proponent who has engaged in conduct prohibited by this RFP.
- Make changes, including substantial changes to this RFP, provided that those changes are issued by way of addendum in the manner set out in this RFP.
- Adjust the totals in a Proposal where there are errors in extensions, additions or computations. In such cases, the unit prices shown shall govern.
- Cancel this RFP process at any stage.
- Cancel this RFP process at any stage and issue a new RFP for the same or similar services.
- Accept any Proposal in whole or in part.
- Discuss with any Proponent different or additional terms to those contemplated in this RFP or in any Proponent's proposal.
- Reject any or all Proposals in its absolute discretion.
- Enter into negotiations with any of the Proponents to this RFP.

12. FRENCH LANGUAGE SERVICES

MTCC is a government agency as defined in the French Language Services Act R.S.O. 1990, as amended from time to time. MTCC is required to communicate with and provide services to persons in French. By submitting a Proposal, the Proponent is deemed to understand and accept that it will be required to also meet the same French language obligations as MTCC in the provision of the Proponent's services to MTCC.

13. CONFIDENTIAL INFORMATION OF PROPONENT

Each Proponent must identify any information in its Proposal, or any accompanying documentation supplied in confidence, for which confidentiality is to be maintained by MTCC. The confidentiality of such information will be maintained by MTCC, except as otherwise required by law or by order of a court or tribunal. Proponents are advised that MTCC is governed by the *Freedom of Information and Protection of Privacy Act*, and thus may be required to disclose the name and price of the winning Proponent through a Freedom of Information request. Furthermore, Proponents are advised that their Proposals will, as necessary, be disclosed on a confidential basis, to MTCC's advisers retained for the purpose of evaluating or participating in the evaluation of their Proposals, as well as to representatives of MTCC providing services to MTCC in support of the procurement process. If a Proponent has any questions about the collection and use of personal information pursuant to the RFP, questions shall be submitted to the RFP Contact.

14. FINANCIAL ADMINISTRATION ACT

MTCC is a government agency subject to the Financial Administration Act R.S.O. 1990 (the "FAA"), as amended from time to time. By submitting a Proposal, the Proponent agrees that any provision of a Contract with MTCC is not permitted to contain provisions which increase indebtedness or contingent liabilities of the province of Ontario, and the Proponent is deemed to agree that MTCC will not seek approval of the minister for an exception under Section 28 of the FAA.

15. FORM OF CONTRACT (APPENDIX G)

The award of a Contract for part of the Work to a successful Proponent will not oblige MTCC to negotiate or execute a Contract for any deferred part(s) of the Work. If the scope of the Work changes after the execution of the Contract, then MTCC shall have the authority to make any changes in the scope of the Work by altering, adding to, or deducting from the Work, the Contract being adjusted accordingly.

Negotiated terms, conditions, and other provisions shall be firm and not subject to change during the full Term of the Contract unless approved in writing by an authorized official MTCC.

16. ENVIRONMENTAL CONSIDERATIONS

MTCC is committed to reducing their carbon footprint. The Supplier should keep MTCC informed about any environmentally friendly processes, products, new technologies and/or green initiatives. The Supplier should, in consultation with MTCC, make any environmentally friendly processes, products, new technologies and/or green initiatives, related to the RFP Deliverables, available to MTCC as required.

APPENDIX A to RFP 24-014P - PROPOSAL FORM

1. RFP Name: North Dish Room Modernization

2. RFP #: 24-014P

3. Proponent Information:

Registered Legal Business Name of Proponent:

Proponent's Address:

Proponent's Telephone No.: _____ **Proponent's Fax No.:** _____

Proponent's Website Address: _____

Name of Contact Person for the Proposal:

Telephone No.: _____ **E-mail Address:** _____

4. Regulatory Matters

We confirm as follows:

(a) With respect to the *Excise Tax Act*, we are either:

(i) a Harmonized Sales Tax registrant for purposes of the *Excise Tax Act* and our HST registration number is _____; or

(ii) not a HST registrant for the purposes of the *Excise Tax Act*.

[Note: Proponents to strike the provision not applicable to them.]

5. Offer

I/We, the undersigned, have carefully examined the RFP documents, have attended the mandatory site tour held on February 25, 2025, at 1:00 p.m., and have a clear and comprehensive knowledge of the required Services/Work, and, by submitting this Proposal, agree and consent to all the terms, conditions, and provisions of this RFP.

I/We understand the lowest or any Proposal will not necessarily be accepted.

6. Detailed Price Information Declaration

I/we have submitted the detailed prices in accordance with the requirements stated in the Request for Proposal, Appendix D “Pricing Table”.

7. Addenda

I/we have made any necessary inquiries with respect to Addenda issued by MTCC and have ensured that we have received and examined all Addenda to the RFP.

LEGAL NAME OF PROPONENT:

Signature

Title

Date

APPENDIX B to RFP 24-014P - REFERENCE FORM

Please note references shall be for *similar* value projects and projects that have *similar* key aspects of scope, size, and complexity from three (3) clients of large-scale organizations, other than MTCC in the past ten (10) years. The Proponent agrees that MTCC may contact listed clients to obtain their opinions regarding the Proponent's performance and/or the characteristics of Services provided. The Proponent absolves listed clients of any liability for any opinions provided to MTCC.

	REFERENCE #1	REFERENCE #2	REFERENCE #3
Company Name:			
Company Address:			
Contact Name:			
Contact Title:			
Contact Telephone Number:			
Date Services Undertaken:			
Contract Value:			
Date Contract Began and Duration:			
Description of Services and why your service was successful.			

LEGAL NAME OF PROPONENT:

APPENDIX C to RFP 24-014P - CONFLICT OF INTEREST DECLARATION

METRO TORONTO CONVENTION CENTRE CONFLICT OF INTEREST PROVISIONS FOR SUPPLY OF GOODS & SERVICES SUPPLIERS DECLARATION FORM

Purpose

Metropolitan Toronto Convention Centre Corporation (“MTCC”) is committed to conducting business in accordance with the highest standards of business ethics and complying with applicable laws, rules and regulations. To this end, MTCC promotes ethical behavior and ensure that all suppliers and service providers are aware of the situations in which a conflict of interest may arise in the procurement process for the supply of goods and services.

All suppliers must avoid conflict of interest in all situations in their commitment to supply MTCC with goods, and services, and have the duty to notify MTCC of any Conflict of Interest, either actual or perceived.

Definition

Conflict of Interest includes, but is not limited to, any situation or circumstance where; In relation to providing goods and services, the Supplier/Service Provider engage in conduct, directly or indirectly that would allow them to gain unfair advantages over another supplier during the procurement process.

Description

The Supplier/Service Provider should not communicate with MTCC staff in a way to obtain pricing information of a competitor so to gain an advantage in a procurement process.

The Supplier/Service Provider must not offer monetary gifts to any of MTCC employees, which could influence their judgment or performance of their duties in procurement.

Please note those incidental gifts that are a common expression of courtesy such as flower/gift basket, souvenir or memorabilia types items or gifts that are within normal standards and would not compromise MTCC are acceptable.

MTCC shall have the right to terminate a contract or choose to cease business relationship with a supplier/service provider when a supplier fails to disclose any conflict of interest in connection with the goods or service being provided.

Supplier or Service Provider must select one of the boxes below:

- The Supplier/Service Provider declares that no actual or potential Conflict of Interest in providing goods and services and there is no foreseeable Conflict of Interest in performing current obligations.

If the Supplier/Service Provider declares that no actual or potential Conflict of Interest, please sign and return to MTCC.

- The Supplier/Service Provider declares that there is an actual or potential Conflict of Interest relating to the supply of goods and services and foresees an actual or potential Conflict of Interest in performing the current Contractual obligations.

If the Supplier/Service Provider declares an actual or potential Conflict of Interest by checking the box above, the Supplier/Service Provider must set out below details of the Conflict of Interest:

Supplier/Service Provider Name

Signature

Title

Date

APPENDIX D to RFP 24-014P - PRICING TABLE

[attached is a separate Excel document]

APPENDIX E to RFP 24-014P - ONLINE SUBMISSIONS THROUGH BIDDINGO

Online Submission of Proposals

Submissions **MUST** be made through the following public portal: <http://biddingo.com/> . Vendors are responsible for ensuring that their proposal is submitted prior to the **Closing Date and Time**.

To download documents and start your submission go to **Bid Documents / Online Submission**. Within this page, click on **Online Submission Form** to upload and submit your proposal.

For technical support, please contact Biddingo directly at +1 (416) 756-0955 or via email at ebidding@biddingo.com. Biddingo offers free eBidding training sessions. Sign up today at www.biddingo.com/training.

Successful Submissions

The uploading of documents alone does not constitute a successful submission. After the uploading of document(s), Vendor **MUST** click on **Submit** before the **Closing Date and Time**. A successful submission will generate an eReceipt, which will automatically be e-mailed to the Vendor.

Vendors should allow sufficient time in the preparation and uploading of proposals. Uploading large documents may take significant time, depending on the size of the file(s) and internet connection speeds. Proposals that are uploaded onto the system, but not submitted before the **Closing Date and Time** are not received by MTCC. The official countdown clock is the one that is displayed in the **eResponse** screen, which is accessed through the **Online Submission Form**.

Resubmissions and Withdrawal

Vendors can make changes to their submission by uploading and deleting the appropriate files and resubmitting prior to the **Closing Date and Time**. MTCC will only receive the latest submission.

Vendors can also withdraw their submission at any time before the **Closing Date and Time**.

APPENDIX F to RFP 24-014P - MTCC CODE OF CONDUCT

Employees of the Service Provider shall at all times conduct themselves in a manner that enhances the Metro Toronto Convention Centre's reputation as a world class facility that offers exceptional value and service to its clients. The successful Service Provider shall act in a faithful, diligent and honest manner in accordance with the instructions MTCC may provide from time to time.

More specifically, the following procedures must be adhered to:

- All Service Provider's personnel shall at all times abide with the MTCC operating guidelines and when on duty present themselves, in a professional and competent manner.
- All Service Provider personnel must wear photo I.D. badges. MTCC will supply photo I.D. badges to a limited number of personnel who will be stationed on a full time basis within the facility. Attached to MTCC badges only are the privileges of discounted employee parking and access to the subsidized staff cafeteria. All other Service Provider personnel shall wear photo I.D. badges supplied by the Bidder.
- MTCC badges must be returned immediately upon a change in Bidder personnel.
- Loss of badge requiring replacement will result in an administrative charge of \$25.00 per badge.
- Service Provider staff shall be attired in the uniform of the Service Providers as described in Item # 3.4. "Service Provider's Staff Requirements".
- MTCC is a smoke-free facility and the Service Provider's staff is fully expected to strictly comply and enforce this policy.
- The Service Provider's employees may use designated elevators to move personnel and materials with the permission of the Facility or Docks Manager.
- The Service Provider will be responsible for any damages caused by such use and shall pay MTCC for repairs within 30 days of receipt of invoice and reasonable, appropriate supporting documentation, such invoice to include a 15% mark up for administration by MTCC staff.
- Similarly any damage to the facility caused by the Service Provider's employees and/or equipment will be repaired by MTCC and will be charged to the Service Provider. Payment must be made within 30 days from receipt of invoice and appropriate supporting documentation, such invoice to include a 15% mark up for administration by MTCC staff.
- All occupational health and safety procedures required by law or by MTCC must be strictly enforced and complied with by the Service Provider and its staff.
- The Service Provider Code of Conduct may be subject to change, as required.

APPENDIX G to RFP 24-014P - FORM OF CONTRACT

[attached is a separate PDF document]

APPENDIX H to RFP 24-014P – DRAWINGS

[attached as separate PDF documents]

1. Dish Room North Kitchen Equipment Power and Systems Plan
2. Dish Room North Kitchen Main Room Layout
3. Dish Room North Kitchen Secondary Room Layout