

March 31, 2026**Addendum No. 01****File Reference Number: RFP 2026 008****Title: Contract Agency Services - Thunder Bay****RE: Clarifications/Questions**

Please refer to the following information / clarifications:

Item 1: Can ONTC provide an explanation for the following:

- How will the training work with the successful proponent?
- What is the anticipated duration of training?
- How many employees from the proponent would be trained?
- Is there an operations manual provided by ONTC?
- Is the proponent responsible for costs associated with training, or are these hours billable at the agreed upon standard hourly operating rate?

Answers: ONTC advises of the following:

- **Training:** The successful proponent will receive training coordinated by ONTC and delivered onsite by ONTC's in-house agency representative.
- **Start Date & Format:** Training will begin on a Sunday, as the agency is closed during the morning. All incoming agency staff and management will attend an initial Sunday afternoon and evening training session to support a smooth transition from the current operator.
- **Hands-On Training:** The evening bus arrival occurs that same night, allowing for hands-on, real-time training during live operations.
- **Participants:** All agency staff and management will be required to attend training. The current operation consists of three staff (one full-time day staff member and two part-time evening staff), with no overlap in shifts. Staffing structure can be managed at the proponent's discretion moving forward.
- **Training Duration:** Anticipated to take approximately 8–12 hours total, with all staff trained together as a group.
- **Training Manuals:** An operations manual is provided by Ontario Northland.
- **Trainer Support:** The Ontario Northland trainer is based in Thunder Bay, has an office at the station, and will be onsite throughout training and available to assist until staff are comfortable operating independently.
- **Training Costs:** Hours are billable at the agreed-upon standard hourly operating rate, as a full group will be trained together.

Item 2: The proponent is responsible for maintaining cleanliness in the passenger waiting area, front desk, and washrooms. Can ONTC confirm if the proponent should budget in the standard hourly operating rate for associated costs for cleaning supplies, toilet paper, etc? Or would ONTC provide cleaning supplies?

Answer: ONTC advises that all cleaning supplies, including consumables such as toilet paper, etc., are provided by, and stocked by ONTC.

Item 3: The proponent is responsible for clearing snow from the walkway, is there also a third-party snow removal contract in place? Is clearing the walkway the sole responsibility of the proponent?

Answer: ONTC advises that a third-party snow removal contract is in place at this location, and therefore, the proponent's staff are only expected to assist with keeping the front walkway clear, particularly during intermittent or unexpected snowfall, especially when the station is quiet.

Item 4: The RFP requests a standard hourly operating rate. The shifts are provided within the hours of operation; however, it does not indicate whether ONTC expects or requires more than one staff member to be present at a time. Can ONTC please provide any information on anticipated staffing needs? (Do all shifts require one staff member at a time, or during peak hours is additional staffing required? How is the current operation scheduled today?)

Answer: ONTC advises that the current operation is staffed by three (3) employees, all working solo shifts with no staggered or overlapping coverage. One (1) full-time employee works Monday to Friday day shifts, and two (2) part-time employees cover evening shifts and weekends. Evening staff typically remain on duty until approximately 1:00 a.m. to close out their shift and complete final washroom cleaning after the last bus departs. At this time, only one (1) staff member is required per shift, including peak periods.

Item 5: Could ONTC provide a detailed breakdown of transactions and parcel volumes in 2024 and 2025 specific to the Thunder Bay Agency?

Answer: ONTC advises of the following:

Transaction Volumes (Ticketing Transactions)

- 2024 Total Transactions: 1,304/Year
- 2025 Total Transactions: 1,345/Year

Parcel Volumes

- 2024 Total Volume: Average of 16 parcels a day
- 2025 Total Volume: Average of 14 parcels a day

Item 6: Could ONTC provide a dollar value of the cash sales be provided?

Answer: ONTC advises of the following:

- A monthly average of \$7,900 in cash sales

Item 7: Can ONTC provide the details of ridership for 2024 and 2025?

Answer: ONTC advises of the following:

Ridership - Journeys From Thunder Bay

- 2024: 4,766/year
- 2025: 5,031/year

Ridership - Journeys to Thunder Bay

- 2024: 4,447/year
- 2025: 4,767/year

Item 8: Can ONTC please confirm that the monthly operating fees should be the scheduled hours multiplied by the standard hourly rate?

Answer: ONTC advises that monthly operating fees are generally calculated as: *Scheduled hours × standard hourly operating rate*, however, the following should be noted:

- Staffing models (including coverage during brief breaks or extending shifts until approximately 1:00 a.m.) are at the discretion of the proponent.
- ONTC's primary expectation is the continuity and smooth operation of the agency rather than a prescriptive staffing formula.

Item 9: Can ONTC advise of how many times shifts outside of regular hours were required on an average monthly basis in 2024/2025?

Answer: ONTC advises that requests for staff to work outside regular operating hours are very rare. Aside from staff staying past 12:30 a.m. to close out evening shifts, additional call-ins have occurred only a handful of times, typically due to weather-related delays. In rare circumstances, staff have been asked to attend the station on a Sunday morning when the agency is closed to support passengers impacted by service disruptions.

Item 10: Can ONTC please advise if the location is open for all public holidays in Ontario? Or does the location close? If it remains open, does the standard hourly rate adjust for public holiday pay?

Answer: ONTC advises that the Thunder Bay Agency remains open on during all Ontario public holidays. Compensation for statutory holidays should be managed by the proponent in accordance with applicable government standards and employment legislation.

Item 11: Can ONTC advise if the proponent has any responsibilities for vending, such as providing passengers with refreshments, or snacks?

Answer: ONTC advises that the current agency partner does sell snacks; however, ONTC will be assuming responsibility for passenger snacks and refreshments through a third-party vendor. As a result, the proponent should anticipate that snack sales will eventually be removed.

This Addendum hereby forms part of the RFP.

Regards,

Nicole Laplante
Procurement Contracts Specialist
nicole.laplante@ontarionorthland.ca