

**June 9, 2026****Addendum No. 01****File Reference Number: RFP 2026 041****Title: Contract Agency Services - Kenora****RE: Clarifications/Questions**

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**CLARIFICATIONS/QUESTIONS:**

**Item 1:** Would ONTC confirm if there is an incumbent service provider that has provided or is currently providing these services? If so, are you able to share the name of the vendor and historical contract value or annual expenditure available.

**Answer:** ONTC does not disclose information regarding incumbent service providers or historical contract values as part of this procurement process. Proponents are to base their submissions solely on the information provided within the RFP documentation.

**Item 2:** To ensure our staffing models are accurately scaled, would ONTC provide any historical data on average monthly workload (e.g. Number of tickets, parcels and freight processed) over the past year?

**Answer:** ONTC advises of the following:

- **Average monthly ticket sales:** 128 tickets per month
- **Average monthly parcel and freight volume:** 109 items processed per month

**Item 3:** ONTC advises that the Hours of Operation provided in the RFP are incorrect. Please see updated Hours of Operation below:

**Monday to Saturday: 9:00am to 5:00pm**  
**Sunday: Closed**

This Addendum hereby forms part of the RFP.

Regards,

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