

Toronto Service User Advisory Group

Expression of Interest - Guidelines

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1.0 Introduction

1.1 Background

Toronto Shelter and Support Services (TSSS) understands that engagement is key to fostering a shelter system that is both accessible and responsive to the needs of its service users. TSSS is committed to identifying and creating opportunities for engagement, especially for service users belonging to populations that have historically been marginalized within Toronto's shelter system and continue to face barriers accessing needed services. These populations include but are not limited to youth, seniors, people with disabilities, Indigenous service users, Black and other racialized people, 2SLGBTQ+ service users, people who use substances and experience mental health issues.

As part of this commitment, TSSS is establishing a Service User Advisory Group comprised of service users staying in shelters and/or sleeping outdoors or in encampments. The Service User Advisory Group will help TSSS improve service delivery and lend their expertise to support with policy and program development and implementation.

On February 11, 2025, Toronto City Council ("City Council") adopted the 2025 Operating and Capital Budget ([MPB27.1](#)) which included \$125,000 allocated for TSSS to create a Service User Advisory Group. Establishing a Service User Advisory Group aligns with the [TSSS Homelessness Solutions Service Plan](#) and advances key divisional priorities, specifically:

- *Priority 2 - Focusing on Equity*
 - *Action 2.1* Develop mechanisms for enhanced and consistent engagement with Black service organizations, staff and service users
 - *Action 2.2* Apply an intersectional and inclusive approach will contribute to policies and programs that reflect the needs of individuals accessing homelessness services.
- *Priority 3 - Delivering High-Quality Services*
 - *Action 3.3* Expand the use of peer supports and provide paid work opportunities for people with lived experience of homelessness and substance use throughout the shelter system
- *Priority 5 - Developing an Integrated Systems Response*
 - *Action 5.3* Develop ongoing mechanisms for meaningful engagement of people with lived experience of homelessness and service users, including expanding advisory groups, service user satisfaction surveys and user feedback.

1.2 Purpose

This Expression of Interest (EOI) is an opportunity for Toronto based non-profit organizations with demonstrable experience supporting service user led initiatives (the Proponent), to apply to establish and operate a Service User Advisory Group ("the Group") on TSSS' behalf. The Group will be comprised of service users who have experienced homelessness in Toronto, including those living in shelters and/or outdoors, using respites, warming centres, and drop-ins. The funding allocated for this project is up to \$125,000 annualized. The funding term is until the end of 2025, with the possibility of extension at the City's discretion.

The successful Proponent will support the Group to apply their expertise as people with lived/living experience of homelessness in developing and implementing policies, programs and

service delivery improvements in homelessness services in Toronto. Activities led by the Group must be in keeping with the City's commitment to anti-oppression, as outlined in the City's [Confronting Anti-Black Racism Action Plan](#) (CABR) and [Reconciliation Action Plan](#). The Successful Proponent will be expected to take every reasonable measure to ensure that the group is reflective of the diversity of Toronto's homelessness service user population. Members of the Group may volunteer to support different initiatives based on their area of expertise. Members may also collaborate with other peer groups, such as the TSSS-Harm Reduction Advisory Committee, on special projects. To participate in the group, each applicant must be:

- A current or recent service user (e.g., has used homelessness services/lived outdoors and/or encampments within six months)
- A resident of Toronto and reside in the city during their tenure as member of the advisory group.
- Commit to attending meetings regularly and participating in group activities.

The role of the Successful Proponent will be to develop and operate the Group, including providing administrative and governance support to its members. This includes:

- Enlisting volunteers
- Developing and implementing the application and screening processes
- onboarding and training members
- Providing resources and administrative support (e.g., scheduling and facilitating meetings, issue honoraria and reimbursement for related expenses like transit, childcare etc.)
- Other tasks as needed to support the Group in carrying out its priorities.

The Successful Proponent will be expected to support the Group with governance support (e.g. support in co-developing a group charter, process for decision making, and selecting members for various roles).

The Successful Proponent will be expected to help identify and facilitate capacity building activities (see Appendix A for definition) with direct input from members and work to reduce barriers to participation in the group. The allotted project funding must be used to cover all of the Group's operating costs, including honoraria, training, refreshments, transit, childcare, and staffing costs. Additional training relevant to the group's scope of work and/or of interest to its members may be provided.

The Guidelines set out for this EOI are designed to ensure that Applications are received through an open process and that Proponents receive fair treatment in the solicitation, receipt, and evaluation of its applications, based on criteria as determined by TSSS. TSSS may reject the Application of any Proponent who fails to comply with the guidelines.

Any proposals/requests for funding to develop and operate the Group that are submitted to TSSS and/or the City *outside* of the EOI process will be directed to apply via the EOI process.

The Proponent who receives the highest score on their Application may be asked to provide additional financial information.

1.3 Applicable Standards and Requirements

The Successful Proponent shall comply with the service delivery expectations and other standards as defined in the Operating Agreement, as required by TSSS.

TSSS values its community partners and is committed to working with both service users and operators to help maintain compliance with applicable standards and models.

1.4 Authorities

TSSS is releasing this EOI under the authorities delegated by City Council in [PH31.2](#), [MPB27.1](#), as described in report to City Council in item [EC25.5](#).

2.0 Application Instructions

2.1 Important Dates

Please visit [TSSS' EOI website](#) for details on important dates and deadlines. This schedule is subject to change. Proponents are responsible for regularly checking the [EOI website](#) for updates and adhering to all timelines.

2.2 Who should apply to this Expression of Interest?

TSSS is seeking Applications from non-profit organizations that:

1. Meet all the eligibility requirements for this EOI (see [4.0 Eligibility Requirements](#)),
2. Have demonstrable experience managing and supporting advisory groups comprised of people with lived experience of homelessness, and/or operating peer led programing/programs serving this population.

Organizations will be scored according to their experience in delivering relevant programs and services to people experiencing homelessness, as well as their proposed approach to the Service User Advisory Group, in keeping with the requirements outlined in the Guidelines.

2.3 Application instructions

Proponents must meet all the following criteria, **prior** to submitting an Application:

1. Read all information available on TSSS' [EOI website](#), including the Guidelines, in its entirety.
2. Ensure that your organization meets each eligibility requirement, as set out in [4.0 Eligibility Requirements](#).
3. Complete an electronic Application via Medallia, PRIOR to the **posted deadline** on TSSS' [EOI website](#). Proponents can find the link to the Medallia survey on TSSS' [EOI website](#).

Applications will not be accepted for **any** of the following reasons:

1. Applications that are submitted later than the posted deadline on TSSS' [EOI website](#).
2. Applications that are incomplete and/or deemed ineligible.
3. Applications that are not completed in Medallia (e.g., email, fax, physical copy).

2.4 Contact

All communications and questions regarding this EOI and or Guidelines should be sent via email to tsssEOI@toronto.ca **before** the deadline for written questions, as listed on TSSS' [EOI website](#). This deadline ensures (1) TSSS can disseminate the response(s) to the question(s) to other Proponents, where deemed necessary by TSSS, and (2) that other Proponents are given enough time to incorporate said response(s) in their Application.

No City representative, whether an official, agent, or employee, other than those contacted via tsssEOI@toronto.ca are authorized to speak for TSSS with respect to this EOI. Any Proponent who uses any information, clarification, or interpretation from any other representative does so

entirely at the Proponent's own risk. Any attempt by a Proponent to bypass the EOI process may result in the City rejecting its Application.

3.0 Funding and Resources

3.1 Funding specifications

The Successful Proponent will establish and operate the Service User Advisory Group, with input from TSSS. Up to \$125,000 annualized in funding until the end of December 31, 2025 is available for this project, with possibility of extension at the City's discretion. Proponents must submit a budget outlining costs for the proposed project using the template provided in the online Application. The budget should provide a detailed breakdown of how funds up to \$125,000 will be allocated if successful.

Operational costs may include:

- a) Salary/benefits for staff to provide coordination and other supports needed to operate the group
- b) Training, onboarding and capacity building for Group members
- c) Materials and supplies to support for service user members, interpretation supports
- d) Honoraria, transportation and childcare for service user members
- e) Meeting space rentals to support meetings with service user members
- f) Refreshments for meetings with service user members

The Successful Proponent must ensure administrative costs do not exceed 10% of grant funding.

TSSS and the Successful Proponent will agree to a funding schedule as determined by the City in the respective Operating Agreement. See section [8.2 Limitations and Acceptance of Applications](#) for details on limitations.

4.0 Eligibility requirements

Proponents must meet ALL the following requirements to be eligible for this EOI:

1. Be incorporated as a non-profit organization with a recently audited financial statement (audited within the last 23 months).
 - **For-profit organizations are not eligible to apply or serve as a trustee.**
 - The organization shall not be in default of the terms and conditions of any current or previous agreements, in the opinion of the division head, with any division, organization, board, and/or commission of the City of Toronto
2. Complete an organizational profile in the City of Toronto's Toronto Grants Rebates and Incentives Portal (TGRIP) prior to submission. In the case of the organization having an existing organizational profile on TGRIP, the Proponent is required to ensure that all information is up to date, inclusive of Audited Financial Statements that reflect that last 23 months. For instructions on how to complete an organizational profile or update an organizational profile, please refer to the [EOI website](#).
3. Be primarily located in Toronto and whose primary activities are in person and take place within Toronto.
4. Be in good standing with the City (e.g. recipients of funding must have met the terms and conditions of previous funding).
5. Commit to and provide proof of applying an equity lens to the referral and membership selection process, in keeping with the City's policies around equity and inclusion as well

- as relevant frameworks (e.g., Meeting in the Middle Action Plan and Engagement Strategy, and Confronting Anti-Black Racism Action Plan).
6. Commit to taking all reasonable measures to ensure that the Group is accessible (e.g. meetings, engagements etc.) to interested service users in keeping with the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) and [Ontario Human Rights Code \(OHRC\)](#).
 7. Commit to take all reasonable measures to accommodate service users accompanied by their service animals as required under the [Accessibility for Ontarians with Disabilities Act, 2005](#).

5.0 Operator Responsibilities

The following is a list of key eligibility requirements for this EOI. In the event of inconsistency and/or contradiction between (1) the requirements described in this list, and (2) the Operating Agreement, the interpretation of requirements in the documents listed in (2) shall take precedence.

5.1 Service Provider Requirements

The Successful Proponent will be responsible for establishing and operating the Service User Advisory Group. **Organizations that hire persons with lived experience will be prioritized in this process. It is strongly advised for Proponents planning to hire or assign staff with lived experience to support the Group share that information in the application.**

The proposal should provide a summary of Proponent's qualifications, inclusive of a description of the following:

1. The mission and vision of the Proponent's organization
2. Experience operating and supporting advisory groups comprised of people with lived experience of homelessness or peer led programming serving this population.
3. Staff hired or assigned to operate the Group need to have a minimum of the following qualifications:
 - Competency in supporting people who are experiencing homelessness with diverse backgrounds (e.g., Indigenous people, Black people, racialized people, newcomers, people who use substances, 2SLGBTQ+ people etc.)
 - Competency in a broad range of service user-centered approaches and methods, including, but not limited to:
 - Anti-racism/anti-oppression
 - 2SLGBTQI+ cultural competency
 - Trans awareness
 - Indigenous cultural safety
 - Trauma informed service delivery
 - Harm reduction
 - Lived/living experience of homelessness is considered an asset
4. Ability to offer or coordinate capacity building (e.g. skills building opportunities that will enhance employability/work experience), training and resources for group members comprised of people with lived or living experience of homelessness

5.2 Operational Requirements

Responsibilities of the Successful Proponent at minimum will include:

1. The development and implementation of a strategy, application and screening process for selecting group membership, with input and approval from TSSS.

2. Ensuring that applicants meet the criteria for membership with approval from TSSS (i.e. current or recent service user of homelessness services in Toronto).
3. Support the Group in establishing its principles, a workplan, and an evaluation mechanism. Principles and activities must reflect TSSS' commitments to equity, diversity, and inclusion, and service user-centred, strengths-focused and harm reduction approaches.
4. Support the Group in establishing its governance structure and decision-making process (i.e. how the group will collectively decide on how to achieve its goals and meet its mandate).
5. Develop materials and resources, including for onboarding new members, with input from TSSS.
6. Onboarding members, coordinating training, and identifying and connecting members to capacity building opportunities.
7. Providing coordination and administrative support, which at minimum will include:
 - a. Managing internal communications (e.g. sharing updates, announcements, news etc.)
 - b. Liaising between the group, TSSS, and other community partners
 - c. Scheduling group meetings, support in developing agendas, taking meeting minutes, and ordering refreshments
 - d. Book and payout vendors for meetings, refreshments, and for space rental (if not using own facilities)
 - e. Overseeing the budget, including tracking expenses, distributing reimbursements to members (e.g. transportation costs, childcare costs etc.) and honoraria
8. Assist the group in fulfilling requests from TSSS, including consultations, focus group and input to key documents.
9. Support the group in advancing its mandate, in alignment with TSSS priorities.
10. Participate in program evaluation, including collecting feedback from the experiences of the group members, an assessment against performance indicators, as outlined in Operating Agreement.

6.0 Financial Review

Proponents are required to provide financial information in two distinct stages (see section [7.3 Evaluation and Selection Process](#)).

1. All Proponents are required to provide basic details on their financial and organizational health when completing an organizational profile via in the City of Toronto's Toronto Grants Rebates and Incentives Portal (TGRIP). This includes providing a recently audited financial statement, annual operating spending values, current unrestricted reserve fund values, and basic details on the organization.
2. Completion of a proposed budget of up to \$125,000, detailing breakdown of budget allocation inclusive of projected staffing costs, administrative and overhead costs, and other relevant project costs. Administrative and overhead costs are to not exceed 10% of budget allocation. A budget template can be found in the online electronic application form.

7.0 Evaluation Criteria and Selection Process

7.1 Evaluation Committee

TSSS will establish a dedicated Evaluation Committee that is comprised of a selection of staff to oversee the review and evaluation of all completed Applications. The Evaluation Committee may retain additional committee members or advisors as required at its sole discretion.

By applying, Proponents agree that the decisions of the Evaluation Committee are final.

7.2 Qualified Lists

The Evaluation Committee will maintain a Qualified List of Proponents. The Qualified List provides a comprehensive list of organizations that (1) submitted an Application for an EOI and (2) received a passing score (70%+) on said Application (see section [7.4 Evaluation Criteria and Scoring](#) for details). The list is sorted by descending score, with the highest score at the top of the list.

Important note: Placement on a Qualified List does not guarantee that a Proponent will be selected as the Prospective or Successful Proponent, but rather that they will be **eligible for consideration** should a future funding opportunity to extend the Group's beyond 2025.

7.3 Evaluation and Selection Process

All Applications will be evaluated through a comprehensive review by the Evaluation Committee, which includes the following phases:

- a) **Phase 1 - Verify Eligibility:** The Evaluation Committee will eliminate all Applications that (1) are incomplete, (2) were submitted after the deadline, and/or (3) do not meet the full set of eligibility criteria, as outlined in these Guidelines.
- b) **Phase 2 - Score Applications:** The Evaluation Committee will review and evaluate each remaining Application using consistent and pre-determined scoring criteria. (see section [7.4 Evaluation Criteria and Scoring](#) for details).
- c) **Phase 3 – Final Selection:** The Evaluation Committee will make a recommendation to the General Manager of TSSS to approve its selection of a Successful Proponent that best matches requirements outlined in this Guideline.

The evaluation process will take up to 6 weeks, depending on the volume of Applications, following the Application Deadline. Once the Evaluation Committee has completed their evaluation of all eligible and complete Applications, they will inform all Proponents with complete and eligible Applications of their outcome, regardless of whether they are the Successful Proponent or not.

7.4 Evaluation Criteria and Scoring

The following table describes the **primary purpose** for the information that is collected in the Application Form. TSSS reserves the right to use all collected information in all phases of the evaluation process, on an as needed basis.

Evaluation Criteria	Value
Section 1: Eligibility Verification	Pass/Fail
Section 2: Financial and Organizational Health Verification, assessed on TGRIP	10% of Total
Section 3: Service Experience	35% of Total
Section 4: Proposed Operational Plan	40% of Total
Section 5: Proposed Budget	15% of Total

Total Application Content	100%
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Using this information, the Evaluation Committee will assign each eligible and complete Application with a total score out of 100, where applicable. The scores in each of these categories reflect the overall quality of the Application and the projected capacity of the respective Proponent to operate the Service User Advisory Group in alignment with these Guidelines.

Proponents that achieve at least **70/100 (70%)** will be added to the Qualified List, where applicable.

7.5 Clarifications and Follow-Ups

As part of the evaluation process, the Evaluation Committee may contact a Proponent(s) to verify and/or clarify information submitted as part of its Application. The clarification process will not be used to obtain required information that was not submitted prior to the Application Deadline. This may occur for some, all, or none of the Proponents, at the full discretion of the Evaluation Committee on an as-needed basis. The Evaluation Committee may choose to disregard some or all the supplemental information that is provided by the Proponent as part of this clarification process.

The Evaluation Committee will not accept unsolicited supplemental information provided by Proponents outside of the Application or unsolicited requests to meet with the Evaluation Committee.

7.6 Feedback

Unsuccessful Proponents can request feedback from TSSS on its Application via email to tsssEOI@toronto.ca within **30 calendar days** of receiving notification of its unsuccessful Application.

The following Proponents **are not eligible** to receive feedback from TSSS on its Application:

1. The Successful Proponent.
2. Proponents whose Applications were considered ineligible.
3. Proponents with incomplete Applications.

8.0 Appendix A: Terms and Conditions

8.1 Definitions

Application: An Application submitted by a Proponent in Medallia, including all the information and documentation necessary to satisfy the Application requirements of this EOI.

Application Deadline: The date and time by which all Proponents must submit their completed Application for consideration by the Evaluation Committee, as indicated on TSSS' [EOI website](#).

Capacity Building: Refers to activities undertaken by an organization to help its members further develop the skills required to effectively carry out tasks and responsibilities related to their roles within the organization and their position in it.

Community operated agency and/or service provider: Not-for-profit organization/association that provides homelessness services within Toronto.

Conflict of Interest: According to the Municipal Code of Conduct in [Municipal Code Chapter 195](#), a conflict of interest is Conflicts of interest or unfair advantage. Suppliers must declare and fully disclose any actual or potential conflict of interest or unfair advantage related to the preparation of their bid or where the supplier foresees an actual potential conflict of interest in the performance of the contract.

Evaluation Committee: A dedicated TSSS committee that is comprised of a selection of TSSS staff to oversee the review and evaluation of all submitted Applications as part of this EOI.

Expression of Interest (EOI): The process hosted by TSSS to select the Service User Advisory Group Operator to oversee the establishment and ongoing activities of the advisory group as described in these Guidelines in its entirety, inclusive of all Appendices and Addenda that may be issued by TSSS.

Harm Reduction: A philosophy, approach, set of practical strategies, and policies or programs, aimed at reducing the adverse health, social, and economic consequences associated with substance use (both legal and illegal) in ways that are non-judgmental and non-coercive. Harm reduction as a philosophy and approach can align with abstinence-based shelter programs.

Medallia: An online survey platform which Proponents must use to apply for this EOI.

Operating Agreement: A contract between the City and a not-for-profit organization that sets out the terms and conditions of providing services on behalf of TSSS to individuals and families experiencing homelessness.

Proponent: A non-profit organization/association that submits an Application as part of this EOI.

Successful Proponent: The Proponent whose Application best meets TSSS' requirement as determined exclusively by the Evaluation Committee.

Qualified Lists: The Evaluation Committee maintains one (1) Qualified List of Proponents that it has deemed eligible for **consideration** to be selected as the Prospective Proponent to operate the Group, based on TSSS' determination of best fit based on scoring. Placement on the Qualified List does not guarantee that a Proponent will be selected as the Prospective or Successful Proponent.

Toronto Shelter and Support Services (TSSS): A City of Toronto division that is responsible for the management of Toronto's homelessness service system, encompassing both direct operations and partnerships with community agencies. These services span from emergency shelters and street outreach to 24-hour respite and drop-in programs. The division's mission is to ensure that homelessness is rare, brief, and non-recurring. To achieve this goal, TSSS collaborates with various community stakeholders, focusing on a person-centered and outcome-driven approach.

8.2 Limitations and Acceptance of Applications

Acceptance of an Application does not commit the City to enter into an Operating Agreement with the Proponent.

- TSSS is not obligated to accept any response to this EOI. Without incurring any liability or costs to any Proponent, TSSS may:
- Accept or reject any or all Applications at any time.
- Waive immaterial defects and minor irregularities in any Application.
- Suspend, modify, and/or cancel this EOI prior to accepting any Application.
- Reissue a new EOI, in place of this EOI.
- TSSS is relying on the experience and expertise of the Proponent. TSSS reserves the right to disqualify any Proponent who has breached any of the responsibilities listed in the final Operating Agreement.
- TSSS has no obligation to provide funding to any Proponents, including Successful Proponents, until an Operating Agreement is signed with the City, based on the requirements of TSSS. The Operating Agreement will be contingent on establishment of funding allocated to the service by TSSS. Responses provided in the Successful Proponent's application, may be incorporated into the Operating Agreement.
- TSSS reserves the right to verify with any Proponent or with any other person any information provided in its Application but shall be under no obligation to receive further information.

8.3 1.1 Proponent's Responsibility

It shall be the responsibility of each Proponent to:

- a) Read and understand all components of the EOI, including all appendices, forms, and addenda, prior to completing an Application.
- b) Participate in virtual information sessions regarding the EOI, where possible.
- c) Ensure they meet all the eligibility requirements, as listed in this document.
- d) Ensure all information provided in the Application is complete, true, and not misleading.
- e) Ensure approval of the Proponent's board of directors and executive management prior to submitting the Application.

It shall be the responsibility of each Successful Proponent to:

- Execute an Operating Agreement with the City, as directed by TSSS,
- Collaborate with the City of Toronto for implementation of the Service User Advisory Group, as described in the Operating Agreement,
- Report on outcomes and indicators as described by the Operating Agreement.

8.4 Confidentiality

The documentation comprising any Application, along with all other information and documentation in any form provided or made available to the City by, or on behalf of, any Proponent in connection with, or arising out of this EOI (e.g. emails), once received by the City: (1) become the sole and absolute property of the City; and (2) become subject to [Municipal Freedom of Information and Protection of Privacy Act \(MFIPPA\)](#), and the City may be required to disclose the Application to members of the public, pursuant to MFIPPA.

For the purposes of the City's compliance with MFIPPA, Proponents are advised to identify in their Applications any scientific, technical, commercial, proprietary or similar confidential information, the disclosure of which could cause them injury. Proponents should not include any personal information in an Application. Applications will, as necessary, be made available: (1) on a confidential basis, to advisers retained by the City to advise or assist with the EOI process; (2)

to members of Council in accordance with the City's procedures; and (3) to members of the public pursuant to MFIPPA.

Each Proponent:

- (1) represents and warrants that the information contained in its Application does not infringe any intellectual property right of any third party;
- (2) hereby assigns and transfer to the City, and shall cause all its personnel and other third parties to assign and transfer to the City, all right, title and interest in the Application, including intellectual property rights therein;
- (3) shall cause all its personnel and other third parties to waive, for the benefit of the City, their respective moral rights (and any similar rights to the extent that such rights exist) in and to the Application; and
- (4) shall indemnify, defend and hold harmless the City and its agencies, boards, commissions, elected officials, officers, employees, servants, agents, volunteers, advisers and contracted personnel, if any, against all claims, actions, suits and proceedings brought against, or losses, costs, expenses, damages suffered, sustained, or incurred by them which may be directly or indirectly attributable to, or arising or alleged to arise out of the infringement or alleged infringement of any patent, copyright, trademark, or other intellectual property right of a third party in connection with the Application.

8.5 Omissions, Discrepancies, and Interpretations

A Proponent that finds omissions, discrepancies, ambiguities, and/or conflicts in any of the EOI documentation or is in doubt as to the meaning of any part of the EOI should notify TSSS via email at tsssEOI@toronto.ca no later than the deadline for submitting questions, as listed on TSSS' [EOI website](#).

The decisions and interpretations of TSSS shall be final. No supplementary explanation or interpretation, either in verbal or written form, shall modify any of the requirements or provisions of the EOI documents.

8.6 Addenda

If it becomes necessary to revise any part of this EOI, including all associated documents, an email will be sent to all applicants prior to the EOI deadline. **It is the responsibility of the Proponent to regularly check their emails for possible updates or addenda to the EOI.** TSSS is not responsible for any incomplete or incorrect Applications resulting from the issuance of an addendum or a Proponent's failure to update its Application in response to an addendum.

TSSS reserves the right to revise this EOI at any time up to deadline for addendums (see on TSSS' [EOI website](#)). When an addendum is issued, the date for submitting Applications may be revised by TSSS if, in its sole opinion, TSSS determines more time is necessary to enable Proponents to revise its Application.

8.7 Decisions are Final

By applying to this EOI, Proponents agree that any decisions of the Evaluation Committee and TSSS are final.

8.8 Incurred Costs

The City shall not be liable to any Proponent for any costs whatsoever incurred in the preparation, submission, or presentation of any Application, follow-ups, communication, or any other activity that may be requested as part of the evaluation process or the process for the negotiation or execution of an Operating Agreement with the City. The rejection or non-acceptance of any or all Applications shall not render the City liable for any costs or damages to any Proponent.

8.9 Post-Application Adjustments and Withdrawal of Responses

Medallia **does not allow Proponents to edit their Application** once it has been submitted. If a Proponent determines the need to edit their Application after submitting and **before** the submission deadline, they must create and resubmit a new Application in its entirety. In this case, the Proponent may contact TSSS via email to tsssEOI@toronto.ca to first assess if this is the best course of action.

If a Proponent submits multiple Applications, TSSS will only consider the most recent Application by default, unless the Proponent informs TSSS in writing via email to tsssEOI@toronto.ca to consider one of the other Applications instead of the most recent Application.

A Proponent may withdraw its Application prior to the Application Deadline by notifying TSSS in writing via email to tsssEOI@toronto.ca. A Proponent who has withdrawn an Application may submit a new Application in accordance with the terms of the EOI.

8.10 Conflicts of Interest

Proponents must disclose to TSSS any potential conflict of interest as part of its Application. If such a conflict of interest exists, TSSS may, at its discretion, refuse to consider the Application.

The Proponent must also disclose whether it is aware of any City employee, City Council councillor, board member, or employee of a City organization or commission, having a financial interest in the Proponent and the nature of that interest. If such an interest exists or arises during the evaluation process, TSSS may, at its discretion, refuse to consider the Application or withhold the selection of the Proponent until the matter is resolved to TSSS' satisfaction.