

**Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the
Provinces of Newfoundland and Labrador, New Brunswick and Prince Edward Island**
WorkplaceNL
2021-07-T

WorkplaceNL

Health | Safety | Compensation



Tender: 2021-07-T

**Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the
Provinces of Newfoundland and Labrador, New Brunswick and Prince Edward Island**

Issue Date: November 16, 2021

Tender Closing Date: December 7, 2021 before 2:00pm (NL Time)

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfoundland and Labrador, New Brunswick and Prince Edward Island

SECTION 1 – SCOPE OF WORK AND SPECIFICATIONS

1.1 INTENT

The Workplace Health, Safety and Compensation Commission (WorkplaceNL) WorkSafeNB and Worker's Compensation Board of Prince Edward Island (WCB PEI) invite submissions on the Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for a two (2) year period commencing January 1, 2022 to December 31, 2023, with an option to extend for an additional one (1) year until December 31, 2024 on the same terms and conditions. Should WorkplaceNL, WorkSafeNB and WCB PEI identify needs or if conditions change during the initial term of the Agreement, the said needs and/or conditions may be addressed in an Extension Agreement but pricing for the Services herein will remain firm.

WorkplaceNL, WorkSafeNB and WCB of PEI (herein after referred to as the respective board(s)) reserve the right to contract with one provider of services for all regions or to contract with separate providers, as required, to provide the required regional services.

1.2 OVERVIEW

WorkplaceNL, WorkSafeNB and WCB PEI provide services to employers, injured workers and their dependents, and the public through the administration of NL's **Workplace Health, Safety and Compensation Act** (the **Act**), NB's **Workers' Compensation Act** and PEI's **Workers Compensation Act**. These services include promoting workplace health and safety in order to prevent and reduce workplace injuries and occupational disease. WorkplaceNL, WorkSafeNB and WCB PEI also work to ensure injured workers receive the best care possible and the benefits to which they are entitled; and facilitate recovery and return-to-work in an early and safe manner. In addition, WorkplaceNL, WorkSafeNB and WCB PEI administer an employer classification and assessment system, and must ensure adequate funding for services through sound financial management.

WorkplaceNL, WorkSafeNB and Workers Compensation Board of Prince Edward Island are employer-funded, no fault, work-injury insurance systems that promote safe and healthy workplaces, provide necessary health care, return-to-work programs and benefits based on reasonable assessment rates to injured workers and their dependents. The respective boards(s) continue to focus on the prevention of injuries in the workplace as the first line of defense. The respective board(s)' efforts to educate workers and employers in health and safety awareness are contributing to safer workplaces and reduced injuries.

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfound and Labrador, New Brunswick and Prince Edward Island

The respective board(s)' estimated totals of Hearing Aids purchased over the past three (3) years is summarized below however, no guarantee of volume is made with the award of this tender based on the historical data. The quantity of Hearing Aids purchased by the respective boards in 2020 may have been affected by Covid-19 restrictions.

Year	WorkplaceNL	WorkSafeNB	WCB PEI
2018	1689	3685	234
2019	2040	2342	239
2020	1514	1963	241

The identification of the Hearing Aid or Associated Device will be determined by the needs of the Injured Worker established through the fitting process by a respective board-approved Hearing Aid Provider.

Hearing Aids approved by the respective board(s) up to a maximum of \$600.00 per aid will be added to the Standing Offer List. Hearing Aids >\$600.00 per aid may be approved and added to the Exception List where the individual merits of the claim, as approved by the respective board, warrant a hearing aid(s) with additional features.

The Hearing Aid Provider will place the order directly with the Manufacturer for the Hearing Aid or Associated Device that best suits the needs of the Injured Worker. Approval to purchase will be issued by the respective board. The Hearing Aid Provider will ensure that the Manufacturer is aware that the Hearing Aid or Associated Device is for an approved hearing loss claim covered by WorkplaceNL, WorkSafeNB or WCB PEI. Invoicing for the Hearing Aid or Associated Device will be directly from the Manufacturer to the Hearing Aid Provider as per the tender award price. The Manufacturer must honor all warranties, terms and conditions of the tender through the approved Hearing Aid Provider for the life of the Hearing Aid or Associated Device.

1.3 SPECIFICATIONS

Provide a price on Appendix "B" for each of the following Hearing Aids you supply by specific model, style, and options available. Manufacturer's specifications that define the technical data, features and fitting ranges of the device, must accompany the submission.

1.3.1 Hearing Aids

- Behind the Ear
- Behind the Ear Mini
- Completely in the Canal
- Half Shell
- In the Canal

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfoundland and Labrador, New Brunswick and Prince Edward Island

- In the Ear
- Invisible in the Canal
- Microphone in Helix
- Mini in the Canal
- Power Aid Behind the Ear
- Receiver in the Canal
- Other (specify) _____

1.3.2 Provide the price and all optimum features and accessories that differentiate/add value that are included for each Hearing Aid on Appendix “B”. These should include such things as;

- comfortable fit
- ability to manipulate the hearing aid (insertion, controls, etc.)
- minimization of the occlusion effect
- minimization of feedback

Manufacturer’s specifications must accompany the submission. Include any research/white papers that demonstrate how the hearing aids’ features help provide benefit in communication and/or understanding speech in real world situations, outside the laboratory.

1.3.3 Provide the price and any external audio source accessories and/or supplies that are included with each model for binaural and monaural orders on Appendix “B”. Manufacturer’s specifications must accompany the submission.

1.3.4 Provide prices and any additional features available for each model on Appendix “B”. Manufacturer’s specifications must accompany the submission.

1.3.5 Provide prices, warranty information and shipping charge information, if any, for out of warranty items on Appendix “B” or miscellaneous items available for use with products listed in 1.3.1 such as;

- Tubing
- Battery Doors
- Receiver domes
- Ear Hooks
- Wax guards
- Other (specify) _____

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfound and Labrador, New Brunswick and Prince Edward Island

- 1.3.6** Each initial purchase of a Hearing Aid must include the following. Please identify compliance on Appendix “B”:
- Four (4) battery cells per hearing aid with manufacturer(s) of batteries compatible with hearing aids identified
 - Cleaning kit
 - Owner’s manual
 - Carry/Storage case
 - 12 wax guards (for applicable hearing aids)
 - Receiver (for applicable hearing aids)
- 1.3.7** Products must be available for Injured Workers through all respective board-approved Hearing Aid Providers.
- 1.3.8** Each Hearing Aid must have a unique serial number which is to be recorded on the invoice.
- 1.3.9** Manufacturers must provide all respective board-approved Hearing Aid Providers with the necessary fitting equipment, software, training and technical support to enable hearing aid services to be provided for the Manufacturer’s Hearing Aids and Associated Devices in all geographic locations in Newfoundland and Labrador, New Brunswick and Prince Edward Island;

or

The Manufacturer must demonstrate how, for the term of the contract, all injured workers fitted with their specific brand of Hearing Aids and Associated Devices will have access to full hearing aid services in all geographic regions of Newfoundland and Labrador, New Brunswick and Prince Edward Island for the life of the hearing aid.

1.3.10 Warranty/Service

The Manufacturer warrants that all items supplied are new and in compliance with the Manufacturer’s specifications.

The Manufacturer shall guarantee new Hearing Aids and accessories against defective material, workmanship and performance for a minimum period of twenty-four (24) months from the date of invoice at no additional cost to the respective board(s).

The Manufacturer shall furnish, without cost to the respective board(s), replacement of all parts and materials which are found to be defective during the warranty period, including recasing/reshelling for reasons of defect, damage, or unsatisfactory fit as a result of manufacturing irregularities.

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfound and Labrador, New Brunswick and Prince Edward Island

All freight, insurance, handling, risk of loss/damage for hearing aids and associated devices to and from approved Hearing Aid Providers will be responsibility of the Manufacturer.

The Manufacturer must maintain repair services and replacement parts for all hearing aids and associated devices listed on Appendix "B" and any hearing aids or associated devices approved by the respective board(s) during the life of the contract for five (5) years from the date of invoice. Repairs, repairs/reshells and repair/remakes are the expectation during this five (5) year period rather than early replacement recommendations.

The Manufacturer shall provide a minimum twelve (12) month warranty which shall apply to accessories, repairs, reshells, remakes, repair/reshells, repair/remakes on out of warranty hearing aids or associated devices.

In the event of loss of a hearing aid by the injured worker within the warranty period, the hearing aid must be replaced at no cost. The replacement must be pre-approved by the respective board.

Repaired items will be delivered to the Hearing Aid Provider within ten (10) business days after receipt by the Manufacturer, unless the Hearing Aid Provider has been notified of a delay.

1.3.11 Specify turnaround times for hearing aids and accessory repairs for devices that are within the warranty period and for devices outside the warranty period on Appendix "B".

1.3.12 Specify costs of all types of hearing aid shell remake and repairs in Appendix "B".

1.3.13 Identify the Manufacturer's average national repair rate on Appendix "B". If a hearing aid or associated device exhibits greater than the Manufacturer's average national repair rate during the warranty period, the hearing aid or associated device will be removed from the list of approved hearing aids and associated devices. Notification of such removal will be made, in consultation with WorkSafeNB and WCB PEI, directly by WorkplaceNL to the Manufacturer and the respective board-approved Hearing Aid Providers.

1.3.14 Returns

Return policy for credit must be a minimum of ninety (90) days from the date of fitting.

All hearing aids and associated devices provided to injured workers must include a trial period of ninety (90) days, which begins upon receipt of the product by the injured worker. If, within the trial period, the Hearing Aid Provider determines the product is inadequate

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfoundland and Labrador, New Brunswick and Prince Edward Island

or that modifications are required, the product will be returned for credit or for modification at no charge.

1.3.15 Product information

Clinical information, specifications and brochures must be supplied with all products included in the tender bid and with any hearing aids or associated devices submitted directly to WorkplaceNL for consideration during the life of the contract. Products submitted without the supporting specifications will not be reviewed or approved.

As a result of new product approval during the life of the contract, existing hearing aids on the Standing Offer List may be removed from the list if, in the opinion of the respective board(s), the new product offers better value.

1.3.15.1 New technology may be approved and added to the Standing Offer List throughout the term of the contract in the following circumstances;

- If a product is discontinued and replaced by a new product, at the same or lower price;

or

- If the new product meets the needs of the respective board(s) at the time of introduction.

1.3.15.2 The following steps must be taken immediately by the Manufacturer if any product supplied to an injured worker is removed or recalled by the Manufacturer, a regulatory or official agency:

- Notify the Manager of Purchasing or designate at WorkplaceNL in writing
- Provide a copy of the notification which includes, but shall not be limited to:
 - Complete item description and identification, order number and serial number(s)
 - Reasons for product recall/discontinuation
 - Instructions provided for the injured worker on how to return the product for corrective action or credit

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfound and Labrador, New Brunswick and Prince Edward Island

- Zero (0) cost replacement with a comparable hearing aid, if outside the original warranty period but within the five (5) year period considered the useful life of the hearing aid by the respective board(s).

- 1.3.15.3** All hearing aids and associated devices must be CSA approved, where applicable.
- 1.3.15.4** All hearing aids and associated devices must meet ANSI standards.
- 1.3.15.5** All hearing Aids and associated devices must be ISO 13485 certified.
- 1.3.15.6** All hearing aids, associated devices and supplies must be available for purchase and repair through all respective board-approved Hearing Aid Providers.

1.3.16 Quality of Goods

Unless otherwise stated in the Tender, all material included in the Bid must be new, first quality goods.

The Manufacturer warrants that there are no patents, trademarks or other rights restricting the use, repair or replacement of the goods or services furnished or any part thereof. The Manufacturer agrees to indemnify and save harmless WorkplaceNL, WorkSafeNB and WCB PEI from and against all claims filed or prosecuted in any manner because of such use, repair or replacement of the goods or services being a violation of any patent, trademark, or other right.

1.3.17 Operation Manual and Warranty

Where applicable, the end user must be provided with complete operation manuals, warranty registration forms, user licenses/authentications and/or other associated documentation normally provided by the Manufacturer, reseller, installer and/or consultants.

SECTION 2 – INSTRUCTIONS TO BIDDERS

2.1 QUALIFICATIONS AND EXPERIENCE

The successful Bidder must possess the necessary knowledge, skill and experience to supply the hearing aids and associated devices and must meet the following mandatory criteria:

- The successful Bidder must have a proven record of providing the goods and services tendered with a minimum of five (5) years' experience.

2.2 ELECTRONIC COPY OF DOCUMENT

2.2.1 WorkplaceNL reserves the right to modify the terms of the Tender by issuance of addenda at any time prior to the Tender Closing Date. It is the responsibility of the Bidder to monitor WorkplaceNL's website (<http://www.workplaceni.ca>) or the Tender posting at www.merx.com for any addendum to the Tender issued up to and including the Tender Closing Date.

2.2.2 It is the Bidder's responsibility to ensure that they have received a complete set of documents. By submitting a Bid, the Bidder verifies that they have received a complete set of Tender documents including any and all addenda. All terms, conditions, and/or specifications stated or referenced in the Tender are assumed to be accepted by the Bidder and incorporated in the Bid.

2.2.3 Bidders who have obtained the Tender electronically must not alter any portion of the document, with the exception of applying any addendum issued by WorkplaceNL.

2.3 QUESTIONS AND CLARIFICATION

2.3.1 All questions related to this Tender must be directed in writing by email to purchasing@workplaceni.ca or through the Tender posting on www.merx.com and received by WorkplaceNL before 4:00 PM Newfoundland Time on November 29, 2021.

2.3.2 All questions should include the Bidder's name and address, contact person's name, telephone number, and email address, and the reference to the specific section and page number of the Tender in question. All email questions must include the Tender number and title in the email subject line.

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfound and Labrador, New Brunswick and Prince Edward Island

2.3.3 To the extent that the respective board(s) considers that the answer to the question may assist in the preparation of the Bid, WorkplaceNL will post an addendum on its website and through the Tender posting on www.merx.com and WorkSafeNB will subsequently post the same addendum in both official languages on NBON, which will be part of the Tender. The respective board(s), exclusively through WorkplaceNL, may not answer a question where the respective board(s) considers the information requested is not required to prepare a Bid, or where the answer to the question posed may be found in the Tender. No responses shall be binding upon WorkplaceNL unless made in writing. Information obtained from any other source is not official and may be inaccurate and it is not binding.

2.4 CONFIDENTIALITY AND OWNERSHIP OF INFORMATION

2.4.1 Information pertaining to the respective board(s) obtained by the Bidder as a result of participation in this Tender and/or negotiations with the respective board(s), if any, is confidential and shall not be disclosed without prior written authorization from the respective board(s).

2.4.2 The Tender and any supplementary document or portion thereof is proprietary information, and must not be used by the Bidder without the permission of the respective board(s), other than for the submission of Bids.

2.4.3 All Bids submitted become the property of the respective board(s). By submitting a Bid, the Bidder hereby grants the respective board(s) a license to distribute, copy, print, or translate the Bid for the purposes of the Tender. Any attempt to limit the respective board(s)' right in this area may result in rejection of the Bid.

2.4.4 The procurement process is subject to the **Access to Information and Protection of Privacy Act, 2015**, SNL 2015 c. A-1.2, as amended (**ATIPPA**). The Bidder's Bid package may be subject to disclosure under the **ATIPPA**. By submitting a Bid, the Bidder agrees to the appropriate disclosure of the information supplied, subject to the provisions of the governing law. The respective board(s) cannot guarantee the confidentiality of the content of any Bid after the Tender Closing Date. The respective board(s) shall not be liable to any Bidder for any claim, direct or indirect, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever incurred by the Bidder as a result of disclosure pursuant to the **ATIPPA**.

2.4.5 By submitting a bid, the Bidder agrees that it has identified any specific information in its bid that may qualify for an exemption from disclosure under subsection 39(1) of the **ATIPPA**. If no specific information has been identified it is assumed that, in the opinion

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfoundland and Labrador, New Brunswick and Prince Edward Island

of the Bidder, there is no specific information that qualifies for an exemption under subsection 39(1) of the **ATIPPA** and information may be released without further notice.

2.4.6 The financial value of a contract resulting from this procurement process will be publicly released as part of the award notification process.

2.5 NO CLAIMS BY BIDDER

2.5.1 By participating in the process outlined in this Tender document, the Bidder consents to the procedures as described in this Tender.

2.5.2 By submitting a bid, each Bidder irrevocably waives any claim, action or proceeding against the respective board(s), including without limitation any judicial review or injunction application, or against any of the respective board(s)' employees, advisors or representatives for damages, expenses or costs including costs of bid preparation, loss of profits, loss of opportunity or any consequential loss for any reason including: any actual or alleged unfairness on the part of the respective board(s) at any stage of the procurement process; if the respective board(s) does not award or execute a contract; or if the respective board(s) is subsequently determined to have accepted a noncompliant bid or otherwise breached or fundamentally breached the terms of this procurement.

2.6 CONFLICT OF INTEREST

2.6.1 For the purposes of this Tender, the term "conflict of interest" includes, but is not limited to, any situation or circumstance where:

- In relation to the Tender process, the Bidder 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 the respective board(s) in the preparation of its response that is not available to other Bidders;
 - (ii) having been involved in the development of the Tender, including having provided advice or assistance in the development of the Tender;
 - (iii) receiving advice or assistance in the preparation of its response from any individual or entity that was involved in the development of the Tender;
 - (iv) communicating with any person with a view to influencing preferred treatment in the Tender process (including but not limited to the lobbying of decision makers involved in the Tender process); or

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfound and Labrador, New Brunswick and Prince Edward Island

- (v) engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive Tender process or render that process non-competitive or unfair;
- in relation to the performance of its contractual obligations under an agreement for services, the Bidder'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.

2.6.2 The Bidder, its employees, officers, associates and/or approved sub-contractors shall not and will not have any conflict of interest (actual or potential) in submitting its Bid or, if selected, in providing services under the agreement. Where applicable, the Bidder must declare in its Bid any situation that may be a conflict of interest in submitting its Bid or, if selected, with the contractual obligations under the agreement.

2.6.3 If, at the sole and absolute discretion of the respective board(s), the Bidder, its employees, officers, associates and/or approved sub-contractors is found by the respective board(s) to be in an actual or perceived conflict of interest either during the Tender or after award of the contract, the respective board(s) may, in addition to any other remedies available at law or in equity, disqualify the Bid submitted by the Bidder or terminate the agreement.

2.6.4 Sub-contracting to any firm or individual whose current or past corporate or other interests may, in the respective board(s)' opinion, give rise to an actual or perceived conflict of interest in connection with this Tender will not be permitted. This includes, but is not limited to, any firm or individual involved in the preparation of the Tender.

2.7 AGREEMENT

2.7.1 The successful Bidder shall comply with the WorkplaceNL Standard Terms and Conditions attached hereto. To be eligible to provide services to the respective board(s), the successful Bidder shall initial all 5 pages of the WorkplaceNL Standard Terms and Conditions within the time frame established by the respective board(s).

2.7.2 Any awards made pursuant to this Tender process are subject to receipt by WorkplaceNL of the initialed WorkplaceNL Standard Terms and Conditions.

2.7.3 Claims made by the Bidder in the Bid will constitute Contractual warranties.

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfoundland and Labrador, New Brunswick and Prince Edward Island

2.8 TENDER CLOSING

2.8.1 Bids must be received in their entirety before 2:00 p.m. Newfoundland Time on December 7, 2021 (“Tender Closing Date”). Bids, or any portion thereof, received after the Tender Closing Date will not be accepted.

2.8.2 Bidders are solely responsible to ensure receipt of their Bid by WorkplaceNL in its entirety, in the manner and time prescribed. Bidders must submit their Bid via www.merx.com (see Appendix “C” – Electronic Bid Submission Instructions). Hard copy paper bids or bids submitted by facsimile or email will not be accepted.

2.8.3 Estimated Timeframes

The following timetable outlines the schedule for this tender process.

DESCRIPTION	DATE	
Tender issue date	November 16, 2021	
Deadline for questions	November 29, 2021	
Tender submission to be received by	December 7, 2021	
Date of award (tentative)	December 20, 2021	
Start date	January 1, 2022	

2.9 BID INSTRUCTIONS

Language Submission:

Bidders may submit their Bid response in either official language, French or English. Bidders are advised that their bids may be translated for evaluation purposes and subsequent response. The Bidder agrees that it will accept the respective board(s)’ translation as equal to their original bid.

2.9.1 The Bidder must submit the Bid and related documentation, including Appendix “A”, Check List.

2.9.2 The Bidder must submit the attached Appendix “B”, Bid Form, which must be signed by the Bidder or an authorized representative of the Bidder. If the Bidder is a corporation, the Bid must be signed by the authorized signing officer of the corporation.

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfound and Labrador, New Brunswick and Prince Edward Island

- 2.9.3** It is essential that the Bid is complete and thoroughly addresses each requirement identified in the Tender, as incomplete Bids may be declared “non-responsive”. Bids that are improperly signed, conditional, illegible, obscure, or contain arithmetical errors, erasures, alterations, or irregularities of any kind may be considered invalid.
- 2.9.4** The Bid must include a written statement of the company history, including, but not limited to, the length of time in business, and the length of time manufacturing hearing aids and associated devices AND/OR a written statement outlining the knowledge, skills and experience of the Bidder and describing how the Bidder meets the mandatory criteria listed in paragraph 2.1.
- 2.9.5** The Bid shall be accompanied by a list with a minimum of three (3) client references with appropriate contact information who can provide evidence of previous experience providing similar services with comparable scope and tender value. This list shall include the name of a contact person for reference purposes. References may be contacted as part of the review process. The list of references should exclude any potential references from the respective board(s).
- 2.9.6** The Bidder must describe the duration, type (e.g. on site, depot, ship-in or carry-in) and terms of the manufacturer’s warranty on all goods. If the Bidder provides any additional/supplementary warranty coverage, the Bidder must describe this as well.
- 2.9.7** If warranties can be upgraded or extended, the Bidder must identify the upgrade costs separately. Do not include warranty upgrade or extension costs in the Bid price unless the Tender specifically states that the upgrade is a mandatory requirement.
- 2.9.8** The Bidder must acknowledge that they have read and understood any and all addenda in both the Appendix “A”, Check List and the Appendix “B”, Bid Form.
- 2.9.9** Shipping, cartage, lading, insurance and handling charges must be included in the total price. If these charges have not been stated specifically, it will be assumed that they have been included in the Bid price.
- 2.9.10** By submitting a Bid, the Bidder guarantees that, unless the Tender specifies otherwise, all components required to make the required equipment or system operable or to deliver the required services have been included in the Bid, or will be provided at no additional charge to the respective board(s).
- 2.9.11** While the respective board(s) has tried to ensure the accuracy of the Tender, it is not guaranteed or warranted by the respective board(s) to be accurate, nor is it necessarily comprehensive or exhaustive. The respective board(s) will assume that all Bidders have resolved any questions they might have about the Tender and have informed themselves

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfound and Labrador, New Brunswick and Prince Edward Island

as to the existing conditions and limitations, site restrictions, etc. before submitting their Bids. Nothing in the invitation is intended to relieve Bidders from forming their own opinions and conclusions with respect to the matters addressed in the Tender.

- 2.9.12** Any error in the Bid is the responsibility of the Bidder. Submitted Bids may be amended prior to the Tender Closing Date by submitting a complete new Bid clearly indicating it replaces the previously submitted Bid. Any such new Bid is subject to the requirements as outlined herein. The said new Bid replaces any other Bids previously submitted by the Bidder, and only the last of any new Bids received will be accepted.
- 2.9.13** Any Bid received in response to a Tender may be withdrawn by written request to Manager of Purchasing at purchasing@workplacnl.ca, but cannot be withdrawn, altered or changed in any way after the Tender Closing Date. All requests for withdrawal, amendment or submission of a replacement Bid must be submitted in writing on company letterhead or equivalent, and be signed by the Bidder, an authorized representative of the Bidder or, if a corporation, an authorized signing officer of the corporation.

2.10 BID EVALUATION

- 2.10.1** Tender evaluation and award of contract will be done in accordance with the **Public Procurement Act**, SNL 2016, c. P-41.001, as amended, and Workplace's procedures.
- 2.10.2** Tenders will be opened publicly immediately following the Tender closing in accordance with the Public Procurement Regulations, as amended. The names of all Bidders will be provided at public opening. Bidders may email purchasing@workplacnl.ca to request a WebEx meeting invite to attend the public opening. Bidders must include their name, email address, and tender number in the request. Meeting requests must be received by WorkplaceNL before 4:00 p.m. Newfoundland Time on December 3, 2021.
- 2.10.3** WorkplaceNL reserves the right to non-disclosure of pricing submitted by Bidders during the public opening. All Bidders will be notified electronically of the Bidder names and Bid prices within two (2) business days of the public opening. This information is for reference purposes only, and a full Bid evaluation will be conducted to determine the preferred supplier.
- 2.10.4** The Bid shall remain open for acceptance and is irrevocable for a period of ninety (120) days after the Tender closing date.
- 2.10.5** The respective board(s) reserves the right to waive any minor irregularity or noncompliance where such irregularity or non-compliance is not of a material nature in its sole and absolute discretion. Such minor irregularity or non-compliance will be

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfoundland and Labrador, New Brunswick and Prince Edward Island

deemed substantial compliance and capable of acceptance. The respective board(s) will be the sole judge of whether a Bid is accepted or rejected.

- 2.10.6** The respective board(s), in its sole discretion, reserves the right to cancel the Tender without award. The respective board(s) reserves the right to accept or reject any or all Bids in whole or in part. The respective board(s) is not bound to accept the lowest or any Bid.
- 2.10.7** The Bidder may be required to demonstrate financial stability, authorization to provide the good/services being acquired, and/or regulatory agency approval, licensing or registration as needed, or otherwise clarify Bidder's capability to satisfy the Tender requirements.
- 2.10.8** The respective board(s) reserves the right to reject Bids from any Bidder that it feels is incapable of providing the necessary labour, materials, equipment, financing or management resources to perform the work or supply the goods in a satisfactory and timely manner.
- 2.10.9** The respective board(s), in its sole discretion, may assess the Bidders' experience and/or ability to provide the goods and/or services required and described in this Tender by checking the Bidders' references. A contract will not be awarded to any Bidder whose references, in the opinion of the respective board(s), are found to be unsatisfactory. The respective board(s) reserves the right to obtain references from sources other than those provided in the Bid. The respective board(s) reserves the sole discretion to determine whether the Bidder and its professional staff have the appropriate qualifications.
- 2.10.11** The respective board(s) reserves the right to disqualify any Bidder if the Bidder has either breached an agreement and/or failed to provide satisfactory service and/or deliveries under any prior agreement with the respective board(s), in the sole opinion of the respective board(s).
- 2.10.12** The respective board(s) reserves the right to determine equivalency, and may require demonstrator or sample items in order to be able to evaluate the items proposed. The respective board(s) will be the sole judge of equivalence.
- 2.10.13** Where applicable, all equipment must be certified by the appropriate regulatory agencies and/or must be approved by the appropriate Provincial agency.
- 2.10.14** Upon acceptance by the respective board(s), a written Bid acceptance will be forwarded to the successful Bidder.

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfoundland and Labrador, New Brunswick and Prince Edward Island

SECTION 3: GENERAL

- 3.1** The successful Bidder shall be licensed and authorized to carry on business in compliance with the laws of the Province in which their business is located prior to commencement of the Contract.

- 3.2** The successful Bidder(s) must comply with the respective board(s)' workers compensation legislation as set out below or with the respective board(s) of the province in which the business is located. Prior to commencing performance of the Contract, the successful Bidder must be in good standing and remain in good standing with their respective Workers Compensation Board for the term of the Contract. The successful Bidder authorizes WorkplaceNL to obtain confirmation of good standing.

WorkplaceNL	WorkSafeNB	WCB PEI
<i>Workplace Health, Safety and Compensation Act</i> R.S.N.L. 1990, c. W-11, as amended and the Regulations thereto, as amended	Worker's Compensation Act, R.S.N.B. 1973, c. W-13	Worker's Compensation Act, R.S.P.E.I. 1988, Cap. W-7.1, as amended and the Regulations there to, as amended

- 3.3** This Tender, all Bids, and any agreement will be construed and interpreted in accordance with the laws of the Province of Newfoundland and Labrador, New Brunswick and Prince Edward Island.

- 3.4** The Bidder shall not use the name or logo of the respective board(s) or make reference to this Tender in any advertising copy or other promotional materials or messages without the respective board(s)' prior written consent.

- 3.5** WorkplaceNL, WorkSafeNB and WCB PEI reserve the right to tender any services by invited tender or public tender, as deemed necessary.

STANDARD TERMS AND CONDITIONS

1. Agreement - This Agreement includes the following documents and any conflict between the documents shall be resolved by giving priority to the documents in the order as they appear:

- (a) executed agreement between WorkplaceNL, WorkSafeNB and WCB PEI and the Contractor to which this document is appended (if applicable);
- (b) WorkplaceNL Confidentiality Schedule (if applicable);
- (c) WorkplaceNL Standard Terms and Conditions;
- (d) Declaration(s) of Confidentiality/Conflict of Interest;
- (e) procurement documents (including purchase orders) issued by WorkplaceNL; and
- (f) Contractor's bid, proposal or quote.

This Agreement constitutes the whole agreement of the parties relative to the purchase of Services from the Contractor by WorkplaceNL, WorkSafeNB or WCB PEI and supersedes all prior negotiations, representations, or agreements, either written or oral. All references to WorkplaceNL hereinafter refer also to WorkSafeNB and WCB PEI. All references to legislation in the province of Newfoundland and Labrador incorporate the equivalent legislation in the provinces of New Brunswick and Prince Edward Island.

2. Services – Services means all goods, materials and/or services required under this Agreement.

The Contractor shall provide the Services. WorkplaceNL is responsible for the evaluation of the scope and suitability of the Services provided by the Contractor.

3. Independent Contractor Status - The Contractor is an independent contractor as to all Services. Neither the Contractor, its employees, officers, associates nor approved sub-contractors, if any, are to be construed as constituting employees, agents, or representatives of WorkplaceNL. As an independent contractor, the Contractor assumes all legal and contractual obligations arising out of the performance of the Services.

The Contractor shall not enter into any contract or commitment in the name of or on behalf of WorkplaceNL, or bind WorkplaceNL in any respect or make statements or representations of any kind or take any other actions that would be binding on WorkplaceNL except as specifically provided in this Agreement.

The Contractor shall be fully responsible for any and all employee benefits to be provided to the Contractor's employees. Neither the Contractor nor its employees, officers, associates or approved sub-contractors shall be entitled to participate in or receive any benefits whatsoever from WorkplaceNL as a result of performing Services. The Contractor is solely responsible for deducting the appropriate withholdings from the Contractor and its employees' pay cheques and for the remittance of such withholdings to the appropriate regulatory body as required by law.

Prior to commencing provision of Services the Contractor shall provide to WorkplaceNL a list of employees, officers, associates and approved sub-contractors assigned to perform the Services including their job titles and qualifications for the provision of Services. The employees, officers, associates and sub-contractors assigned to perform Services shall not change except with prior written consent of WorkplaceNL.

WorkplaceNL may, in its sole discretion, request that any employee, officer, associate or approved sub-contractor of the Contractor be prohibited from the performance of Service and/or from access to any files and/or to WorkplaceNL's premises, and the Contractor shall immediately comply with this request. The Contractor hereby releases and forever discharges and holds harmless WorkplaceNL from any costs, claims, losses, and damages of any kind whatsoever based on negligence, defamation, wrongful discharge/dismissal or otherwise which the Contractor may suffer, sustain, pay or incur as a result of any actions under this paragraph and will indemnify, defend and hold harmless WorkplaceNL against any third party claims based on actions hereunder.

4. Sub-Contractor - Without the prior written consent of WorkplaceNL, the Contractor shall not sub-contract any part of the Services, assign or transfer any interest, or delegate any responsibility arising out of this Agreement, to anyone other than the approved employees, officers, associates, or sub-contractors of the Contractor in accordance with the provisions of this Agreement. Prior to approval of a sub-contractor, the Contractor must establish to the satisfaction of WorkplaceNL, that the sub-contractor also meets the requirements of this Agreement.

5. Payment - Provided the Contractor has complied with all terms, conditions and provisions of this Agreement, WorkplaceNL shall make payments to the Contractor of those fees as set forth in this Agreement, following appropriate invoicing by the Contractor. WorkplaceNL shall not be liable to the Contractor for any other costs or expenses, unless such costs or expenses are approved in advance and in writing by WorkplaceNL, or are specifically set out in this Agreement. The Contractor shall submit expense claims in a format acceptable to WorkplaceNL.

WorkplaceNL shall effect payment of invoices within thirty (30) days of receipt of an acceptable invoice by WorkplaceNL provided that the amounts so billed are correct and properly payable under this Agreement. All invoices shall include the Contractor's registration number for Harmonized Sales Tax (HST) and shall separately identify the amounts of such tax. Payment of invoices may be delayed through failure of the Contractor to identify the registration number and the amount of HST. The Contractor shall maintain records sufficient to verify invoices submitted to WorkplaceNL and WorkplaceNL shall not be responsible for reconciliation and/or review of incorrect bookkeeping by the Contractor.

WorkplaceNL will not pay interest on late or overdue accounts.

Payment for Services shall be made by direct deposit. The Contractor shall supply the necessary banking information to WorkplaceNL within seven (7) working days of awarding the contract.

Purchase orders and notices of payments will be forwarded to the Contractor from WorkplaceNL. The Contractor shall supply facsimile information to WorkplaceNL within seven (7) working days of awarding the contract.

Services which have been performed prior to the issuance of a purchase order shall not be invoiced to WorkplaceNL. Only Services rendered within the date range delineated on the purchase order will be paid by WorkplaceNL.

The Contractor shall only submit an invoice for payment once. If the Contractor has not received payment for an invoice, the Contractor may contact the Accounts Payable Department of WorkplaceNL but it shall not resubmit the invoice unless expressly requested by WorkplaceNL. If the Contractor sends a Statement of Account, it shall be clearly marked "Statement of Account" at the top of the page.

6. Set-Off - At its sole option and without notice to the Contractor, WorkplaceNL shall have the right to set-off any amount due to WorkplaceNL by the Contractor under this Agreement or otherwise against any amount due and owing by WorkplaceNL to the Contractor under this Agreement.

7. Non-exclusive - This Agreement does not create an exclusive relationship between the Contractor and WorkplaceNL. WorkplaceNL may also, at any time retain other contractors to perform work in relation to the Services or any changes or additions to such Services. The Contractor is free to, and it is anticipated that the Contractor will, engage with other clientele in addition to its engagement herein with WorkplaceNL.

8. Conflict of Interest – The Contractor shall not provide Services if the Contractor is in a conflict of interest. The Contractor shall not permit any actual, possible or perceived conflict of interest between the interest of WorkplaceNL and/or its clients and the interest of the Contractor. The Contractor shall immediately disclose any such conflict of interest to WorkplaceNL in writing. WorkplaceNL shall, in its sole discretion, determine

STANDARD TERMS AND CONDITIONS

if an actual, possible or perceived conflict of interest exists and determine the appropriate course of action to be taken by WorkplaceNL and/or the Contractor. WorkplaceNL's decision in this regard shall be final and conclusive.

The Contractor:

- (a) shall conduct all duties related to this Agreement with impartiality;
- (b) shall not influence, seek to influence, or otherwise take part in a decision of WorkplaceNL and/or WorkplaceNL's client, knowing that the decision might further its private interests;
- (c) shall not offer, solicit, receive or accept any communication, discount, allowance, payment, gift, or other benefit that is connected, directly or indirectly, with the performance of any Services, that causes, or would appear to cause, a conflict of interest; and
- (d) shall have no financial interest in the business of a third party that causes, or would appear to cause, a conflict of interest in connection with the performance of any Services.

9. Confidentiality - All data and information of or concerning WorkplaceNL, WorkplaceNL clients, or of third parties to whom WorkplaceNL owes a duty of confidence, obtained by the Contractor, its employees, officers, associates, and/or approved sub-contractors, is:

- (a) to be treated as confidential;
- (b) to be used only to supply or perform Services to WorkplaceNL pursuant to this Agreement;
- (c) not to be reproduced or disclosed to anyone other than WorkplaceNL personnel as required in the performance of this Agreement;
- (d) not to be removed from the offices of WorkplaceNL without prior written consent of WorkplaceNL;
- (e) to be delivered to WorkplaceNL without cost forthwith upon demand, including all copies and records of same; and
- (f) to be protected by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure, disposal, and disaster.

Nothing in the Agreement will prohibit or limit either Party's use or disclosure of information (including, but not limited to, ideas, concepts, knowledge, techniques, and methodologies) which is:

- (a) previously known to it without an obligation of confidence;
- (b) independently developed by or for it;
- (c) acquired by it from a third party which is not under an obligation of confidence with respect to such information; or
- (d) required by law. In the case of a disclosure required by law, the Contractor shall notify WorkplaceNL in writing prior to the disclosure to provide an opportunity to restrain the disclosure.

The Contractor will notify WorkplaceNL both verbally and in writing in the event of any unauthorized access to or disclosure of data or information.

The Contractor acknowledges that WorkplaceNL is bound by the terms of the **Workplace Health, Safety and Compensation Act**, RSNL 1990, c. W-11, as amended (the "Act"), the **Access to Information and Protection of Privacy Act**, 2015, SNL 2015, c. A-1.2, as amended ("ATIPPA"), the **Management of Information Act**, SNL 2005, c. M-1.01, as amended, the **Privacy Act**, RSNL 1990, c. P-22, as amended, and the **Personal Health Information Act**, SNL 2008, c. P-7.01, as amended, and agrees to abide strictly by the terms of these and any other applicable laws and professional standards respecting the collection, use and disclosure of data or information that the Contractor, its employees, officers, associates, and/or approved sub-contractors, could become exposed to directly or indirectly during the performance of Services. WorkplaceNL may be compelled to disclose data or information pursuant to **ATIPPA**.

The Contractor shall observe all requirements, standards and protocols of WorkplaceNL, relating to confidentiality, conflict of interest, and collection, storage, transfer, copying, modification, use, disclosure and disposition of information. The Contractor shall comply with the provisions of the attached "Declaration of Confidentiality/Conflict of Interest" and shall provide to WorkplaceNL executed copies of the said Declaration of

Confidentiality/Conflict of Interest by the Contractor and all of the Contractor's employees, officers, associates, and/or approved sub-contractors who will perform Services under the Agreement prior to the provision of Services.

Without limiting the generality of the foregoing, the Contractor acknowledges that WorkplaceNL shall have the right to obtain injunctive relief for violation of the terms of the clause. All those carrying out this Agreement on the Contractor's behalf are subject to this Agreement and may be liable to suit by WorkplaceNL for breaching this clause.

When deemed appropriate by WorkplaceNL, in its sole discretion, WorkplaceNL may also require the Contractor and its employees, officers, associates, and/or approved sub-contractors to comply with the WorkplaceNL Confidentiality Schedule. The Contractor must initial the WorkplaceNL Confidentiality Schedule which will form part and parcel of this Agreement.

10. Ownership of Information - All materials, data, designs, plans, drawings, specifications, research, reports, notes, estimates, summaries, calculations, surveys, papers, completed work, and work in progress and such other information and materials or parts thereof as are compiled, drawn and produced by the Contractor in performing the Services, including without limitation computer printouts and computer models and all copyrights thereto and all patents, trademarks and industrial designs arising therefrom are the sole and exclusive property of WorkplaceNL and the contents thereof are privileged and confidential. Nothing in the Agreement shall give the Contractor a right, however arising, to assert any lien, claim, demand, property right, remedy or security right of any kind over the information provided to the Contractor pursuant to the terms of the Agreement. The Contractor acknowledges that WorkplaceNL's right to this information shall at all times be paramount to any rights of the Contractor, at law or in equity, and that the Contractor's remedies against WorkplaceNL for WorkplaceNL's breaches under the Agreement do not include the right to deprive WorkplaceNL of access to WorkplaceNL's information in the Contractor's possession.

11. Access to Information - WorkplaceNL is subject to the **ATIPPA** and consequently the public has a right of access to WorkplaceNL's records. WorkplaceNL shall not be liable for any claims, costs, losses or damages experienced by the Contractor as a result of WorkplaceNL's release of information to another party pursuant to the provisions of **ATIPPA** or due to any other legal requirements.

12. Warranty and Liability - The Contractor represents, warrants and covenants that:

- (a) the information contained in its bid, proposal or quote is true and accurate;
- (b) all equipment supplied meets and is operated in accordance with the manufacturer's specifications and applicable regulatory requirements;
- (c) all Services provided are free from any defects in design, materials and workmanship, and that the Services fully comply with specifications and are suitable and fit for its intended purpose;
- (d) the supply of Services will not infringe any patent, trademark or copyright;
- (e) the Contractor provides good and clear title to the Services to WorkplaceNL;
- (f) the Contractor, its employees, officers, associates and approved sub-contractors have the necessary skills, expertise, materials and experience, are qualified in the safe work procedures and operations of equipment, and shall provide and perform the Services in accordance with the provisions of this Agreement;
- (g) the Contractor shall provide and perform the Services in accordance with all applicable law and professional standards, and in a skilful, safe, efficient and professional manner satisfactory to WorkplaceNL;
- (h) the Contractor, its employees, officers, associates and approved sub-contractors shall comply with all safety and security rules and workplace policies and procedures in effect from time to time while using or accessing WorkplaceNL's premises, assets, and/or resources;

STANDARD TERMS AND CONDITIONS

- (i) the Contractor, its employees, officers, associates, and/or approved sub-contractors will not commence work while under the influence of alcohol, marijuana or illegal drugs;
- (j) the Contractor, its employees, officers, associates, and/or approved sub-contractors shall comply with the **Occupational Health and Safety Act**, RSNL 1990, c. O-3, and the Regulations thereto, as amended; and
- (k) if the Contractor is carrying on an undertaking in the Province of Newfoundland and Labrador, the Contractor will during the term of this Agreement continue to be registered and authorized to carry on business in compliance with the laws of the Province of Newfoundland and Labrador.

The Contractor shall supply all labour, materials, and supervision to complete the Services in accordance with the Agreement. The Contractor shall obtain all permits and licences, pay such fees, and give all notices necessary for the lawful performance of the Services. Except as otherwise specifically stated in this Agreement, all facilities and equipment required for the provision of the Services shall be provided by the Contractor and shall remain the property and responsibility of the Contractor.

The Contractor is fully and solely responsible for the actions of the Contractor and its employees, officers, associates, and/or approved sub-contractors in performance of the Services and to ensure compliance with this Agreement. WorkplaceNL's approval of employees, officers, associates, or sub-contractors does not relieve the Contractor of the Contractor's responsibilities under this Agreement.

13. Indemnity - The Contractor shall indemnify and hold harmless WorkplaceNL from and against all claims, actions, losses, expenses, costs and direct damages of every nature and kind whatsoever which WorkplaceNL or its employees, officers, associates, or agents may suffer where the same are based upon or arise out of anything done or omitted to be done by the Contractor or its employees, officers, associates, and/or approved sub-contractors.

14. Insurance - The Contractor shall, at its own expense and without limiting its liability herein, insure its operations under a contract of General Liability Insurance, with an insurer licensed in Newfoundland and Labrador, in an amount not less than Two Million Dollars (\$2,000,000) per occurrence, with an annual general aggregate, if any, of not less than Four Million Dollars (\$4,000,000) for each of its locations, insuring against any and all bodily injury, personal injury and property damage including loss of use thereof. Such insurance shall include blanket contractual liability and shall be in effect for the duration of the Agreement and any extensions or renewals. The deductibles applicable to the insurance required shall not exceed Five Thousand Dollars (\$5,000) per occurrence.

Certificates of insurance shall be provided to WorkplaceNL prior to the provision of Services under this Agreement and within thirty (30) days of any insurance renewal. All insurance called for under this Agreement shall be endorsed to provide WorkplaceNL with thirty (30) days advance written notice of cancellation, failure to renew or material change (material defined as any change restricting or reducing required coverage). WorkplaceNL may, at any time, request certified true copies of the policies and they shall be provided within fourteen (14) working days of the request. All insurance called for under this Agreement shall be primary insurance and shall not require the pro rata sharing of any loss by WorkplaceNL or any insurer of WorkplaceNL.

15. Good Standing and Safety – If the Contractor is engaged in, about or in connection with an industry in the province of Newfoundland and Labrador under the **Act**, prior to commencing provision of Services and during the term of this Agreement, the Contractor and any approved sub-contractors must be registered as an employer or have independent operator coverage under the **Act**, must be in good standing with WorkplaceNL, and shall comply with the **Act** and the Regulations thereto, as amended. The Contractor authorizes WorkplaceNL to obtain confirmation of the same.

16. Performance Standards

Time is of the essence in the performance of the Agreement.

WorkplaceNL may notify the Contractor of any deficiencies, and in the event that the Contractor has failed to rectify the deficiencies within the time allocated by WorkplaceNL, WorkplaceNL may, at its discretion, obtain the Services, complete the work or rectify the deficiencies to its satisfaction and shall be entitled to deduct and set-off the costs of such work or rectification from any moneys due to the Contractor.

WorkplaceNL shall not be obligated to make any payments for Services rendered by the Contractor to remedy errors or omissions for which, in the reasonable opinion of WorkplaceNL, the Contractor is responsible.

17. Inspection – All Services are subject to final inspection and acceptance by WorkplaceNL. Services failing to conform to the specifications of this Agreement will be held at the Contractor's risk and may be returned to the Contractor. If so returned, all related costs are the responsibility of the Contractor. Services failing to conform to specifications of the Agreement may result in WorkplaceNL making adjustments to invoices.

18. Non-waiver – Mere acceptance of shipment of the Services specified and any inspection thereto by WorkplaceNL, shall not alter, limit or affect the obligations of the Contractor or the rights of WorkplaceNL herein or at law.

19. Title and Risk - Title to Services shall not pass to WorkplaceNL until delivered to a WorkplaceNL location and until such time shall be at the sole risk of the Contractor.

20. Canadian Standards Association (CSA) Approval – The Contractor shall ensure that all electrical, materials, hardware and assemblies supplied under the Agreement are fully CSA approved.

21. Workplace Hazardous Materials Information System (WHIMIS) – When dealing with materials designated as hazardous, the Contractor shall ensure all goods and materials are provided with appropriate labels and material safety data sheets where required by WHIMIS legislation.

22. Changes – WorkplaceNL, without invalidating the Agreement, may alter, add to or delete from the work, the Agreement sum being adjusted accordingly provided the Contractor has agreed to the same in writing. All such changes shall be governed by the conditions of the original Agreement. Any changes and unforeseen extras must be documented by change orders and approved by WorkplaceNL prior to proceeding. Supplementary invoices not supported by change orders will not be honored. The Contractor must notify WorkplaceNL of changes in the Contractor's policy or organization that affects its ability to meet its obligations outlined in the Agreement.

23. Termination - This Agreement may be terminated at any time by the mutual consent of the Parties.

WorkplaceNL may terminate this Agreement at any time, without cause, by giving thirty (30) calendar days written notice to the Contractor. WorkplaceNL shall not be subject to a claim for damages by the Contractor for any such termination.

WorkplaceNL may, in addition to and not in lieu of any other right or remedy available, at law or in equity, on the terms outlined in this paragraph terminate this Agreement at any time without notice, for cause and without compensation to the Contractor should:

- (a) the Contractor, its employees, officers, associates, and/or approved sub-contractors be in breach of any provision of this Agreement;
- (b) WorkplaceNL determine, in its sole discretion, that the Services are being provided in a manner inconsistent with this Agreement;
- (c) the Contractor fail to make adequate progress in the performance of the Agreement, or alternatively, an indication by the Contractor that they cannot or will not meet any or all of the requirements of the Agreement;
- (d) WorkplaceNL determine, in its sole discretion, that the invoicing practices of the Contractor are unsatisfactory or improper; or
- (e) the Contractor becomes insolvent or bankrupt or makes an assignment for the benefit of creditors or receivers appointed of its business, or a

STANDARD TERMS AND CONDITIONS

voluntarily or involuntary petition in bankruptcy is filed, or proceedings for the reorganization or winding up of the Contractor is instituted.

WorkplaceNL may terminate the Agreement immediately or may provide the Contractor with written notice of the above noted default and provide the Contractor an opportunity to rectify the said default within 72 hours. If the default is not rectified to the satisfaction of WorkplaceNL within 72 hours, then WorkplaceNL can proceed to terminate this Agreement, for cause, without further notice.

Where this Agreement is terminated, either by mutual consent or otherwise, the Contractor shall, without any further fee or cost whatsoever to WorkplaceNL:

- (a) upon the effective date of termination of this Agreement cause all Services being provided under this Agreement to be discontinued, unless WorkplaceNL has provided its express, written consent to the continuation of Services; and
- (b) within thirty (30) working days of the effective date of termination, provide all work product and all final invoices for Services completed to the date of termination pursuant to this Agreement. The obligations of WorkplaceNL to make payment to the Contractor shall continue for Services performed up to and including the date of termination but do not continue beyond that time period. If the Agreement stipulates a lump sum payment, any such payment for Services performed shall be valued proportionately to the value of the contract.

The Contractor shall not be entitled to any other payment in respect of such termination including, without prejudice to the generality of the foregoing, any payment for any consequential loss or damage or loss of profits arising from termination of this Agreement or in any other way related thereto.

24. Force Majeure – Neither the Contractor nor WorkplaceNL shall be deemed to be in default of its obligations under this Agreement, if, and for as long as, any delay or non-performance is directly or indirectly caused by or results from events of Force Majeure beyond the control of that party. These events shall include, but not be limited to, strikes, civil disturbances, wars, fires, acts of God, and acts of any government or branch or agency thereof.

Force Majeure shall not include the following:

- (a) late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, an oversold condition of the market, inefficiencies, or similar occurrences; and
- (b) late performance by a sub-contractor(s) unless the delay arises out of a Force Majeure occurrence in accordance with this clause.

25. Records and Audit - The Contractor shall maintain appropriate records and files in relation to the Services provided under this Agreement for seven (7) years, at which time the Contractor will destroy any and all copies and versions of the said records and files. The Contractor will retain copies of the records and files only to the extent required by law and applicable professional standards. The Contractor shall provide a copy of the said records and files within seven (7) working days of receipt of a written request from WorkplaceNL.

In addition to any other rights of inspection or audit that WorkplaceNL may have under this Agreement or under statute, WorkplaceNL or a person authorized by WorkplaceNL, may, at any reasonable time and upon reasonable notice to the Contractor, inspect, audit and evaluate the Contractor's compliance with the terms of this Agreement, including but not limited to compliance with Service and invoice obligations, privacy, security

and information management, under this Agreement through any means including but not limited to the following means:

- (a) on-site visit and examination of records and files, and inspection of electronic devices upon WorkplaceNL's request;
- (b) observation of the performance of the Services in progress;
- (c) full access to records and files and the ability to make copies of the record; and
- (d) oral or written communication pertaining to Services with any clients, employees, associates, directors, officers, agents and approved sub-contractors of the Contractor.

Notwithstanding any other provision of this Agreement, WorkplaceNL shall not be responsible for the Contractor's costs or fees associated with compliance with this section.

26. General - The paragraph headings shall not be considered in interpreting the text.

27. Invalid or Unenforceable Provision - If any term or provision of this Agreement is found to be illegal, invalid, or unenforceable, notwithstanding this Agreement may, at WorkplaceNL's option, remain in full force and effect and such term or provision shall be deemed removed from this Agreement and the remaining provisions form a valid agreement.

28. Waiver - Any waiver of, or consent to depart from, the requirements of any provision of this Agreement shall be effective only if it is in writing and signed by the party giving it, and only in the specific instance and for the specific purpose for which it has been given. Failure on the part of any party to exercise, and/or delay in exercising, any right under this Agreement shall not operate as a waiver of such right. No single or partial exercise of any such right shall preclude any other or further exercise of such right or the exercise of any other right.

29. Governing Law - This Agreement shall be governed by and interpreted in accordance with the laws of the Province of Newfoundland and Labrador, and the forum for all disputes shall be the Courts of the Province of Newfoundland and Labrador.

30. Survival of Obligations – All the obligations of the Contractor under this Agreement, including but not limited to independent contractor status, confidentiality, warranty and liability, records and audit, termination, indemnification and insurance provisions, shall survive the termination or completion of this Agreement.

31. Promotion - The Contractor shall not associate WorkplaceNL in any advertising or other promotional materials or messages associated with it without WorkplaceNL's prior written consent. The Contractor, its employees, officers, associates and/or approved sub-contractors shall not approach WorkplaceNL personnel, to in any way promote the business of the Contractor.

32. Enurement – Subject to the express limitations set out in the Agreement, this Agreement shall enure to the benefit of and be binding upon the respective heirs, executors, administrators, successors and permitted assigns of the Parties.

33. Agreement Amendment - The Agreement may only be modified by a written agreement signed by persons duly authorized by the Contractor and WorkplaceNL.

STANDARD TERMS AND CONDITIONS

DECLARATION OF CONFIDENTIALITY/CONFLICT OF INTEREST

I, _____, of _____ do declare that:
(Print name of individual) (Print name of contractor)

1. I am either a) an owner of the Contractor; b) an employee of the Contractor; c) an independent contractor or d) I have been determined to be an employee of the Contractor by WorkplaceNL pursuant to the **Workplace Health, Safety and Compensation Act**. I am not an employee of WorkplaceNL, WorkSafeNB or WCB PEI.
2. I will perform Services pursuant to the Agreement between the Contractor and WorkplaceNL, WorkSafeNB and WCB PEI and/or in relation to their clients. All data and information received or obtained in the course of performing the Services, either directly or indirectly, is confidential information. I shall conduct myself in accordance with applicable privacy legislation and professional standards and I shall keep in confidence any such confidential information. I shall not collect, use, or retain any such confidential information whatsoever except to the extent necessary to perform Services. I will protect this information from disclosure to any other person or other entity whatsoever.
3. I acknowledge that I have read and understand paragraph 9 of the WorkplaceNL Standard Terms and Conditions and any applicable WorkplaceNL Confidentiality Schedule and I, hereby, agree to comply with all terms and conditions outlined therein.
4. Upon termination of my employment with the Contractor or when required, I shall return to the Contractor any and all confidential information obtained in the course of performing Services which is in my possession and/or control. When required, I shall return to WorkplaceNL, WorkSafeNB or WCB PEI any and all confidential information obtained in the course of performing Services which is in my possession and/or control. I will retain copies of confidential information only to the extent required by law and applicable professional standards.
5. I will not permit any actual, possible or perceived conflict of interest between the interests of WorkplaceNL, WorkSafeNB or WCB PEI and/or its clients and the interests of either myself or the Contractor, and will immediately disclose any such conflict to WorkplaceNL, WorkSafeNB or WCB PEI in writing.
6. I agree:
 - (a) to conduct all duties related to Services with impartiality;
 - (b) that I shall not influence, seek to influence, or otherwise take part in a decision related to WorkplaceNL, WorkSafeNB or WCB PEI and/or their client, knowing that the decision might further my private interests or the interests of the Contractor;
 - (c) that I shall not accept any communication, discount, allowance, payment, gift, or other benefit that is connected, directly or indirectly, with the performance of Services, that causes, or would appear to cause, a conflict of interest; and
 - (d) that I shall have no financial interest in the business of a third party that causes, or would appear to cause, a conflict of interest in connection with the performance of Services.
7. I acknowledge having read, understood and obtained receipt of a copy of this declaration.

SWORN/AFFIRMED at _____,
in the Province of Newfoundland and Labrador, this
_____ day of _____, 20____, before me:

Commissioner of Oaths

Signature of Individual

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfound and Labrador, New Brunswick and Prince Edward Island

APPENDIX “A”

Check List

Check Box to be completed and included with submission

Tender documents are completely read and understood	YES <input type="checkbox"/> NO <input type="checkbox"/>
All addenda (if applicable) are completely read and understood	YES <input type="checkbox"/> NO <input type="checkbox"/>
Bid form signed and completed as required in the submission (Appendix “B”)	YES <input type="checkbox"/> NO <input type="checkbox"/>
Checklist completed (Appendix “A”)	YES <input type="checkbox"/> NO <input type="checkbox"/>
Written Statement of Company History included in the submission (2.9.4)	YES <input type="checkbox"/> NO <input type="checkbox"/>
List of references included in the submission (2.9.5)	YES <input type="checkbox"/> NO <input type="checkbox"/>
Warranty Information on all Goods (2.9.6, 2.9.7)	YES <input type="checkbox"/> NO <input type="checkbox"/>

The Successful Bidder must provide the following within fourteen (14) days of award:

- A list of employees, officers, associates and approved sub-contractor assigned to perform the services, including their job titles and qualifications as per Article 3 of WorkplaceNL Standard Terms and Conditions;
- Certificates of insurance as per Article 14 of WorkplaceNL Standard Terms and Conditions;
- Declarations of Confidentiality/Conflict of Interest signed by everyone who will perform services under the agreement as per Article 9 of WorkplaceNL Standard Terms and Conditions;
- Initialed WorkplaceNL Standard Terms and Conditions; and • Initialed WorkplaceNL Confidentiality Schedule.

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfound and Labrador, New Brunswick and Prince Edward Island

APPENDIX "B"

Bid Form

Name of Bidder: _____

Address: _____

Telephone No.: _____ **Fax No.:** _____

Email Address: _____

Dated at: _____ **this** _____ **day of** _____ **2021**

Authorized Signature

Witness Signature

Authorized Name (Printed)

Witness Name (Printed)

HST NO.: _____

Price Protection Period for 120 Days **Agree** _____

I hereby acknowledge that I have read and understand any and all addenda **Agree** _____

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2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfound and Labrador, New Brunswick and Prince Edward Island

Bid Pricing and Compliance to be completed for each model submitted

1.3.1 Provide purchase price for each style of the model below.

Hearing aid Style	Price/Unit
Behind the Ear	
Behind the Ear Mini	
Completely in the Canal	
Contralateral Routing of Signal	
Half Shell	
In the Canal	
Invisible in the Canal	
In the Ear	
Microphone in Helix	
Mini in the Canal	
Power Aid Behind the Ear	
Receiver in the Canal	
Other (specify)	

1.3.2 List optimum features and accessories that differentiate/add value that are included with each model of hearing aid and applicable price:

Feature	Price

1.3.3 List any external audio source accessories and/or supplies that are included with each model for both binaural and monaural orders and application price:

Accessories included with purchase	Price

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2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfoundland and Labrador, New Brunswick and Prince Edward Island

1.3.4 List any additional features available for each model and applicable price:

Feature	Price

1.3.5 List miscellaneous supplies and applicable price:

Supplies	Price
Tubing	
Battery Doors	
Receiver domes	
Ear hooks	
Wax Guards	
Other (Specify)	

1.3.6 Each initial purchase of a hearing aid must include the following. Please circle compliance

Minimum of 4 battery cells per aid	YES	NO
Name of battery manufacturer(s)	YES	NO
Cleaning kit	YES	NO
Owner's manual	YES	NO
Carrying/storage case	YES	NO
12 wax guards (for applicable hearing aids)	YES	NO
1 receiver for (for applicable hearing aids)	YES	NO

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfound and Labrador, New Brunswick and Prince Edward Island

1.3.7 Products must be available through the respective board-approved Hearing Aid Providers. Please circle Compliance.

YES	NO
-----	----

1.3.8 Each hearing aid will have a unique serial number. Please circle compliance.

YES	NO
-----	----

1.3.9 Hearing aid services must be available in all geographic regions. Please circle compliance.

YES	NO
-----	----

Please circle compliance to all Warranty and Service terms.

Warranty and Service terms	YES	NO
----------------------------	-----	----

Indicate warranty periods.

Warranty Type	Period
Initial	
Repair	

1.3.10 Identify repair turnaround times.

Device	Turnaround Time
Hearing aid Under Warranty	
Accessories under Warranty	
Hearing aid out of Warranty	
Accessories out of Warranty	
Other	

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfound and Labrador, New Brunswick and Prince Edward Island

1.3.11 Identify repair costs

Description	Price
Repair	
Remake	
Reshell	
Repair + Remake	
Repair + Reshell	

1.3.12 Identify average national repair rate

Average National repair rate	
------------------------------	--

1.3.13 Minimum 90-day return/trial period. Please circle compliance

YES	NO
-----	----

1.3.14 Product information. Please circle compliance

1.3.14.1 New Technology submission terms.

YES	NO
-----	----

1.3.14.2 Recall or removal of product. Please circle compliance.

YES	NO
-----	----

1.3.14.3 Products must be CSA approved, where applicable. Please circle compliance.

YES	NO
-----	----

1.3.14.4 Products must meet ANSI standards, where applicable. Please circle compliance.

YES	NO
-----	----

WorkplaceNL

2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfoundland and Labrador, New Brunswick and Prince Edward Island

1.3.14.5 Products must be ISO 13485 where applicable. Please circle compliance.

YES	NO
-----	----

1.3.14.6 Product purchase and repair availability in all geographic areas. Please circle compliance.

YES	NO
-----	----

1.3.15 All products new, first quality and without restrictions. NO patents, trademarks or other rights restricting use, repair or replacement of hearing aids and associated devices. Please circle compliance.

YES	NO
-----	----

1.3.16 Operation manual, warranty included. Please circle compliance.

YES	NO
-----	----

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2021-07-T

Standing Offer for the Supply of Hearing Aids and Associated Devices for Injured Workers for the Provinces of Newfoundland and Labrador, New Brunswick and Prince Edward Island

APPENDIX “C”

Electronic Bid Submission Instructions

1. In order to be accepted, Bids must be submitted through WorkplaceNL’s posting for this opportunity on www.merx.com.
2. Bidders shall create a supplier account and be registered on www.merx.com. This will enable the Bidder to download the bid opportunity, receive addenda/addendum email notifications, download addenda/addendum, and submit their Bid electronically through the MERX website.
3. The timing of the Bid is based on when the Bid is received by the bidding system, not when the Bid is submitted by the Bidder, as transmission can be delayed by “Internet Traffic” for any number of reasons. WorkplaceNL recommends that Bidder allow for ample time to provide for uploaded Bids to be received prior to the Tender Closing Date. Bids received after the Tender Closing Date will not be accepted.
4. It is the responsibility of the Bidder to ensure that the Bid is received on time. Once registered, MERX will send a confirmation email to the Bidder if the Bid was submitted successfully. If a confirmation has not been received by the Bidder, the Bid was not uploaded correctly and it is the responsibility of the Bidder to either reload the documents or to contact MERX to resolve any issues regarding their Bid.
5. Response materials should be prepared and submitted in accordance with the instructions in the bidding system, including any maximum upload file size. Documents should not be embedded within uploaded files, as the embedded files may not be accessible or evaluated.
6. To ensure receipt of the latest information and updates regarding this opportunity via email, the onus is on the Bidder to register with MERX, create a supplier account, and sign up for notices for this opportunity.
7. Clarifications and questions received for this opportunity electronically can be submitted via the opportunity listing on www.merx.com. Questions can be submitted, and confirmation will be received to the inquiry. Responses will be answered on an individual basis or collectively at the discretion of WorkplaceNL.