



Request for Information

Hazardous Waste Registry & Manifesting Model

Issued by:

Resource Productivity and Recovery Authority

[June 8, 2020]

Intent to Respond:

[5.00 p.m. EST on June 12, 2020]

Response Deadline:

[2.00 p.m. EST on June 30, 2020]

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1.0 Introduction

To make reporting simpler, faster and more cost-effective, the Minister of the Environment, Conservation and Parks (the ministry) has directed the Resource Productivity and Recovery Authority to implement a new digital reporting service that would modernize how hazardous waste management is reported in Ontario. The Hazardous Waste program provides oversight to ensure that liquid industrial waste and hazardous waste that is generated, stored, processed, treated, transported, disposed, or re-used in Ontario, is safely managed in a way that supports the Ministry's mandate to protect human health and the environment.

This new digital reporting service would align with Ontario's Digital Service mandate by delivering a high-quality user experience, and offering a modern, new design of the online service that businesses will use to track the movement of hazardous waste and report hazardous waste information. This new reporting service would replace the existing Hazardous Waste Information Network (HWIN), including the replacement of paper manifests with electronic manifests.

We are seeking information on solutions available in the marketplace as part of the process to select an efficient and cost-effective approach to building this modern digital reporting service. Information gathered in this process will be used to develop a Request for Proposals (RFP) that will be issued later this year.

2.0 Background

The Resource Productivity and Recovery Authority is a regulatory body that implements waste and waste diversion regulatory programs in Ontario. The Authority was established through provincial legislation on November 30, 2016 and is mandated to play a key role in reducing waste and litter in the province through resource recovery. The Authority is committed to carrying out all of its activities in accordance with its Values and Code of Conduct, which can be found on the Authority's website. Our values are Integrity, Inclusion, Collaboration, Innovation, Fairness and Accountability.

The Authority is overseen by the Ontario Ministry of the Environment, Conservation and Parks. The Authority is mandated to administer the requirements of the [Resource Recovery and Circular Economy Act, 2016](#) (RRCEA) and the [Waste Diversion Transition Act, 2016](#) (WDTA), and their associated regulations. The Authority is funded by fees on businesses.

Under the WDTA, the Authority oversees waste diversion programs and their eventual wind up. Under the RRCEA, the Authority enforces individual producer responsibility (IPR) requirements for collecting and managing waste associated with products and packaging, and carries out other activities related to waste management such as modernizing the digital hazardous waste reporting service, as directed by the Minister.

The Authority's website – www.rpra.ca – is a source of additional information about the Authority.

3.0 Objective

The Authority will be implementing a bilingual Hazardous Waste portal on a Salesforce platform for registration and reporting by generators, carriers, and receivers of hazardous waste. The portal will also provide a reporting system that will track the movement of hazardous waste from generator sites to disposal sites, based on electronic manifests. The tracking service will be accessible on desktop and mobile devices and will synchronize with the Authority's Salesforce database. Hazardous waste generators, carriers and receivers will be required to register with the Authority through the portal. For

each shipment of hazardous waste, generators will require the ability to create an electronic manifest that identifies the type of waste, the registered carrier that will transport the waste, and the registered receiver the waste will be delivered to. The carrier will require the ability to confirm the pickup of the shipment and the delivery to the receiver. The receiver will require the ability to confirm the acceptance or rejection of the shipment. The generator will require the ability to be notified of the carrier's confirmation that the shipment was picked up and the receiver's confirmation that the shipment was accepted or rejected.

The Authority is seeking information from Vendors relating to their products and their expertise developing and implementing electronic manifesting, tracking and reporting systems that can be used in real time, and how this would be applied to track shipments of hazardous waste from the point of generation to their final destination.

Responses to this RFI will assist the Authority in drawing up the scope of work for an RFP to be issued later this year.

Further information about the Ministry's Hazardous Waste Program can be found in:
<https://www.ontario.ca/page/hazardous-waste-management-business-and-industry>

4.0 Expected Deliverables

Deliverables:

- A description of the Vendor
- A description of the Vendor's manifesting and tracking system products and the process for implementing it
- A description of the Vendor's experience implementing manifesting and tracking systems
- A description of how the Vendor's product would be integrated with Salesforce
- Any other information the Vendor wants to bring to our attention

5.0 RFI Guidelines

5.1 Key RPRA Contact

Sajee Ranasinghe will be the sole RPRA contact for this project. Direct all inquiries related to this RFI to Sajee Ranasinghe and cc the Authority. Contact information is as follows:

Sajee Ranasinghe:

Email: SRanasinghe@rpra.ca
Tel: 416-730-2304

The Authority
cc:procurement@rpra.ca

Vendors who circumvent the outlined communications process may be eliminated from the RFI process.

5.2 Announcement of Intent to Respond

All suppliers who receive this RFI must indicate their intent to respond to RPRA by returning Appendix A: Announcement of Intent to Respond. This form must state whether you will or will not be responding to

the RFI. Please complete and submit this form via e-mail to the key RPRA contact as noted above by 5.00 p.m. (EST) on June 12, 2020.

Should you choose not to participate, please delete all electronic copies you have received.

Failure to announce intent by the due date and time may disqualify you as a participant in RPRA's supplier selection process.



APPENDIX A. Intent
to Respond.pdf

5.3 RFI Timeline

All timelines shown are Eastern Standard Time (EST).

Milestone	Scheduled Date	Time
RFI Issuance	June 8, 2020	2.00 p.m. EST
Intent to Respond Due	June 12, 2020	No later than 5:00 p.m. EST
Final Date to Submit Vendor Questions via Email	June 17, 2020	No later than 5:00 p.m. EST
Final Date for RPRA to Response to Vendor Questions via Email	June 24, 2020	No later than 5:00 p.m. EST
RFI Responses Due	June 30, 2020	No later than 2:00 p.m. EST

RPRA reserves the right to modify the schedule as circumstances may warrant.

5.4 Complete Proposals

The requirements that each proponent must follow and include in its responses are summarized in this document. The Authority reserves the right to determine, in its sole and unfettered discretion, whether any proposal meets the requirements. Responses shall address all the requirements as outlined in this RFI in addition to any perceived or anticipated requirements determined by the Vendor.

Please note that any documents embedded within this RFI will also be provided as separate attachments within a zipped folder titled *[RFI Attachments]* for your reference.

5.5 Negotiation

RPRRA reserves the right to negotiate with any or all Vendors, including those Vendors that have submitted a proposal that does not fully comply, either in material or non-material ways, with the RFI requirements.

5.6 RFI Questions and Answers

Each Vendor is solely responsible for ensuring that it has all information necessary to prepare its proposal and for independently verifying and informing itself with respect to any terms or conditions that may affect this proposal. All inquiries related to the RFI shall be directed to the contact(s) listed in section 5.1.

Vendors are given a specific timeline during the overall process for submitting questions regarding the RFI content and requirements. Vendors must complete the attached spreadsheet (**VendorQuestionnaireTemplate.xls**) with any questions they have and submit the document by the deadline outlined in section 5.3.

Answers will be shared with all respondents to this RFI.

****Note: Please, do not call with questions, as they will not be answered by phone.***



Question Log
Template.xlsx

5.7 Acceptance of Proposals

RPRRA reserves the right to reject any or all proposals or to accept the proposal deemed most favourable to RPRRA. All proposals must include a statement of authorization to submit a proposal signed by a principal of the Vendor.

6.0 Proposal Requirements

6.1 Declaration of No Conflict of Interest

The Vendor must declare any real, potential or apparent conflict on interest related to working on this project in their submission.

6.2 RFI Submissions

Submit an electronic copy of your proposal to the contact(s) as indicated in section 5.1. All responses must be received on or before 2:00 p.m. EST on June 30th, 2020.

Vendor RFI responses **must** include and address the following:

- a) **An Executive Summary**

The Vendor shall provide an executive summary with its response. The executive summary shall briefly summarize the key aspects of the response and the primary contact person for the prospective Vendor.

b) Technical Proposal:

The Technical proposal must provide details on the solution, approach and methodology including infrastructure and technologies, services and support, delivery method and generally to answer all areas of the RFI.

The vendor must describe how they would satisfy RPRA's requirements in a timely, cost effective, expert phased approach. They must provide their recommended technology solution along with the proposed project management approach, key milestones, and a delivery roadmap in a clear and understandable fashion.

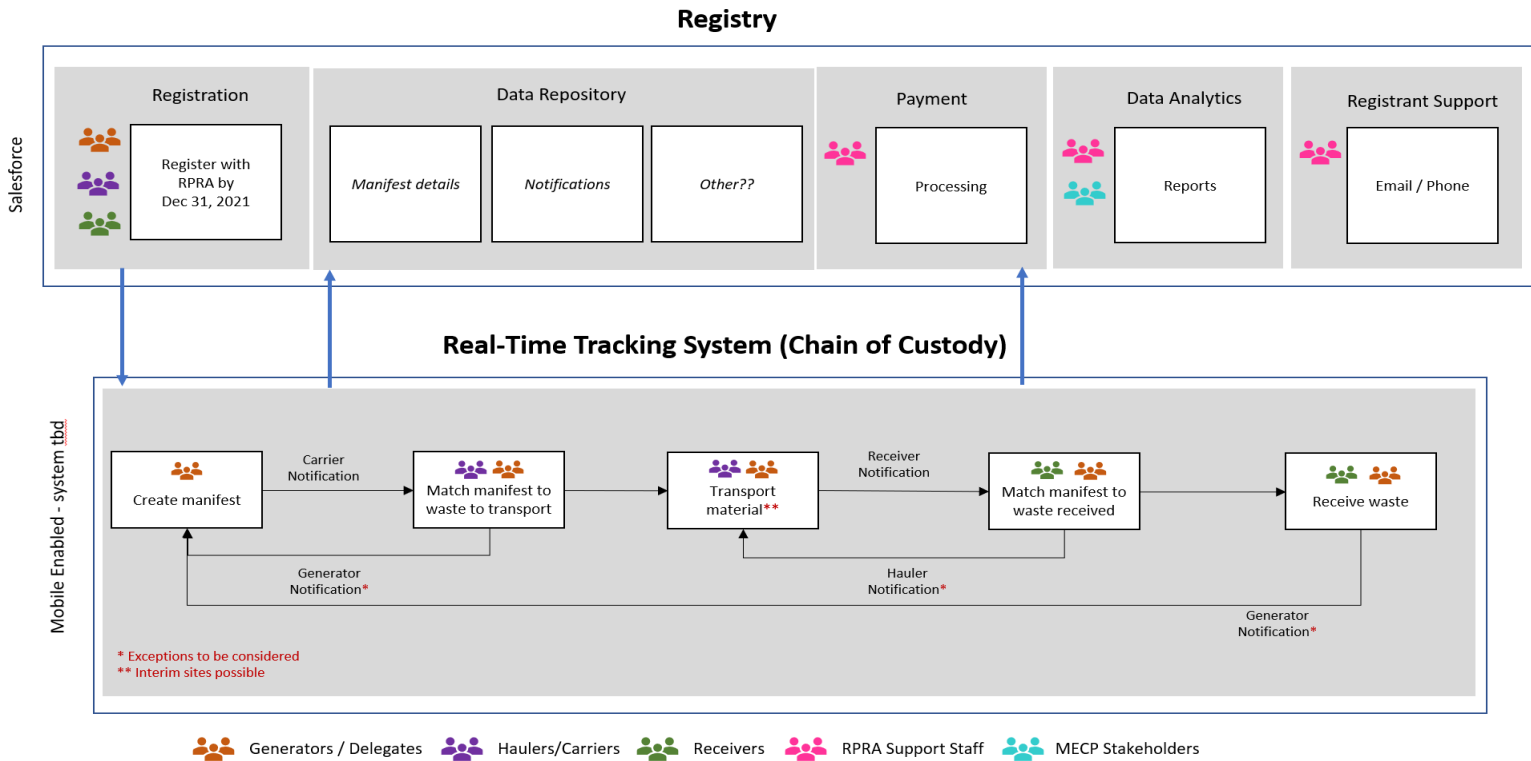
7.0 Project Requirements

RPRA would be responsible for operating the digital reporting service, providing the platform for the regulated community to submit their program reports, ensuring reports are complete, and setting and collecting fees. Also, RPRA would be responsible for implementing a modern digital reporting service that replaces the existing paper-based manifest program that will improve the existing service and knowledge base, making it easier to report subject waste activities. The new reporting service is anticipated to begin onboarding users in 2021 with an official launch on January 1, 2022.

Key Requirements:

- Registration
- Manifest tracking
- Payment
- Service support
- Communication
- Reporting

Figure 1: Conceptual Hazardous Waste Registry & Manifesting Model



The current Hazardous Waste management system identifies and tracks the movement of these wastes from the Generator to the final destination (Receiver). There are approximately 40,000 known entities of the Regulated Community that report into the Program, who are involved in the generation, transportation, treatment and/or disposal of Subject Waste in Ontario. They are divided into three regulated groups, as described in the table below:

Regulated Community	Description
Generators:	means the operator of a facility or site that generates Subject Waste; includes both companies that initially produce or create waste and companies that accept waste from another company and subsequently ship some or all of that waste out for processing
Carriers:	means the operator of a waste transportation system, including any person engaged in the off-site transportation of Subject Waste by air, rail, highway or water
Receivers:	means the operator of any facility to which waste is transferred by a Carrier; includes transfer stations, processing facilities and disposal sites

There are regulated entities who may fall within one or more of the Regulated Community groups described in the table. These regulated entities will need to be able to register based on all the roles they play.

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