Agenda – Standing Policy Committee on Public Works – June 29, 2026

REPORTS

Item No. 3 Award of Contract for the Provision of Accessible Services Transportation for Winnipeg Transit Plus - RFP 276-2026

WINNIPEG PUBLIC SERVICE RECOMMENDATION:

1. That the City enter into, execute and deliver, and award a contract to 10163293 Manitoba Inc., who submitted the most advantageous offer to provide accessible transportation services for Winnipeg Transit Plus for a three (3) year period between November 1, 2026, and October 31, 2029 with the option of two (2) mutually agreed upon one (1) year extensions, at an estimated total cost of $5,233,510.27 (annual inflationary adjustment estimated at 5% applied).

    A. The estimated annual cost, based on an approximate quantity of 32,596 vehicle hours per year, without estimated annual inflationary adjustment, is $1,660,114.28 (GST and MRST extra as applicable).

2. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

ADMINISTRATIVE REPORT

Title: Award of Contract for the Provision of Accessible Services Transportation for Winnipeg Transit Plus - RFP 276-2026

Critical Path: Standing Policy Committee on Public Works - Executive Policy Committee - Council

AUTHORIZATION

Author	Department Head	CFO	CAO
T. Platt	G. Ewankiw	B. D'Avignon, acting for T. Graham	J. Dunford

EXECUTIVE SUMMARY

Private contractors operate services for Winnipeg Transit Plus, a division of Winnipeg Transit. Winnipeg Transit Plus offers door-to-door service for those who can't use regular transit, either some or all of the time.

This report is for the award of a contract to 10163293 Manitoba Inc. (Care Accessible Transportation) to provide non-dedicated accessible transportation for Winnipeg Transit Plus.

The estimated total cost is $5,233,510.27. The procurement is through the Request for Proposal (RFP) process.

RFP 276-2026 offers accessible transportation for Winnipeg Transit Plus customers. This includes both ambulatory users who can walk and non-ambulatory users who rely on mobility aids like wheelchairs. It requires eight accessible minivans with two spare vehicles. The work will be done on an as-required basis, estimated at 32,596 vehicle hours per year. It is set to begin on November 1, 2026, and continue until October 31, 2029. This contract replaces two expiring contracts with similar scopes.

The recommendations in this report follow the City's purchasing policy. They also meet all relevant trade agreements.

RECOMMENDATIONS

1. That the City enter into, execute and deliver, and award a contract to 10163293 Manitoba Inc., who submitted the most advantageous offer to provide accessible transportation services for Winnipeg Transit Plus for a three (3) year period between November 1, 2026, and October 31, 2029 with the option of two (2) mutually agreed upon one (1) year extensions, at an estimated total cost of $5,233,510.27 (annual inflationary adjustment estimated at 5% applied).

A. The estimated annual cost, based on an approximate quantity of 32,596 vehicle hours per year, without estimated annual inflationary adjustment, is $1,660,114.28 (GST and MRST extra as applicable).

2. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

REASON FOR THE REPORT

While the contract duration and total conditional amount to be paid by the City pursuant to the contract is within the award authority delegated to the Chief Financial Officer, Council approval is required pursuant to the following clause in the Council Decision of July 13, 2023, namely:

> That, regardless of the award amount, awards for the provision of accessible transportation services for Winnipeg Transit Plus come to Council for approval until such time that each contract replacement (but not short-term extension) has been approved by Council.

IMPLICATIONS OF THE RECOMMENDATIONS

Winnipeg Transit Plus service is currently delivered solely by privately contracted service providers. RFP 276-2026 replaces and consolidates two contracts delivering a similar scope of services; one expiring October 31, 2026, and the other February 11, 2027. The work shall be done on an “as required” basis during the term of the contract.

Funds for this work are included every year in Transit’s Annual Operating Budget for Transit Plus contractor service.

HISTORY/DISCUSSION

Winnipeg Transit Plus provides paratransit services to eligible and registered persons who are unable to make use of the City’s conventional transit service some or all of the time. Customer service including trip bookings, service eligibility and operational oversight are managed by the City and service is delivered by private contractors responsible for vehicles and drivers.

Winnipeg Transit Plus presently maintains 11 active contracts with six private service providers. The overall fleet consists of both light passenger vehicles (e.g. SUVs) and specialized paratransit vehicles (e.g. minibuses and microtransit vans) to serve ambulatory and non-ambulatory customers. In accordance with Council’s July 13, 2023, decision, Winnipeg Transit Plus is currently working to consolidate its total number of contracts, guided by the “Winnipeg Transit Plus Contract Consolidation Plan” approved by the Standing Policy Committee on Public Works on November 21, 2023 (Appendix A).

This contract will replace two existing contracts that provide accessible transportation for ambulatory customers using cars and SUVs:

- Contract 108-2019
  Approximately 17,724 annual vehicle hours, expiring October 31, 2026.

- Contract 425-2024
  Approximately 14,872 annual vehicle hours, expiring February 11, 2027.

As such, a Request for Proposal for the Provision of Accessible Transportation Services for Winnipeg Transit Plus, RFP 276-2026, was advertised on the MERX Canadian Public Tenders website on March 19, 2026.

Compared to the expiring contracts, the scope of the Work for RFP 276-2026 was adjusted to include service for both ambulatory and non-ambulatory customers. The contract requires eight accessible minivans, alongside two spare vehicles. Of these 10 total vehicles, six must be passenger side-entry and four must be rear-entry. The approximate quantity of vehicle hours is 32,596 per year for three years, with the option of two mutually agreed upon one-year extensions.

Specifying accessible minivans instead of SUVs offers Winnipeg Transit Plus greater flexibility and efficiency, as these vehicles can accommodate a wider range of passenger needs at a nominal cost difference. Furthermore, utilizing a three-year contract length – rather than the typical five-year period for light passenger vehicles – allows Winnipeg Transit Plus to assess the real-life system performance of this vehicle type, including key metrics like passenger ride quality and comfort, before committing to longer-term fleet configurations.

In addition to general market research, vehicle specifications for this contract were also informed with feedback from the Winnipeg Transit Plus Policy Advisory Committee (PAC). Committee members expressed dissatisfaction with the rough ride quality of accessible cutaway/minibus paratransit vehicles, which is a common industry concern regarding modified accessible vehicles built on heavy-duty truck or van chassis. The committee was supportive of the use of accessible minivans, which offer a ride compared to cutaway/minibus vehicles, and shared personal experiences regarding the pros and cons of passenger side-entry and rear-entry accessible minivans configurations. As a result, this contract, like RFP 278-2026, specifies a blend of both types to help refine future fleet choices.

The contract period for RFP 276-2026 is November 1, 2026, to October 31, 2029. Further to D3.2, if the Contract start date is delayed through no fault of the Contractor, the Contract period will be three years from the actual start date of the Work (defined as the 1st day that any vehicle delivers service).

Bids closed as 12:00 p.m. on Wednesday, April 29, 2026, with nine proposals received.

The submitted proposals were evaluated by a committee comprised of three representatives from Winnipeg Transit's Client Services Division, applying the rating criteria defined in section B21 of the RFP. Each member of the selection committee reviewed and scored all proposals independently. The selection committee then met and agreed on consensus ratings for the proposals.

The proposal presented by 10163293 Manitoba Inc. received an overall rating of 68.18 out of a maximum of 100. A summary of the proposals scoring is presented in the two tables below.

Table 1 – Proposal Evaluation Summary Part 1

Requirement	Scoring Criteria	Proponents and Results			
		10163293 Manitoba Inc. (Care Accessible Transportation)	Emergency Essentials Inc.	Mani Handi Transit Ltd.	Gullwing Care Services

Total Annual Bid Price[1]		$1,660,114.28	$1,654,247.00	$1,768,333.00	$793,590.00
Prices	**60**	28.68	28.78	26.93	60.00
Compliance	**Pass/Fail**	Pass	Pass	Pass	Pass
Qualifications[2]	**Pass/Fail**	Pass	-	-	-
Experience and Past Performance of Proponent (Section C)	**10**	10	9.85	8.5	0
Internal Oversight and Quality Assurance Plans (Section D)	**10**	10	10	9.5	0
Personnel Management and Operational Readiness Plans (Section E)	**20**	19.5	19.5	18.8	0
Total Score	**100**	68.18	68.13	63.68	60.00

Table 2 – Proposal Evaluation Summary Part 2

Requirement	**Scoring Criteria**	**Proponents and Results**				
		BTS Network Inc.	Blueline Transit	Exact Care Inc.	2854034 Ontario Ltd.	Top Transit Inc.
Total Annual Bid Price[1]		$2,277,808.48	$1,688,472.80	$1,988,356.00	$1,629,800.00	$1,955,760.00
Prices	**60**	20.90	28.20	23.95	29.22	24.35
Compliance	**Pass/Fail**	Pass	Pass	Pass	Pass	Pass
Qualifications[2]	**Pass/Fail**	-	-	-	-	-
Experience and Past Performance of Proponent (Section C)	**10**	9.75	5.5	5.75	0	0.25
Internal Oversight and Quality Assurance Plans (Section D)	**10**	10	4.75	3.5	0	1.25
Personnel Management and Operational Readiness Plans (Section E)	**20**	19.25	11.25	3.5	0	1.25
Total Score	**100**	59.90	49.70	36.70	29.22	27.10

[1] Total Bid Price is the Proponent's hourly vehicle unit rate based on an approximate quantity of 32,596 vehicle hours per year, for the three (3) year contract period, excluding annual inflationary adjustments (GST and MRST extra as applicable).
[2] Qualifications as defined in section B15 of the RFP are only verified for the recommended Proponent.

The evaluation committee concluded that 10163293 Manitoba Inc., the Proponent that attained the highest total score based on their submission, has the necessary resources and experience to perform all of the Work in accordance with the specifications.

While 10163293 Manitoba Inc. was not the lowest Proponent, they are the highest-evaluated Proponent due to their organization's experience and past performance providing paratransit services, their internal oversight and quality assurance plans, their personnel management and operational readiness plans, and their bid price.

In alignment with the aforementioned Council decision regarding Winnipeg Transit Plus contract consolidation, Contract 108-2019 will expire on October 31, 2026, allowing the first portion of the Work for RFP 276-2026 to begin on November 1, 2026. Contract 425-2024 will expire on February 11, 2027, and the second portion of Work will begin on February 12, 2027. RFP 276-2026 therefore consolidates the required services of both expiring agreements into a single contract, reducing the total count of Winnipeg Transit Plus contracts to 10.

Further, this Contract includes the following additional provisions as directed by Council decision on July 13, 2023:

A. That drivers for the service providers must be employees of the firms, rather than sub-contracted drivers;
B. That future award reports include, along with the bid amounts, scoring and other currently-included data, the names of all firms that have submitted a bid on the RFP; and
C. That any index payments made to the contractors due to an increase in 'average wage' index are reflected in the wages received by the employees driving for the contractor.

The terms of the Contract (D33) include the provision of an annual inflationary adjustment which is calculated based on the year-over-year change in three Statistics Canada indices, with the first of said adjustments to take place on November 1, 2027.

The Proponent has a written workplace safety and health program that has been reviewed by an independent body and approved by the City. This program satisfactorily meets the requirements of the City of Winnipeg's Contractor Safety Program Evaluation.

The Public Service recommends that a contract for the Provision of Accessible Transportation Services for Winnipeg Transit Plus, RFP 276-2026, be awarded to 10163293 Manitoba Inc. being the most responsive and qualified Proponent submitting the most advantageous offer to the City, at an estimated total cost of $5,233,510.27 (annual inflationary adjustment estimated at 5% applied).

The bids are valid for acceptance until August 27, 2026.

The requirements for Bid Security were waived for this purchase in accordance with the authority delegated to the Manager of Purchasing pursuant to Administrative Standard FM-002.

This is an "as required" contract, and services will only be ordered to the extent budget funds are available.

FINANCIAL IMPACT

Financial Impact Statement **Date:** May 27, 2026

Project Name: **First Year of Program** **2026**

Award of Contract for the Provision of Accessible Services Transportation for Winnipeg Transit Plus - RFP 276-2026

	2026	2027	2028	2029	2030
Capital					
Capital Expenditures Required	$ -	$ -	$ -	$ -	$ -
Less: Existing Budgeted Costs	-	-	-	-	-
Additional Capital Budget Required	$ -	$ -	$ -	$ -	$ -
Funding Sources:					
Debt - Internal	$ -	$ -	$ -	$ -	$ -
Debt - External	-	-	-	-	-
Grants (Enter Description Here)	-	-	-	-	-
Reserves, Equity, Surplus	-	-	-	-	-
Other - Enter Description Here	-	-	-	-	-
Total Funding	$ -	$ -	$ -	$ -	$ -
Total Additional Capital Budget Required	$ -				
Total Additional Debt Required	$ -				
Current Expenditures/Revenues					
Direct Costs	$ 272,895	$ 1,673,759	$ 1,757,447	$ 1,529,409	$ -
Less: Incremental Revenue/Recovery	-	-	-	-	-
Net Cost/(Benefit)	$ 272,895	$ 1,673,759	$ 1,757,447	$ 1,529,409	$ -
Less: Existing Budget Amounts	272,895	1,673,759	1,757,447	1,529,409	-
Net Budget Adjustment Required	$ -	$ -	$ -	$ -	$ -

Additional Comments: Direct costs include the estimated contract costs plus an annual inflation adjustment, estimated to be 5% per year. There is no applicable MRST on this work. Funds are budgeted as part of Transit's annual operating budgets. However this is an 'as required' and 'as scheduled' contract and services will only be utilized to the extent budget funds are available.

Laurie Fisher May 27, 2026

Laurie Fisher, CPA, CA
Manager of Finance and Administration

CONSULTATION

This Report has been prepared in consultation with:

- Legal Services Department
- Purchasing Division, Corporate Finance Department

OURWINNIPEG POLICY ALIGNMENT

Goal: Environmental Resilience

Objective 2 - Prioritize sustainable transportation as the mobility options of choice.

Transition to a sustainable transportation system that safely and efficiently moves people, goods and services, increases access to a variety of affordable mobility choices, encourages less reliance on personal vehicle travel, reduces travel time, mitigates congestion and related greenhouse gas emissions, and supports the development of denser, better-connected, healthy and complete communities.

Winnipeg Transit Master Plan (2021)
Section 4.1 – Transit Vision – Network Goals

1. Enhance Customer Experience
2. Improve Ridership
3. Improve Downtown Mobility
4. Complement Land Use Development
5. Improve Multi-Modal Mobility
6. Ensure Transit is Inclusive
7. Continuously Innovate
8. Empower Healthy Communities
9. Balance Investment with Affordability

WINNIPEG CLIMATE ACTION PLAN ALIGNMENT

Strategic Opportunity #3

Advancing Sustainable Transportation – Increasing Mobility Options and Shift to Zero Emission Vehicles

Key Direction 3.1
Increase Use and Efficiency of Public Transit Systems

WINNIPEG POVERTY REDUCTION STRATEGY ALIGNMENT

Goal 5 – Transportation System Equity is Enhanced

Objective A – The affordability and accessibility of transportation and transit service is increased.

SUBMITTED BY

Department: Transit
Division: Client Services
Prepared by: Cody Dzik, Transit Plus Operations Supervisor
Date: May 28, 2026
File No: 276-2026

Attachments: Appendix A, SPC-PW - WTP Consolidation Chart - November 21, 2023