## REPORTS

**Item No. 4 Award of Contract for the Provision of Non-Dedicated Accessible Transportation Services for Winnipeg Transit Plus - RFP 278-2026**

STANDING COMMITTEE RECOMMENDATION:

The Standing Policy Committee on Public Works concurred in the recommendation of the Winnipeg Public Service and recommended to Council:

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 non-dedicated accessible transportation services for Winnipeg Transit Plus for a three (3) year period from date of award, with the option of two (2) mutually agreed upon one (1) year extensions, at an estimated total cost of $1,820,232.73 (annual inflationary adjustment estimated at 5% applied).

    A. The estimated annual cost, based on an approximate quantity of 11,337 vehicle hours per year, without estimated annual inflationary adjustment, is $577,393.41 (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.

DECISION MAKING HISTORY:

Moved by Councillor Chambers,

That the recommendation of the Winnipeg Public Service be concurred in and forwarded to the Executive Policy Committee and Council.

Carried

Councillor Eadie asked to be recorded as having voted against the above motion, in accordance with Rule 47(7) of The Procedure By-law No. 50/2007.

# ADMINISTRATIVE REPORT

**Title:** Award of Contract for the Provision of Non-Dedicated Accessible Transportation Services for Winnipeg Transit Plus - RFP 278-2026

**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 provide services for Winnipeg Transit Plus, part of Winnipeg Transit. Winnipeg Transit Plus offers pre-booked door-to-door transportation for customers who can't use regular transit some or all 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 $1,820,232.73. The procurement is through the Request for Proposal (RFP) process.

RFP 278-2026 covers non-dedicated (as needed/overflow) accessible transportation for Winnipeg Transit Plus customers. This includes both ambulatory users and those using mobility aids like wheelchairs. The contract calls for one low-floor microtransit van or minibus. This can be passenger side, rear or dual-entry. It also requires three accessible minivans. One of the minivans will serve as a spare. The work is on an as-needed basis, totaling about 11,337 vehicle hours per year. It will start after the contract is awarded and will last for three years. This contract replaces an expired one with a similar scope.

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 non-dedicated accessible transportation services for Winnipeg Transit Plus for a three (3) year period from date of award, with the option of two (2) mutually agreed upon one (1) year extensions, at an estimated total cost of $1,820,232.73 (annual inflationary adjustment estimated at 5% applied).

A. The estimated annual cost, based on an approximate quantity of 11,337 vehicle hours per year, without estimated annual inflationary adjustment, is $577,393.41 (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 278-2026 replaces a historical expired contract for non-dedicated/overflow work. 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.

This contract will replace a historical contract for non-dedicated/overflow work, which expired June of 2021, and for which a replacement was not immediately required due to the decline in ridership following the global COVID-19 pandemic. In the subsequent years, a return to ridership has taken place, and a number of proposed policy adjustments and legislative requirements are on the horizon that are anticipated to drive further growth.

Non-dedicated/overflow contracts assist Winnipeg Transit Plus in managing short and irregular periods of peak demand which exceed the resources of the dedicated contracted fleet, such as mid-day hours. The contract contain provisions offering enhanced scheduling flexibility to Winnipeg Transit Plus, while maintaining the core specifications for dedicated service, thus

ensuring consistently safety and service quality for passengers.

As such, a Request for Proposal for the Provision of Non-Dedicated Accessible Transportation Services for Winnipeg Transit Plus, RFP 278-2026, was advertised on the MERX Canadian Public Tenders website on March 19, 2026.

The scope of the Work for RFP 278-2026 includes service for both ambulatory and non-ambulatory customers. The contract requires one low-floor passenger side, rear or dual-entry accessible microtransit van or minibus, three accessible minivans, one of which will serve as a spare vehicle. Of the three accessible minivans, at least one must be passenger side-entry and at least one must be rear-entry. The approximate quantity of vehicle hours is 11,337 per year for three years, with the option of two mutually agreed upon one-year extensions.

Specifying a blended non-dedicated fleet of both accessible minivans and a microtransit van or minibus offers Winnipeg Transit Plus greater flexibility and efficiency, as these vehicles can accommodate a wider range of passengers compared to standard light passenger vehicles (e.g. SUVs). 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 276-2026, specifies a blend of both types to help refine future fleet choices.

The inclusion of one microtransit/minibus vehicle offers a higher-occupancy option for Winnipeg Transit Plus to use when dictated by demand, and specifies that the vehicle is based on the RAM ProMaster, Ford Transit, or Mercedes-Benz Sprinter platform, all of which offer superior ride quality compared to the traditional cutaway/minibus paratransit vehicles discussed above.

The contract period for RFP 278-2026 is set to begin as soon as possible following award, estimated to be August 1, 2026, and will continue for a period of three years (July 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 at 12:00 p.m. on Wednesday, April 29, 2026, with seven 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 99.50 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. | BTS Network Inc. |
| Total Annual Bid Price[1] | | $577,393.41 | $626,369.25 | $630,223.83 | $793,590.00 |
| Prices | **60** | 60.00 | 55.31 | 54.97 | 42.22 |
| 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 | 9.5 |
| Internal Oversight and Quality Assurance Plans (Section D) | **10** | 10 | 10 | 9.5 | 10 |
| Personnel Management and Operational Readiness Plans (Section E) | **20** | 19.5 | 19.5 | 15 | 19.75 |
| **Total Score** | **100** | 99.50 | 94.66 | 87.97 | 81.47 |

**Table 2 – Proposal Evaluation Summary Part 2**

| Requirement | Scoring Criteria | Proponents and Results | | |
|---|---|---|---|---|
| | | Blueline Transit | 2854034 Ontario Ltd. | 10223951 Manitoba Ltd. |
| Total Annual Bid Price[1] | | $763,660.32 | $623,535.00 | $816,264.00 |
| Prices | **60** | 45.37 | 55.56 | 42.44 |
| Compliance | **Pass/Fail** | Pass | Pass | Pass |
| Qualifications[2] | **Pass/Fail** | - | - | - |
| Experience and Past Performance of Proponent (Section C) | **10** | 5.75 | 0 | 0.25 |
| Internal Oversight and Quality Assurance Plans (Section D) | **10** | 5.5 | 0 | 0 |
| Personnel Management and Operational Readiness Plans (Section E) | **20** | 11.80 | 0 | 1 |
| **Total Score** | **100** | 68.37 | 55.56 | 43.69 |

*[1] Total Bid Price is the Proponent's hourly vehicle unit rate based on an approximate quantity of 11,337 vehicle hours per year, for the three 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.

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 anticipated to take place on August 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 Non-Dedicated Accessible Transportation Services for Winnipeg Transit Plus, RFP 278-2026, 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 $1,820,232.73 (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 28, 2026

**Project Name:**

**First Year of Program** **2026**

Award of Contract for the Provision of Non-Dedicated Accessible Transportation Services for Winnipeg Transit Plus - RFP 278-2026

| | 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 | $ 240,449 | $ 589,416 | $ 618,887 | $ 371,481 | $ - |
| Less: Incremental Revenue/Recovery | - | - | - | - | - |
| Net Cost/(Benefit) | $ 240,449 | $ 589,416 | $ 618,887 | $ 371,481 | $ - |
| Less: Existing Budget Amounts | 240,449 | 589,416 | 618,887 | 371,481 | - |
| 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 28, 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: | 278-2026 |