

Schedule 1

Special Conditions of the Agreement

**SPECIAL CONDITIONS OF THE AGREEMENT
SCHEDULE 1 TO THE GENERAL CONDITIONS**

Section Reference	Special Conditions
GENERAL CONDITIONS	
GC Section 1.2.4	For the purpose of GC Section 1.2.4, “Legal Holiday” means all holidays prescribed by the Applicable Law in the Province of Ontario and <i>[insert any other days, such as Easter Monday etc, as applicable.]</i>
GC Section 1.3(2)(c) and (d)	<p><i>Insert either:</i></p> <p><i>“There is only one Services Schedule and one Performance Standards Schedule applicable to this Agreement, as attached”</i></p> <p><i>OR</i></p> <p><i>“The following Services Schedules and Performance Standards Schedules are applicable to this Agreement:</i></p> <p><i>Schedule 3A – [Name of Services Schedule i.e. one of Medical Supplies, Infusion Services or Equipment-Related Supplies]</i></p> <p><i>Schedule 3B – [Name of Services Schedule]</i></p> <p><i>Schedule 3C – [Name of Services Schedule]</i></p> <p><i>Schedule 4A – [Name of Performance Standards Schedule i.e. one of Medical Supplies, Infusion Services or Equipment-Related Supplies]</i></p> <p><i>Schedule 4B – [Name of Performance Standards Schedule]</i></p> <p><i>Schedule 4C – [Name of Performance Standards Schedule]”</i></p>
GC Section 2.2(1)	<p>The Starting Date is <i>[date to be inserted prior to execution of the Agreement]</i>.</p> <p>The time of commencement of Services is <i>[insert time, for example 9:00:00 a.m.]</i>.</p>
GC Section 2.3	<p>Unless terminated earlier pursuant to GC Section 12 or renewed pursuant to GC Section 2.5, this Agreement shall end at <i>[insert time, for example 12:00:00 noon]</i> on <i>[insert date]</i>.</p> <p>Insert one of the following in the space above:</p> <ul style="list-style-type: none"> (i) For an Agreement for Equipment and Equipment-Related Supplies <u>ONLY</u> – 3 years (or less) from the Starting Date (ii) For an Agreement for Medical Supplies – 2 years from the Starting Date (iii) For an Agreement for Infusion Equipment and Infusion Supplies – 2 years from the Starting Date (iv) For any combination of 2 or more Services Schedules – 2 years from the Starting Date

Section Reference	Special Conditions
GC Section 2.5	<p><i>Insert either:</i> <i>[The Parties may not renew this Agreement.]</i> <u>OR</u> <i>[The Parties may renew this Agreement for a period of [insert number of years] years.]</i></p> <p>Insert one of the following renewal periods in the space above:</p> <ul style="list-style-type: none"> (i) For an Agreement for Equipment and Equipment Related Supplies ONLY – 3 years (or less) (ii) For an Agreement for Medical Supplies – 2 years (iii) For an Agreement for Infusion Equipment and Infusion Supplies – 2 years (iv) For any combination of 2 or more Services Schedules – 2 years
GC Section 2.5(8)	<p><i>[This section only applies to an agreement for Equipment and Equipment Related Supplies that has a term of 3 YEARS. If this a NOT an Agreement for Equipment and Equipment-Related Supplies with a term of <u>3 YEARS</u>, insert “Not Applicable”]</i></p> <p><u>OR</u></p> <p><i>[If this is an Equipment and Equipment-Related Supplies agreement for a period of <u>3 years or longer</u>, insert the following provisions:</i></p> <p><i>The following special rules apply:</i></p> <p><i>(1) No later than 30 days after the end of the second Agreement Year of the Initial Agreement Term of an Agreement for Equipment and Equipment-Related Supplies, the LHIN shall notify the Service Provider if, during the second Agreement Year, the actual aggregate amount paid by the LHIN for rental of Equipment and purchase of Supplies (the “Actual Equipment and Supplies Price”) was greater than 50% times the aggregate of the Total Estimated Equipment Rental Price and the Total Estimated Equipment-Related Supplies (a “LHIN Notice of Significant Volume Change”) and shall notify the Service Provider of its intention, if any, to renegotiate Prices on the basis of the following:</i></p> <ul style="list-style-type: none"> a) notwithstanding GC Section 2.5(1), the Initial Agreement Term shall be deemed to have expired as of the date that is 90 days after the last day of the second Agreement Year, or a later date if agreed by the Parties; and b) if the Parties agree to a renegotiation of Prices, this Agreement shall be renewed for a period of two years following the last day of the second Agreement Year. <p><i>(2) No later than 30 days after the end of the second Agreement Year of the Initial Agreement Term of an Agreement for Equipment and Equipment-Related Supplies, the LHIN shall notify the Service Provider if, during the second Agreement Year, the Actual Equipment and Supplies Price was less than 50% times the aggregate of the Total Estimated Equipment Rental Price and the Total Estimated Equipment-Related Supplies Price (a “Service Provider Notice of Significant Volume Change”). The Service Provider shall, no later than 30 days following receipt of a Service Provider Notice of Significant Volume Change, notify the LHIN of its intention to renegotiate Prices on the basis of the following:</i></p>

Section Reference	Special Conditions
	<p>a) <i>notwithstanding GC Section 2.5(1), the Initial Agreement Term shall be deemed to have expired as of the date that is 90 days after the last day of the second Agreement Year, or a later date if agreed by the Parties; and</i></p> <p>b) <i>if the Parties agree to a renegotiation of Prices, this Agreement shall be renewed for a period of two years following the last day of the second Agreement Year.</i></p> <p><i>If the Service Provider fails to notify the LHIN of a request to renegotiate Prices within 30 days of receipt of a Service Provider Notice of Significant Volume Change, the Service Provider shall not be entitled to rely on this section of the Special Conditions for any price adjustments relating to a change in the Total Estimated Equipment Rental Price or Total Estimated Equipment-Related Supplies Price.]</i></p>
GC Section 2.6.3	<p>The Start-Up Transition Period shall end on <i>[date to be inserted prior to execution of Agreement]</i>.</p> <p>The End Date Transition Period shall begin on <i>[date to be inserted prior to execution of the Agreement]</i>.</p>
GC Section 3.1.3(1)	<p>The Service Area is:</p> <p><i>[Insert description of the Service Area.]</i></p>
GC Section 3.1.5(2)(b)	<p>An assessor who provides an independent Third Party assessment of the withdrawal of Services shall be compensated in accordance with the following:</p> <p><i>[insert details of how the LHIN will compensate the Third Party assessor.]</i></p>
GC Section 3.3(1)	<p><i>[The Service Provider is not required to have specialized Service Provider Personnel.]</i></p> <p>OR</p> <p><i>[In addition to the Service Provider Personnel that the Service Provider must provide in accordance with GC Section 3.3(1), the Service Provider shall provide the following specialized Service Provider Personnel with the training and qualifications set out below:</i></p> <p><i>[Insert list of specialized Service Provider Personnel and a list of training and qualification requirements for each category of specialized Service Provider Personnel.]</i></p>
GC Section 3.11(b)	<p>If the Service Provider is a joint venture in accordance with the Form of Agreement, the Participant in Charge shall be <i>[insert name of participant appointed by joint venture participants]</i></p>

Section Reference	Special Conditions
GC Section 3.12(1)	<p><u>For Extensions Only:</u></p> <p><i>[Insert one of the three following options and delete the other two options:]</i></p> <p><i>[If the Service Provider (i) has contracts with LHINs in Ontario that, in the aggregate, exceed \$1 million as of the date of execution of the Agreement but (ii) the Service Provider has not achieved Accreditation Status prior to execution of the Agreement, insert the following. The date to be inserted is the date that is three years from the Effective Date of the Agreement:]</i></p> <p><i>The Service Provider shall achieve [insert type(s) of appropriate Services] Accreditation Status no later than [date]. If the Service Provider fails to achieve Accreditation Status by the prescribed deadline, it shall not be eligible for a renewal of this Agreement pursuant to GC Section 2.5.</i></p> <p>OR</p> <p><i>[If the Service Provider (i) has contracts with LHINs in Ontario that, in the aggregate, exceed \$1 million as of the date of execution of the Agreement and (ii) the Service Provider has achieved Accreditation Status prior to execution of the Agreement, insert the following:]</i></p> <p><i>The Service Provider shall maintain or exceed the [insert type(s) of appropriate Services] Accreditation Status it has as of the Effective Date during the Agreement Term.</i></p> <p>OR</p> <p><i>[If the Service Provider does not have contracts with LHINs in Ontario that, in the aggregate exceed \$1 million as of the date of execution of the Agreement, insert the following:]</i></p> <p><i>Not Applicable</i></p> <p><u>For RFPs Only:</u></p> <p><i>[Insert one of the following options and delete the other option:]</i></p> <p><i>[If the Successful Respondent (i) has contracts with LHINs in Ontario that, in the aggregate, exceed \$1 million as of the date of execution of the Agreement (including the value of this Agreement) and (ii) the Service Provider has not achieved Accreditation Status prior to execution of the Agreement, insert the following. The date to be inserted is the date that is three years from the Effective Date of the Agreement:]</i></p> <p><i>The Service Provider shall achieve [insert type(s) of appropriate Services] Accreditation Status no later than [date]. If the Service Provider fails to achieve Accreditation Status by the prescribed deadline, it shall not be eligible for a renewal of this Agreement pursuant to GC Section 2.5.</i></p> <p>OR</p> <p><i>[If the Successful Respondent has achieved Accreditation Status prior to execution of the Agreement, insert the following:]</i></p> <p><i>The Service Provider shall maintain or exceed the [insert type(s) of appropriate Services] Accreditation Status it has as of the Effective Date during the Agreement Term.</i></p>

Section Reference	Special Conditions
GC Section 5.5	<p><i>[Insert: There is no exception.</i></p> <p>OR</p> <p><i>Where the Service Provider's financial statements are not audited, the unaudited financial statements shall be submitted after review by a qualified accountant together with a review engagement report.]</i></p>
GC Section 10.1(2)	<p><i>[Insert appropriate Date.]</i></p> <p>[Note to LHIN: For the 2011 Template Documents, the appropriate date is either (1) the date of the Submission Deadline as was set out in the RFP Data Sheet for the RFP Process or (ii) for extensions, the Effective Date of the Agreement.]</p>
GC 14.1(1)	<p>Any Notice required or permitted to be given or made under this Agreement shall be forwarded to:</p> <p><u>If to the LHIN:</u></p> <p><i>[Insert contact person at LHIN]</i></p> <p><i>[Insert address of LHIN]</i></p> <p><i>[Insert Fax Number of LHIN]</i></p> <p><u>If to the Service Provider:</u></p> <p><i>[Insert contact person at Service Provider]</i></p> <p><i>[Insert address of Service Provider]</i></p> <p><i>[Insert fax number of Service Provider]</i></p>
GC Section 15.1	<p>This <i>[is/is not]</i> a joint RFP.</p> <p>If this is a joint RFP and special conditions apply to the joint RFP include the following:</p> <p><i>[The special conditions that apply to this Agreement as a result of the issuance of a joint RFP are:]</i></p> <p>(i) <i>[Insert any special conditions that apply to the joint RFP]</i></p> <p>OR</p> <p>If this is a joint RFP and special conditions DO NOT apply to the joint RFP include the following:</p> <p><i>[There are no special conditions that apply to the joint RFP]</i></p>
PRICING AND COMPENSATION SCHEDULE	
Pricing and Compensation Schedule Section 1.5.4(1)	Capped Pricing <i>[applies/ does not apply]</i> to this Agreement.
SERVICES SCHEDULES	
<i>[LHIN to delete unnecessary categories not related to Services offered in this Agreement]</i>	
Equipment and Equipment-Related Supplies	
Equipment and Equipment-Related Supplies Schedule Section 1.1	The LHIN's client information management system is described as follows: <i>[provide description of client information management system]</i>

Section Reference	Special Conditions
Equipment and Equipment-Related Supplies Schedule Section 2.1(1)	The Service Provider <i>[shall/shall not]</i> maintain and deliver LHIN-Owned Equipment.
Equipment and Equipment-Related Supplies Schedule Section 2.3(1)	The LHIN anticipates the introduction of the following new or unusual technology during the term of the Agreement: <i>[provide description of any new or unusual information technology that the LHIN anticipates may be introduced during the term of the Agreement]</i>
Equipment and Equipment-Related Supplies Schedule Section 3.2(2)(a)	The Service Provider shall be available to receive and respond to Service Requests from the LHIN during the following times: (i) Monday to Friday: <i>[insert time range in 24 hour clock, for example 7:00:00 to 21:00:00]</i> , and (ii) Saturdays, Sundays and Legal Holidays: <i>[insert time range in 24 hour clock]</i> .
Equipment and Equipment-Related Supplies Schedule Section 3.2(2)(c)	The Service Provider <i>[shall/shall not]</i> provide emergency and on-call coverage 24 hours per day, 7 days per week to the LHIN to respond to Emergency Repair or Replacement Requests.
Equipment and Equipment-Related Supplies Schedule Section 3.2(2)(d)	The Service Provider's toll-free number[s] shall be in the following format: <i>[insert format of toll-free number]</i>
Equipment and Equipment-Related Supplies Schedule Section 3.9(1)	The Service Provider shall respond to questions from Other Service Providers, Clients or their Caregivers during the following times: (i) Monday to Friday: <i>[insert time range in 24 hour clock, for example 7:00:00 to 21:00:00]</i> , and (ii) Saturdays, Sundays and Legal Holidays: <i>[insert time range]</i> .
Equipment and Equipment-Related Supplies Schedule Section 3.9(2)	The Service Provider <i>[shall/shall not]</i> provide emergency and on-call coverage 24-hours per day, 7 days per week to Clients or their Other Service Providers in emergency situations in which the malfunction of Equipment either seriously compromises or has the potential to seriously compromise the Client's safety.
Equipment and Equipment-Related Supplies Schedule Section 3.9(3)	The Service Provider shall have the ability to communicate with Clients in: <i>[insert list of languages]</i>
Equipment and Equipment-Related Supplies Schedule Section 4.1.2(1)(a)	<i>[Not Applicable]</i> OR <i>[An Immediate Delivery shall be delivered no later than [insert a number below 4] hours after the Service Provider's receipt of the Equipment Order or Equipment-Related Supplies Order.]</i>
Equipment and Equipment-Related Supplies Schedule Section 4.1.2(1)(b)	<i>[Not Applicable]</i> OR <i>[Delivery of a Regularly Scheduled Delivery shall occur between 8:30 and 21:00 hours and no later than [insert number] Business Days after the Service Provider's receipt of the Equipment Order or Equipment-Related Supplies Order.]</i>

Section Reference	Special Conditions
Equipment and Equipment-Related Supplies Schedule Section 4.1.2(1)(d)	<p><i>[Not Applicable]</i> <u>OR</u> <i>[The geographic area applicable to Equipment or Equipment-Related Supplies delivered on the weekend or a statutory holiday is:]</i> <i>[describe geographic area]</i></p>
Equipment and Equipment-Related Supplies Schedule Section 4.1.2(2)	<p>The following Individually Scheduled Deliveries apply to the delivery of Equipment and Equipment-Related Supplies: <i>[LHIN to delete those deliveries that do not apply.]</i></p> <ul style="list-style-type: none"> (i) Timed Delivery; (ii) Weekend Delivery; (iii) Next Business Day Delivery; and (iv) Same Day Delivery
Equipment and Equipment-Related Supplies Schedule Section 4.1.2(3)	<p><i>[LHIN Special Deliveries do not apply to the delivery of Equipment or Equipment Related Supplies.]</i> <u>or</u> <i>[A LHIN Special Delivery is described as follows:]</i> <i>[insert description of a special delivery that is not otherwise captured by the delivery categories in Section 4.1.2(1).]</i></p>
Equipment and Equipment-Related Supplies Schedule Section 4.3(1)	<p>The Service Provider <i>[shall/shall not]</i> establish an Equipment and Equipment-Related Supplies Depot.</p>
Equipment and Equipment-Related Supplies Schedule Section 4.3(2)	<p>The hours of operation of an Equipment and Equipment-Related Supplies Depot shall be:</p> <ul style="list-style-type: none"> (i) Monday to Friday: <i>[insert time range in 24 hour clock, for example 7:00:00 to 21:00:00]</i>, and (ii) Saturdays, Sundays and Legal Holidays: <i>[insert time range in 24 hour clock]</i>.
Equipment and Equipment-Related Supplies Schedule Section 4.4(2)	<p><i>[The Service Provider shall not pick up Biomedical Waste.]</i> <u>OR</u> If this Service Provider will pick up ALL Biomedical Waste, regardless of source of the Biomedical Waste, insert the following: <i>[The Service Provider shall pick up Biomedical Waste generated by the treatment of the Client at the Service Delivery Location, regardless of whether the Client is receiving Equipment or Equipment-Related Supplies from the Service Provider and shall comply with SS Section 4.4(2) and 4.4(3).]</i> <u>OR</u> If this Service Provider will only pick up Biomedical Waste generated from the use of Equipment and Equipment-Related Supplies, insert the following: <i>[The Service Provider shall pick up Biomedical Waste generated by the use of Equipment and Equipment-Related Supplies at the Service Delivery Location and shall comply with SS Section 4.4(2) and 4.4(3).]</i></p>

Section Reference	Special Conditions
Equipment and Equipment-Related Supplies Schedule Section 6.1(1)(c)	<p><i>[Equipment items shall be in the condition provided in SS Section 6.1(1)(c).]</i></p> <p><u>OR</u></p> <p><i>[Equipment items shall be in the following condition:]</i></p> <p><i>[insert a description of the condition (new, used, like new, etc.) of Equipment]</i></p>
Infusion Equipment and Infusion Supplies	
Infusion Equipment and Infusion Supplies Schedule Section 1.1	<p>The LHIN's client information management system is described as follows:</p> <p><i>[provide description of client information management system]</i></p>
Infusion Equipment and Infusion Supplies Schedule Section 2.1(1)	<p>The Service Provider <i>[shall/shall not]</i> maintain and deliver LHIN-Owned Infusion Equipment.</p>
Infusion Equipment and Infusion Supplies Schedule Section 2.1(4)(f)	<p>The Service Provider shall be able to provide the following categories of infusion-related medications:</p> <p><i>[insert list of infusion medications to be made available]</i></p>
Infusion Equipment and Infusion Supplies Schedule Section 2.4(1)	<p>The LHIN anticipates the introduction of the following new or unusual technology during the term of the Agreement:</p> <p><i>[provide description of any new or unusual information technology that the LHIN anticipates may be introduced during the term of the Agreement]</i></p>
Infusion Equipment and Infusion Supplies Schedule Section 3.2(2)(a)	<p>The Service Provider shall be available to receive and respond to Service Requests from the LHIN during the following times:</p> <ul style="list-style-type: none"> (i) Monday to Friday: <i>[insert time range in 24 hour clock, for example 7:00:00 to 21:00:00]</i>, and (ii) Saturdays, Sundays and Legal Holidays: <i>[insert time range in 24 hour clock]</i>.
Infusion Equipment and Infusion Supplies Schedule Section 3.2(2)(c)	<p>The Service Provider <i>[shall/shall not]</i> provide emergency and on-call coverage 24-hours per day, 7 days per week to the LHIN to respond to Emergency Repair or Replacement Requests.</p>
Infusion Equipment and Infusion Supplies Schedule Section 3.2(2)(d)	<p>The Service Provider's toll-free number[s] shall be in the following format:</p> <p><i>[insert format of toll-free number]</i></p>
Infusion Equipment and Infusion Supplies Schedule Section 3.9(1)	<p>The Service Provider shall respond to questions from Other Service Providers, Clients or their Caregivers during the following times:</p> <ul style="list-style-type: none"> (i) Monday to Friday: <i>[insert time range in 24 hour clock, for example 7:00:00 to 21:00:00]</i>, and (ii) Saturdays, Sundays and Legal Holidays: <i>[insert time range]</i>.
Infusion Equipment and Infusion Supplies Schedule Section 3.9(2)	<p>The Service Provider <i>[shall/shall not]</i> provide emergency and on-call coverage 24-hours per day, 7 days per week to Clients or their Other Service Providers in emergency situations in which the malfunction of Infusion Equipment either seriously compromises or has the potential to seriously compromise the Client's safety.</p>

Section Reference	Special Conditions
Infusion Equipment and Infusion Supplies Schedule Section 3.9(3)	The Service Provider shall have the ability to communicate with Clients in: <i>[insert list of languages]</i>
Infusion Equipment and Infusion Supplies Schedule Section 4.1.2(1)(a)	[Not Applicable] OR <i>[An Immediate Delivery shall be delivered no later than [insert a number below 4] hours after the Service Provider's receipt of the Infusion Equipment Order or Infusion Supplies Order.]</i>
Infusion Equipment and Infusion Supplies Schedule Section 4.1.2(1)(b)	<i>[Not Applicable]</i> OR <i>[Delivery of a Regularly Scheduled Delivery shall occur between 8:30 and 21:00 hours and no later than [insert number] Business Days after the Service Provider's receipt of the Infusion Equipment Order or Infusion Supplies Order.]</i>
Infusion Equipment and Infusion Supplies Schedule Section 4.1.2(1)(d)	<i>[Not Applicable]</i> OR <i>[The geographic area applicable to Infusion Equipment or Infusion Supplies delivered on the weekend or a statutory holiday is:]</i> <i>[describe geographic area]</i>
Infusion Equipment and Infusion Supplies Schedule Section 4.1.2(2)	The following Individually Scheduled Deliveries apply to the delivery of Infusion Equipment and Infusion Supplies: <i>[LHIN to delete those deliveries that do not apply.]</i> <ul style="list-style-type: none">(i) Timed Delivery;(ii) Weekend Delivery;(iii) Next Business Day Delivery; and(iv) Same Day Delivery
Infusion Equipment and Infusion Supplies Schedule Section 4.1.2(3)	<i>[LHIN Special Deliveries do not apply to the delivery of Infusion Equipment and Infusion Supplies.]</i> <i>or</i> <i>[A LHIN Special Delivery is described as follows:]</i> <i>[insert description of a special delivery that is not otherwise captured by the delivery categories in Section 4.1.2(1).]</i>
Infusion Equipment and Infusion Supplies Schedule Section 4.3(1)	The Service Provider [shall/shall not] establish an Infusion Equipment and Infusion Supplies Depot.
Infusion Equipment and Infusion Supplies Schedule Section 4.3(2)	The hours of operation of an Infusion Equipment and Infusion Supplies Depot shall be: <ul style="list-style-type: none">(i) Monday to Friday: <i>[insert time range in 24 hour clock, for example 7:00:00 to 21:00:00]</i>, and(ii) Saturdays, Sundays and Legal Holidays: <i>[insert time range in 24 hour clock]</i>.

Section Reference	Special Conditions
Infusion Equipment and Infusion Supplies Schedule Section 4.4(2)	<p><i>[The Service Provider shall not pick up Biomedical Waste.]</i></p> <p><u>OR</u></p> <p>If this Service Provider will pick up ALL Biomedical Waste, regardless of source of the Biomedical Waste, insert the following:</p> <p><i>[The Service Provider shall pick up Biomedical Waste generated by the treatment of the Client at the Service Delivery Location, regardless of whether the Client is receiving Infusion Equipment or Infusion Supplies from the Service Provider and shall comply with SS Section 4.4(2) and 4.4(3).]</i></p> <p><u>OR</u></p> <p>If this Service Provider will only pick up Biomedical Waste generated from the use of Infusion Equipment and Infusion Supplies, insert the following:</p> <p><i>[The Service Provider shall pick up Biomedical Waste generated by the use of Infusion Equipment and Infusion Supplies at the Service Delivery Location and shall comply with SS Section 4.4(2) and 4.4(3).]</i></p>
Infusion Equipment and Infusion Supplies Schedule Section 6.1(1)(c)	<p><i>[Infusion Equipment items shall be in the condition provided in SS Section 6.1(1)(c)]</i></p> <p><u>OR</u></p> <p><i>[Infusion Equipment items shall be in the following condition:]</i> <i>[insert a description of the condition (new, used, like new, etc.) of Infusion Equipment]</i></p>
Medical Supplies	
Medical Supplies Schedule Section 1.1	The LHIN's client information management system is described as follows: <i>[provide description of client information management system]</i>
Medical Supplies Schedule Section 2.3(1)	The LHIN anticipates the introduction of the following new or unusual technology during the term of the Agreement: <i>[provide description of any new or unusual information technology that the LHIN anticipates may be introduced during the term of the Agreement]</i>
Medical Supplies Schedule Section 3.2(2)(a)	The Service Provider shall be available to receive and respond to Service Requests from the LHIN during the following times: <ul style="list-style-type: none"> (i) Monday to Friday: <i>[insert time range in 24 hour clock, for example 7:00:00 to 21:00:00]</i>, and (ii) Saturdays, Sundays and Legal Holidays: <i>[insert time range in 24 hour clock]</i>.
Medical Supplies Schedule Section 3.2(2)(c)	The Service Provider <i>[shall/shall not]</i> provide emergency and on-call coverage 24-hours per day, 7 days per week to the LHIN to respond to Emergency Replacement Requests.
Medical Supplies Schedule Section 3.2(2)(d)	The Service Provider's toll-free number [s] shall be in the following format: <i>[insert format of toll-free number]</i>

Section Reference	Special Conditions
Medical Supplies Schedule Section 3.9(1)	The Service Provider shall respond to questions from Other Service Providers, Clients or their Caregivers during the following times: (i) Monday to Friday: <i>[insert time range in 24 hour clock, for example 7:00:00 to 21:00:00]</i> , and (ii) Saturdays, Sundays and Legal Holidays: <i>[insert time range]</i> .
Medical Supplies Schedule Section 3.9(2)	The Service Provider shall have the ability to communicate with Clients in: <i>[insert list of languages]</i>
Medical Supplies Schedule Section 4.1.2(1)(a)	[Not Applicable] OR <i>[An Immediate Delivery shall be delivered no later than [insert a number below 4] hours after the Service Provider's receipt of the Medical Supplies Order.]</i>
Medical Supplies Schedule Section 4.1.2(1)(b)	<i>[Not Applicable]</i> OR <i>[Delivery of a Regularly Scheduled Delivery shall occur between 8:30 and 21:00 hours and no later than [insert number] Business Days after the Service Provider's receipt of the Medical Supplies Order.]</i>
Medical Supplies Schedule Section 4.1.2(1)(d)	<i>[Not Applicable]</i> OR <i>[The geographic area applicable to Medical Supplies delivered on the weekend or a statutory holiday is:]</i> <i>[describe geographic area]</i>
Medical Supplies Schedule Section 4.1.2(2)	The following Individually Scheduled Deliveries apply to the delivery of Medical Supplies: <i>[LHIN to delete those deliveries that do not apply.]</i> (i) Timed Delivery; (ii) Weekend Delivery; (iii) Next Business Day Delivery; and (iv) Same Day Delivery
Medical Supplies Schedule Section 4.1.2(3)	<i>[LHIN Special Deliveries do not apply to the delivery of Medical Supplies.]</i> <i>or</i> <i>[A LHIN Special Delivery is described as follows:]</i> <i>[insert description of a special delivery that is not otherwise captured by the delivery categories in Section 4.1.2(1).]</i>
Medical Supplies Schedule Section 4.3(1)	The Service Provider <i>[shall/shall not]</i> establish a Medical Supplies Depot.
Medical Supplies Schedule Section 4.3(2)	The hours of operation a Medical Supplies Depot shall be: (i) Monday to Friday: <i>[insert time range in 24 hour clock, for example 7:00:00 to 21:00:00]</i> , and (ii) Saturdays, Sundays and Legal Holidays: <i>[insert time range in 24 hour clock]</i> .

Section Reference	Special Conditions
<p>Medical Supplies Schedule Section 4.4(2)</p>	<p><i>[The Service Provider shall not pick up Biomedical Waste.]</i> <u>OR</u> If this Service Provider will pick up ALL Biomedical Waste, regardless of source of the Biomedical Waste, insert the following: <i>[The Service Provider shall pick up Biomedical Waste generated by the treatment of the Client at the Service Delivery Location, regardless of whether the Client is receiving Medical Supplies from the Service Provider and shall comply with SS Section 4.4(2) and 4.4(3).]</i> <u>OR</u> If this Service Provider will only pick up Biomedical Waste generated from the use of Medical Supplies, insert the following: <i>[The Service Provider shall pick up Biomedical Waste generated by the use of Medical Supplies at the Service Delivery Location and shall comply with SS Section 4.4(2) and 4.4(3).]</i></p>