

Policy & Procedure

Section:

General

Board Approved:

July 13, 1992

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PURCHASING

POLICY STATEMENT

The Agency is committed to acquiring goods and services through an open, fair and transparent process. The purchasing process must use ethical, professional, standardized and accountable practices, provide equal access to vendors to procurement opportunities, processes and results and be in accordance with legislative requirements. The purchasing system will commit funds prudently and responsibly without prejudice and will obtain maximum value for expenditures from vendors offering the best price consistent with the required specifications as to quality, availability and service.

Purchasing Code of Ethics

The Purchasing Code of Ethics goal is to ensure an ethical, professional, and accountable purchasing system.

1. Personal Integrity and Professionalism

Employees involved with purchasing activities must act, and be seen to act, with integrity and professionalism. Honesty, care, respect and due diligence must be integral to all purchasing activities within and between the Agency, vendors, suppliers, and other service providers. Environmental considerations must be respected. Confidential information must be safeguarded. Participants must not engage in any activity that may create, or appear to create, a conflict of interest, such as accepting gifts or favours, providing preferential treatment, or publicly endorsing suppliers or products.

2. Accountability and Transparency

Purchasing activities must be open and accountable. In particular, contracting and purchasing activities must be fair, transparent, and conducted with a view to obtaining the best value for the Agency's funds. All Employees must ensure that Agency resources are used in a responsible, efficient, and effective manner.

3. Compliance and Continuous Improvement

Individuals involved with purchasing and other supply chain activities must comply with this code of ethics. Employees will continuously work to improve purchasing policies and procedures, their purchasing knowledge and skill levels, and to share leading practices.

4. Visible

This policy is posted on the Agency's website for ease of access by Employees, suppliers and others.

DEFINITIONS

Goods and Services - Any merchandise purchased is a good and any purchase of knowledge, expertise or supply is a service and includes information technology.

Contract - An agreement between two or more parties for the doing or not doing of something specific that is enforceable by law and for the purpose of this policy, a written document.

Consultant - A person or company that provides expert or strategic advice for consideration and decision-making.

Value of Goods & Services - Value equals the price before sales tax.

Supply Chain Activities - All processes directly or indirectly related to budgeting, sourcing, purchasing, receiving, and the accounting of goods and services.

Quality Service Delivery - The Agency will do its utmost to receive the right product, at the right time and in the right place.

Buying Groups - Collaborative purchasing is coordinated buying on behalf of multiple organizations to generate savings and efficiencies that benefit the members of the group.

Perquisites - A privilege that is provided to an individual or group that provides a personal benefit that is not generally available to others.

Approved Vendor - A supplier, who in the course of business has demonstrated value for dollar, experience and superior quality of workmanship. Approved vendors can also be suppliers that express an interest for an opportunity and provide quality references.

Vendor of Record (VOR) - Suppliers pre-qualified by the Province of Ontario.

PROCEDURES

1. General

The Agency will not discriminate or exercise preferential treatment when issuing a purchase order or awarding a contract to a supplier. If the Agency uses buying groups it will ensure that the activities of the buying groups are in compliance with the applicable Ministry of Finance, Broader Public Sector Directives.

Employees should only be making purchases while working. Exceptions require prior approval from their Manager.

The Personal Finance Management [PRO-200-02] policy must also be followed by Employees when assisting a person supported making purchases with their own money.

In Compliance with the Broader Public Sector Perquisites, Directive, the Agency does not provide perquisites to any employees or appointees. Furthermore, the acceptance or purchase of perquisites is strictly prohibited. All expenditures must be made in the best interests of Agency and the community we serve.

Any service or product of a financial nature that exercises self-regulatory or supervisor authority delegated by law is exempt from this policy (i.e. lawyers, accountants, insurance providers, etc.).

Purchasing records are available for a period of seven (7) years.

2. Segregation of Duties

The Agency will do its utmost to ensure that an Employee does not have authority for more than two (2) of the following purchasing processes: requisition, budgeting, purchasing, receiving and payment.

3. Approval Limits for Purchases

The following approval limits apply for all approved/budgeted purchases of all good/services. The value of a purchase for approval limits does not include taxes. Goods and services shall not be split into lower dollar amounts to avoid compliance with this policy.

<u>Value of Goods/Service</u>	<u>Approval Level Required</u>
Under \$3,500.00	Manager
Under \$50,000.00	Director
Under \$200,000.00	Executive Director
\$200,000.00 + and the purchase of real property	Board of Directors

Administration is responsible for verifying that the request is supported by attached documents and that the signature is by the appropriate signing authority.

In the event that purchases are made because of an emergency situation, verbal approval and all appropriate forms must follow immediately after the completion of the occurrence.

4. Preparing for a Purchase/ Requisitioning

When preparing for a purchase the following factors must be considered:

- ✓ comparison shopping to determine the best price for the best value
- ✓ are the goods and services necessary, budgeted and within the approved budget
- ✓ have you planned for the purchase of the goods/service as early as possible
- ✓ is a bulk purchase or combining of orders possible to maximize value for dollar
- ✓ does the Agency have sufficient information about the product to make a sensible purchase
- ✓ can Vendors of Record or preferred vendors be used
- ✓ which method should be used to make the purchase (i.e. Purchasing Card, petty cash, cheque)
- ✓ what level of approval is required and the timing to obtain approvals
- ✓ the time necessary to deliver the goods and services

Information Gathering - Request for Proposals/Information or Supplier Qualification

When preparing for a significant or specialized purchase the Agency may decide to gather additional written information by the formalized processes described below. The Agency will consider the time and effort required to complete these processes when deciding on their use.

The following methods may be used:

- ✓ Request for Information (RFI) - Used to request answers to questions about the planned goods/service including recommended solutions to a problem or need, leading practices, expert advice, identification of risks, etc.
- ✓ Request of Expressions of Interest (RFEI) - Used to determine if suppliers are capable and available to provide the goods/service.
- ✓ Request of Supplier Qualification (RFSQ) - The RFI and RFEI cannot be used to pre-qualify suppliers. Only a RFSQ can be used to pre-qualify suppliers or identify qualified candidates in advance of an expected future competition. The RFSQ must contain language that disclaims any obligation by the Agency to choose a supplier as a result of this process.

Preferred Vendors

The Agency will establish a preferred vendors list which is based upon identified criteria, including their capabilities, qualifications and recommendations from Managers. The list is updated and distributed throughout the Agency semi-annually. Employees should purchase from preferred vendors whenever possible.

When contracting for professional services, including consultants, consideration must be given to their qualifications and experience. The selection process must be documented including justification of fees.

Vendors of Record (VOR)

The Agency has access to use the Province of Ontario's VOR list. Employees may request Administration to research the cost from Vendors of Record using Ontario's VOR website.

Points Programs

Enrolment in Points Card Programs is highly encouraged. Points Programs (i.e. Petro Points, Shopper's Optimum Points) should be collected and redeemed for the same or similar goods that are regular expenditures for the Agency. For example, Petro Points must be used for gas purchases. Points programs help to offset Agency expenditures.

5. Budgeting

The Agency will require the Director, Finance to prepare budgets for expenditures annually and/or as purchases/projects are developed to ensure there is available funding. Approved budgets will be distributed to each management team.

Managers will make sure that Employees are informed of the funding available to cover the cost of the purchase.

If reserves are to be used to fund any expenditure, Board of Director's approval is required.

6. Purchasing

Method/Documentation to Secure Goods and Services

The method and documentation required to purchase goods and services is based on their cost as described below. For all purchases over \$1,000.00 Employees must complete the Quotes Summary (ADMIN77) form.

<u>Value of Goods/Service</u>	<u>Method</u>	<u>Documentation</u>
Under \$1,000.00	One supplier with supporting documentation	<u>Purchase Order</u> (ADMIN57) form, Purchasing Card or petty cash
\$1,000 but under \$3,500.00	Minimum of 3 telephone quotes	<u>Quotes Summary</u> (ADMIN77) form, <u>Purchase Order</u> (ADMIN57) form, Purchasing Card
\$3,500 but under \$50,000.00	Written quotation from 3 vendors	<u>Quotes Summary</u> (ADMIN77) form, <u>Purchase Order</u> (ADMIN57)
Major acquisitions of \$50,000 or more and/or all consulting services of any value	Advertised or Invitational Tender	<u>Quotes Summary</u> (ADMIN77) form See Appendix B
Over \$100,000.00	Open tender posted on the Internet to ensure the tender package is readily available to suppliers across Canada.	<u>Quotes Summary</u> (ADMIN77) form See Appendix B Contract

Purchasing Cards

The Agency has contracted with a designated banking service for a Purchasing Card system.

The Director, Finance has overall responsibility for the Purchasing Card system and the Manager, Finance will be designated as the Card Coordinator.

Purchasing Cards are issued to management and designated full-time Employees with authorized spending limits assigned based on business need. Spending limits range from \$5,000.00 to \$10,000.00. On occasion, as the need arises and with Executive Director or designates approval, card limits may be increased temporarily to accommodate specific purchases. Although the Purchasing Card is in the name of the Employee, it is an Agency.

Purchasing Card intended to facilitate the purchase of goods/services required to conduct Agency business and cannot be used for personal purchases.

Each cardholder is required to sign the Purchasing Card Employee Acknowledgement (ADMIN03) form accepting personal responsibility for the authorized use of the card, safe keeping of the Purchasing Card, and the accompanying Personal Identification Number (PIN).

The Agency does not authorize the cardholder to:

- ✓ Accept cash for a returned or damaged good
- ✓ Obtain a cash advance

Managers are responsible to:

- ✓ notify the Manager, Finance in writing when an Employee is to receive a Purchasing Card
- ✓ immediately retrieve the Purchasing Card from the Employee and return it to the Manager, Finance when an Employee is terminated, resigns or is on extended leave.

The Manager, Finance will monitor the Purchasing Card system and be responsible to advise the Director, Finance of issues and irregularities. All Employees must follow the Purchasing Card guidelines and procedures. See Appendix A.

Purchase Orders

The purchase order is a legally binding document sent to a vendor. It describes the goods/services being purchased and specifies unit prices, packaging sizes, quantities, delivery dates, shipping instructions and other relevant details. Agency Purchase Orders (ADMIN57) are available from Administration.

Prior to or immediately after ordering a good/service where payment will be by cheque/direct deposit, a pre-numbered purchase order must be completed. The purchase order must:

- ✓ describe the goods/service in detail
- ✓ include appropriate signatures
- ✓ specify any special instructions
- ✓ the original may be provided to the supplier upon request
- ✓ copy sent to Administration immediately
- ✓ copy kept by the Manager for the location records

Blanket Purchase Orders

For repetitive orders, blanket purchase orders may be issued each fiscal year as follows:

- ✓ use the guidelines for purchase orders
- ✓ state the maximum dollar value and frequency of payment
- ✓ state the time period
- ✓ Description and detail of items covered by Purchase Order

Petty Cash

The Agency uses a petty cash system for the purpose of small, miscellaneous operating expenditures where it is not practical to use other purchasing methods. A designated Employee will receive a single amount of cash within approved limits for petty cash purchases.

A petty cash fund will be requested by the Manager, in writing to Administration, based on the appropriate limits for the needs at the program location. The authorized range is from \$50.00 to \$250.00.

The designated manager of the location must fill and sign the top portion of the Petty Cash Acknowledgement (ADMIN81) form accepting responsibility for the fund. The Employee keeps the original with the petty cash fund; a copy is filed in Administration

When an Employee no longer has responsibility for the petty cash fund, they fill out the bottom of the original Petty Cash Acknowledgement (ADMIN81) form and send to Administration. When the new Employee takes responsibility for the petty cash fund, the fund must be counted by an Employee witness at the time the former Employee responsible signs off.

Borrowing from petty cash is not permitted by anyone.

Disbursements/Reimbursement

The petty cash fund should be counted at the beginning of every shift using the Petty Cash Record (ADMIN45) form.

At the time that cash is added or withdrawn from petty cash the Petty Cash Record (ADMIN45) form must be updated.

Proof of purchase is required and must be attached to the Petty Cash Record (ADMIN45) form.

Acceptable forms of proof of purchase are:

- Detailed itemized receipt from the seller
- an Agency Petty Cash Voucher (yellow slip) only if a valid store receipt cannot be obtained

The designated Employee will balance the petty cash fund using the Cash Expense Statement (ADMIN16) form, attach receipts and send to the Manager, Community Living Supports for approval before submitting to Administration for reimbursement.

Safe and Secure Handling of Petty Cash

Petty cash must be kept in a secure locked box, in a locked cupboard at the location along with its receipts.

Cash on hand plus expenditures must always equal the approved limit. Any discrepancies must be investigated and accounted for immediately.

All reimbursements to the petty cash fund are made by cheque issued to the designated Employee. The cheque must be cashed and deposited to the fund immediately upon receipt.

All petty cash funds are subject to audit by Administration.

Gasoline Cards

Each Agency vehicle will be assigned its own gasoline card that can only be used for fuel purchases for that Agency owned vehicle only, for approved travel.

The gasoline card will be placed in the log book, locked in the vehicle or in another secure location as designated by the Manager.

Gasoline card slips will be approved by the Manager and will include the following information for correct billing: date, total litres, price per litre, total amount, license plate number, Employee

signature. The gasoline card slips will then be immediately sent to Administration electronically to balance to the gasoline card statement. Any discrepancies will be investigated.

Managers should regularly cross reference gas receipts with the vehicle log to verify that gas purchases and car washes occurred.

Tendering

Tendering is a method to request supplier responses to provide goods/services based on stated delivery requirements, specifications, terms and conditions, price and delivery. The purpose of tendering is to achieve optimum value for money. The awarding of contracts or the results of a tender will be without prejudice, discrimination or preferred treatment.

The Agency will conduct tendering in accordance with the Province of Ontario's Broader Public Sector Procurement Directive.

The Manager, Property will coordinate the tendering process as per Appendix B and be the contact on behalf of the Agency for all communication in the tendering process.

7. Receiving/Receipt and Inspection of Goods/Services

All incoming goods/services must be compared to the Purchase Order and any discrepancies addressed. Goods/services not meeting required specifications should not be accepted.

Satisfactory receipt of goods/services is indicated by the signature of an Employee on the delivery slip or work order.

Managers must ensure all gas receipts are clearly labeled with the vehicle license plate, Employee signature and cross referenced with the van logs.

Employees must ask for duplicate grocery receipts at time of purchase so one receipt can accompany the master card log while the other stays in the home. A second Employee will review and sign that the food and items purchased are in the home. Grocery receipts should be cross referenced with the menu plan.

All delivery slips, work orders, all receipts including gasoline, reports, etc., must be sent to Administration immediately upon receipt.

8. Verification and Payment of Accounts

Managers will instruct suppliers to mail all invoices directly to the Agency's Administrative Office.

Payment of the account will occur when:

- ✓ all relevant documents have been matched to the supplier's invoice, and
- ✓ satisfactory evidence that the goods/services received substantially comply with the purchase order/contract.

Invoices should not differ by more than 10%. This and any other discrepancies between the supporting documents and the invoice will be investigated prior to payment. All discrepancies must be resolved and approved by the Manager.

The Director, Finance or designate must review all invoices prior to payment to ensure they meet the requirements of the purchasing system.

Payment will be made according to the Agency's cheque signing/direct deposit policy/procedures. Suppliers requesting a deposit of in excess of 10% of the purchase price must be approved by a Director.

9. Contractors/Suppliers

All contractors/suppliers who are contracted to perform work and/or services for the Agency must satisfy the following conditions prior to commencing work for the Agency for the first time and annually thereafter:

- a) If Employees of the contracted company are performing duties for the Agency, that company must provide a valid Certificate of Clearance from the Work Place Safety & Insurance Board
- b) Contractor/suppliers must provide proof of current Public Liability and Property Damage Insurance coverage in an amount not less than \$2,000,000.00
- c) Sign the Oath of Confidentiality (PER06) form
- d) Review, complete and sign the Contractor's Responsibilities and Commitment to Health and Safety (ADMIN31) form

The Manager, Property is responsible:

- for contract management
- for managing supplier performance and addressing any issues that arise
- for management of the approved vendors list

The Manager, Property, along with the Manager, Community Living Supports as needed, will ensure that the Contractor Performance Report (ADMIN32) form is completed after the contractor has finished, or annually. The Contractor Performance Report (ADMIN32) form is retained in the supplier's file.

Upon satisfactory submission of the above documents, input from Managers and the recommendation of the Manager, Property, the contractor/supplier will be placed on the Agency's approved vendors list. The Manager, Property may remove a contractor/supplier from the approved vendors list based on failure to supply the necessary documentation or an unsatisfactory performance report.

Annually the Manager, Property will contact each supplier/contractor on the approved vendors list requesting that forms a) to d) (above) be submitted to the Agency by March 31st of each year.

10. Contracts

All contracts will be prepared by our legal representative in accordance with Agency policies and the Province of Ontario's Broader Public Sector Procurement Directive.

11. Monitoring and Follow-up

The Director, Finance will be responsible to ensure the Agency complies with this policy.

Managers must review receipts regularly to ensure that what is being purchased is appropriate and the amount needed.

12. Training, Posting and Review

The Agency will ensure all Employees involved in supply chain activities are trained in these policies and procedures.

This policy will be posted in Administration, Resource Centres and on the Agency's website for Employees and vendors.

The Agency will regularly review this policy, solicit feedback from Employees and vendors and implement changes as necessary to ensure that our processes are accountable and achieve the purposes of this policy.

13. Provincial Legislation - Accessibility and Privacy

Purchasing activities are conducted in accordance with the Agency's policies, procedures and guidelines including but not limited to:

- ✓ Accessibility [ADM-100-18] policy
- ✓ Privacy & Protection of Personal Information [ADM-100-17] policy
- ✓ Management of Individual Records [PRO-300-03] policy

Purchasing Card Program – Guidelines and Procedures

Steps to Obtain a Purchasing Card

- When an Employee is deemed to need a Purchasing Card their Manager makes the request in writing (email) to the Manager, Finance (Card Coordinator).
- The Card Coordinator completes the financial institution's application business card authorization agreement including the authorized credit limit.
- The Card Coordinator faxes the completed application to the financial institution and keeps the fax confirmation sheet as proof of submission.
- The new card should arrive in 10 -14 working days. When the card arrives the Card Coordinator emails the Employee, copying their Manager, to arrange for pick up.
- The new card is activated by the Card Coordinator.
- Prior to releasing the card, the Employee signs two copies, keeping one, of the Purchasing Card Employee Acknowledgement (ADMIN03) form. Administration retains the second copy.

Procedures for Making Purchases with the Purchasing Card

- When making a purchase the Employee must sign or enter their Personal Identification Number (PIN).
- Employees must obtain a receipt that contains the details of the purchase and/or a copy of the invoice providing all details of what was purchased or repaired.
 - Note: The slip received because the Purchasing Card was used is not considered the receipt for proof of purchase unless it details the goods/service received.
- For telephone purchases Employees are to request that the merchant supply a detailed invoice.
- Under no circumstances should the Employee accept cash for returned items. A credit must be made to the Purchasing Card and a copy of the credit note attached to the purchasing log.
- In the event the cardholder is experiencing a problem with a Purchasing Card they can contact the Purchasing Card customer service department using the telephone number on the back of the card. The Employee must also call the Manager, Finance to report the problem.
- The following steps should be taken to resolve discrepancies or concerns with a purchase:
 - Contact the merchant as soon as possible;
 - Obtain replacement goods or credit on account
 - Contact the Manager, Finance if the problem appears to be a bank error.
 - In exceptional circumstances when capital assets are purchased the receipt must clearly state what was purchased and include the make, model, serial number or other appropriate identifiers.

How to Complete the Monthly Purchasing Card Statement

- Purchasing Card statements are available online by the 12th of the month. The statement must be reconciled with the receipts/invoices obtained by the cardholder throughout the month. A copy of the receipt(s) must be forwarded to the Administrative Officer
- The expense report software system, available electronically, is used to reconcile the monthly statement. The software has drop down boxes providing Trust Account numbers, General

Ledger account codes and Department numbers. All purchases and returns are to be entered within this software.

- The monthly submission total must equal the balance owing on the monthly purchasing card statement
- If there is a missing receipt the Manager will send an email notifying the Administrative Officer of the missing receipt and approving the expenditure.
- The expense report software system utilizes automated routing of expense reports for approval, following Purchasing [ADM-100-05] policy thresholds. Any discrepancies will be identified and action taken.
- Monthly purchasing card submissions and receipts must be forwarded electronically utilizing the electronic routing within the software system by the 30th of each month.
- If more than \$300.00 per single item is spent for a trustee person the Executive Director must review in accordance with the Personal Finance Management [PRO 200-02] policy.

Safe and Secure Handling of the Purchasing Card

- Employees are not allowed to share their PIN with anyone.
- The PIN, security code on the back of the Purchasing Card and the expiry date are recorded and kept on file by the Card Coordinator.
- The Purchasing Card number is recorded in the Employees file.
- Employees must leave their receipts at their program location.
- Employees should safe guard their Purchasing Card and receipts.
- If the Employee is on an approved leave for a period of 60 days or more, the card must be sent to Manager, Finance to place on hold and secure in a locked place until the Employee returns to work.
- Managers are responsible to notify the Manager, Finance in writing, whenever a cardholder is terminated, resigns, or is on an extended leave. The Manager will retrieve the Purchasing Card from the Employee and return it to the card coordinator.
- When a Purchasing Card is cancelled, an authorization form signed by the Manager, Finance is sent to the financial institution cancelling the card. The card is then shredded.

Lost or Stolen Purchasing Cards

- Any Employee who suspects their Purchasing Card is lost or stolen must immediately report the loss to their Manager, the Manager Finance and the financial institution customer service.
- The Purchasing Card customer service number is 1-855-341-4643. This number is to be kept at location for reference in case of a lost/stolen card or other emergency.

Forgotten Personal Identification Number – PIN

- If an Employee forgets their PIN they should call the Card Coordinator (Manager, Finance) to retrieve their PIN.

They can change their PIN by going to the financial institution however, they must advise the Card Coordinator of their new PIN immediately.

Gift Cards

Purchase and Use of Gift Cards

1. The purchase of gift cards must be pre-approved by the Director. Gift cards may only be purchased for purposes aligned with the organization's mission, such as employee recognition or as part of approved programs or events.
2. Gift cards may not be purchased for personal use, nor can they be used as a substitute for wages or other compensation for employees. The purchase of gift cards for any purpose outside of official business activities is strictly prohibited.
3. Employees purchasing gift cards must provide clear documentation, including the reason for purchase amount, recipient (if applicable), and the business purpose. All gift cards purchased must be tracked and receipts must be submitted and attached to expense reports.
4. Gift cards must be securely stored prior to distribution. The person responsible for distributing gift cards must ensure proper documentation of recipients and must not use or distribute gift cards without proper authorizations.

Tendering

The Agency's tendering process will comply with the provisions of the Province of Ontario's Broader Public Sector Procurement Directive and will not discriminate or exercise preferential treatment.

Overview of the Tendering Process

The most common competitive procurement documents are:

Request for Proposal (RFP) – requests suppliers to provide solutions to deliver complex goods/services or provide alternative options or solutions.

Request for Tender (RFT) – requests suppliers to submit bids to provide a good/service based on stated delivery requirements, performance specifications, terms and conditions.

Request for Quotation (RFQ) – similar to an RFT the Agency would describe exactly the goods/service to be provided.

Invitational Tenders are used by the Agency to invite three (3) or more qualified suppliers to submit written proposal for goods/services. All procedures below apply to invitational tenders.

Open Competitive Tenders must be made through an electronic tendering system that is readily accessible by all Canadian suppliers.

General

Tender calls must provide suppliers a minimum response time of 15 calendar days for procurement of goods and services valued at \$100,000.00 or more.

A bidder's conference/meeting may be scheduled after the tender becomes available to provide suppliers with technical or specific requirements of the tender that may be better understood if presented in person.

The Manager, Property is the only designated person who may provide information regarding the tender. Any addendums or question and answer documents must be sent to all bidders.

The name and contact information for all potential suppliers must be recorded regardless whether the tender is picked up in person or sent electronically.

The Tender Document

The tender document must, as a minimum, include the following:

- a) name and address of Agency,
- b) name, telephone number, email and location of the Manager, Property – including a cautionary note that no other person from the Agency is to be contacted,
- c) project engineering firm and address (if applicable),
- d) project architectural firm and address (if applicable),
- e) clear description of required goods/service – the performance requirements must be provided in a manner that does not unfairly favour certain suppliers,

- f) conditions a supplier must meet to obtain the tender documents – (i.e. Conflict of interest declarations, confidentiality agreements etc.),
- g) submission rules in order for the bid to be compliant – (i.e. format, language number of copies etc.),
- h) process and deadline for submitting any questions and the manner questions will be answered,
- i) process, date and time deadline for bid submission, including a caution that submissions received after the deadline will be returned unopened,
- j) time, place and method of bid opening,
- k) mandatory criteria – technical standards which must be met – the document must clearly state that submissions that do not meet this criteria will be disqualified,
- l) full disclosure of evaluation criteria, including weights, process and methodology used to assess submissions,
- m) if applicable, request a list of subcontractors,
- n) period of time that the bid is irrevocable – normally 120 days from closure of competitive process,
- o) notice that confidential information supplied would be disclosed if the Agency was obligated to do so in accordance with its Privacy & Protection of Personal Information (ADM-100-17) policy.

Suppliers submitting a tender must hand deliver it to the reception desk at the administration office where the Employee will record on each submission the date, time, company name and contact information of the bidder.

Once the tender is closed, no further communication can occur unless it is to seek clarification of a bid or notify the successful bidder.

Evaluation Criteria

The Manager, Property will develop the evaluation criteria and the methodology to be used to assess the tender, forward to a Director prior to its inclusion in the tender document. The evaluation criteria should be kept to a minimum, must allocate the maximum justifiable rating to price/cost of the bid, will clearly disclose that a tender will be disqualified if it does not meet the mandatory requirements and the method of resolving a tie.

The following factors may be used in the evaluation:

- price
- quality
- quantity
- transition costs
- delivery
- servicing/warranty
- environmental considerations
- capacity of the supplier to meet requirements
- experience
- financial capacity
- any other relevant factors

The evaluation process must describe specifics regarding mandatory requirements and must follow the Province of Ontario's Broader Public Sector Procurement Directive.

Evaluation Team

The evaluation must be completed by a team comprised of at least three (3) members recommended by the Manager, Property. Each member of the evaluation team must complete an evaluation matrix, including the proponent's scores, which is kept for audit purposes.

Successful Bidder

The submission that receives the highest evaluation score and meets all mandatory requirements must be declared the winning bid.

Purchase Order/Contract

The purchase order/contract cannot change the terms of the tender.

A contract formally defining the terms of the tender must be signed by all parties before the successful bidder supplies the goods/services.

Closing of Tender Process/After the contract is signed

After the purchase order/contract is signed between the Agency and the successful bidder, the Manager, Property may, subject to confidentiality requirements, discuss the tender competition with the participants.

The Manager, Property must:

- a) Advise all proponents that a contract has been signed and the competitive process is closed.

Plus, if the value of the tender is \$100,000.00 or more, the Manager, Property must:

- a) Post contract award notification in the same manner as the advertisement for the tender ensuring that the following information is provided in the contract award notification:
 - name of the successful supplier
 - agreement start and end date
 - any extension notices
- b) Offer the unsuccessful proponents a debriefing session allowing them a minimum of 60 days for response.