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Ontario

How to Do Business with the Ontario Government

A Few Notes Before We Get Started

To hear audio: call 416-212-8010 or 1-866-602-5423, access code 2564577#

To ask questions: please use Q&A feature – send questions to “All Panelists”

Please keep smart phones away from land lines

Will answer as many questions as possible during webinar, others in writing afterwards

This presentation available upon completion of questionnaire

Doing Business email: doingbusiness@ontario.ca

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How to Do Business with the Ontario Government

Who Does what?
Procurement in the Ontario Government

Ministry of Government and Consumer Services Supply Chain Ontario	Infrastructure Ontario	Other Government Agencies	Broader Public Sector (Municipal, Education and Health Sectors)
Assists ministries to procure IT, goods and services Establishes enterprise contracts for common goods & services for ministries - (mandatory) and agencies/PFO entities (opt) TBS is the policy owner for OPS/BPS Procurement Directives ARB is policy owner for advertising related procurements Oversight of ministry specific procurement	Policy owner for accommodation and real property procurements Co-ordinates accommodation and leasehold improvements for OPS and major capital construction projects for OPS and BPS Attracts investment capital for major infrastructure projects	Responsible for its own policy Procure for own agency Operate as independent entities Some have commercial mandates (e.g. LCBO, Presto)	Subject to the BPS Procurement Directive Responsible for its own policy Procure for own entity *Some* participate in buying groups

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Agenda

To maximize your chances of being successful in obtaining business with the Ontario government, you should know about:

Ontario Public Service Procurement Process

How to Access Procurement Opportunities

Vendor of Record Arrangements

How to Prepare a Bid Response

How to Market to the Ontario Government

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Policy and Key Concepts

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Procurement Policy Overview

The government of Ontario has two key procurement directives: one for the Ontario Public Service (OPS) and one for the Broader Public Sector (BPS)

The Directives are designed to support procurement processes in the OPS and BPS that are open, transparent and fair as well as achieve value for money

The OPS Procurement Directive applies to goods, services, information technology and consulting services and to all ministries, IT clusters and certain agencies

Procurement Policy Overview (2)

Both Directives reflect Ontario's trade agreement obligations covering procurement:

- The Agreement on Internal Trade
- The Ontario – Quebec Trade and Cooperation Agreement
- The World Trade Organization Agreement on Government Procurement

Procurement Policy Overview (3)

Competitive procurement processes must be fair, transparent, open, and advertised publicly using an electronic tendering service to solicit bids for procurement contracts valued at:

- $25,000 or more for goods acquisitions; and,
- $100,000 or more for services and construction acquisitions

Procurements below these thresholds do not have to be advertised using an electronic tendering service

For consulting services, a competitive procurement process must be used for all consulting procurement contracts, regardless of value

The Daily Commercial News and the Ministry of Transportation Registry, Appraisal and Qualification System (RAQS) may be used to advertise construction acquisitions

Where do I find Procurement Opportunities?

On the ONTARIO TENDERS PORTAL

In **2014, BravoSolution** became Ontario's new designated electronic tendering service provider replacing MERX Networks

- Services include access to Ontario government open procurement opportunities such as Requests for Bids for goods or services
- Electronic submission of bids is being implemented
- Vendors will no longer be required to purchase a subscription to access and review procurement documents. Vendors can read all our procurement documents free of charge, prior to deciding whether or not to bid.
- The new electronic tendering service is available at ontario.ca/tenders

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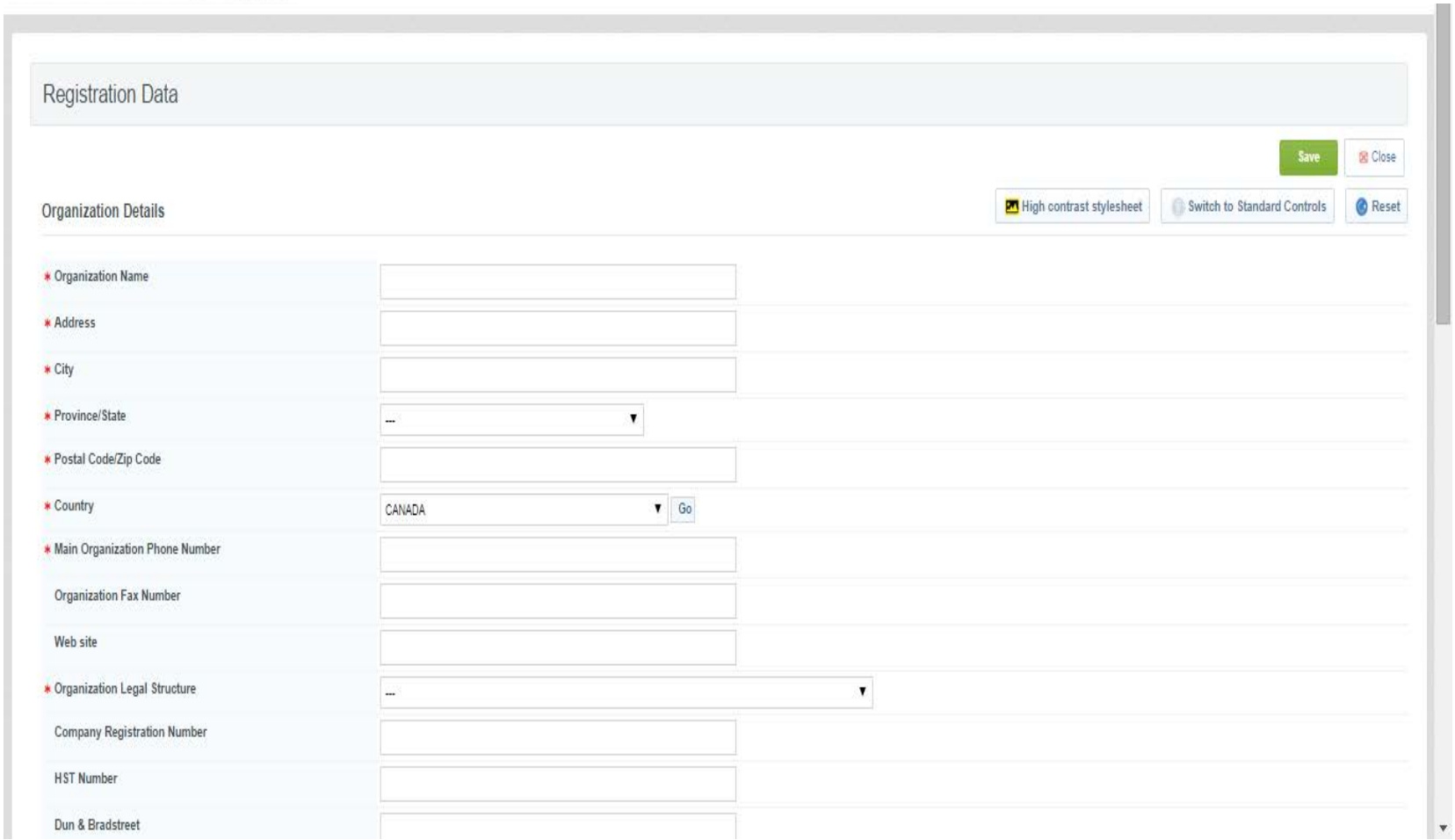
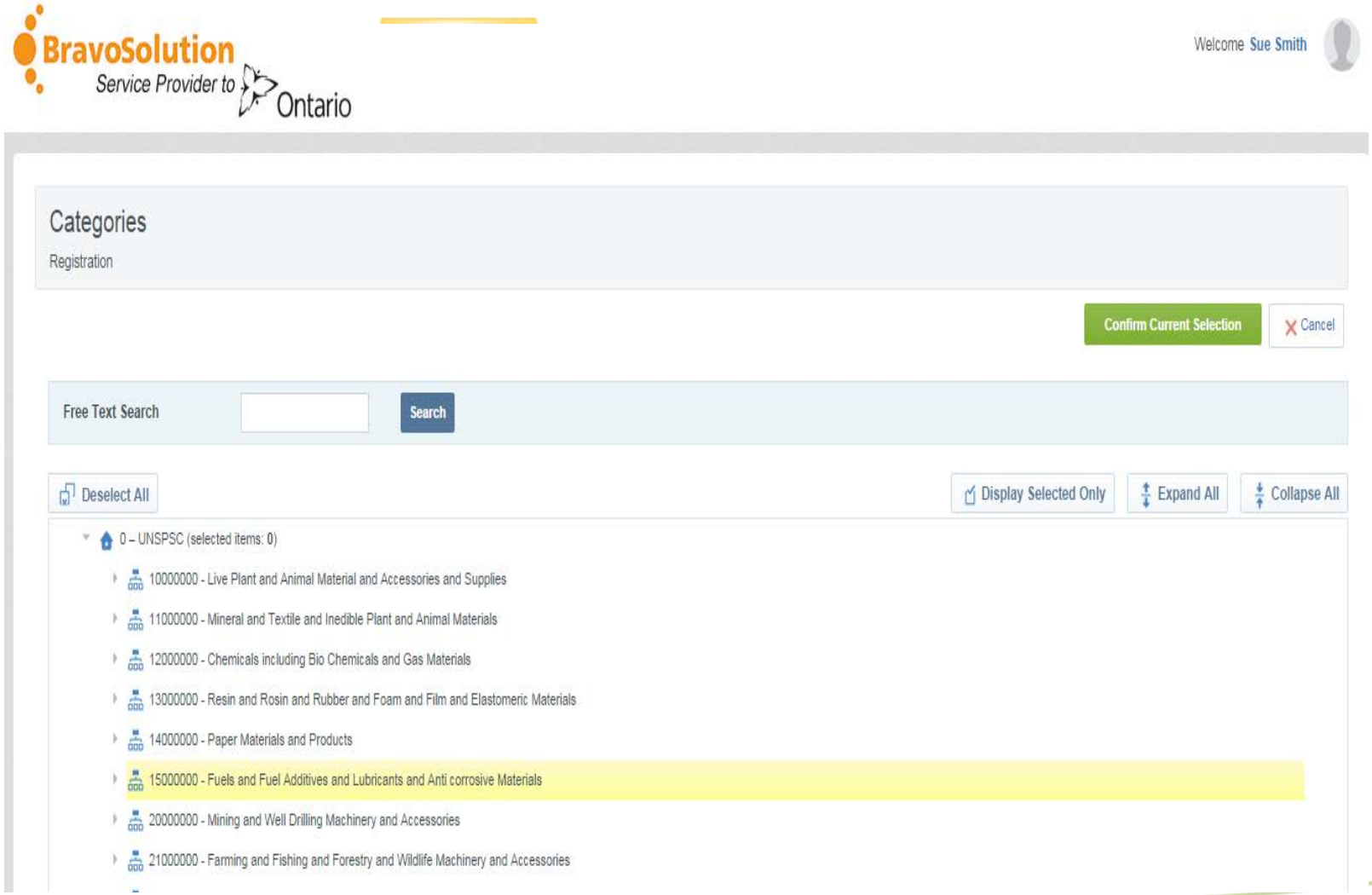
OTP Main Page

Ontario

Registration Page



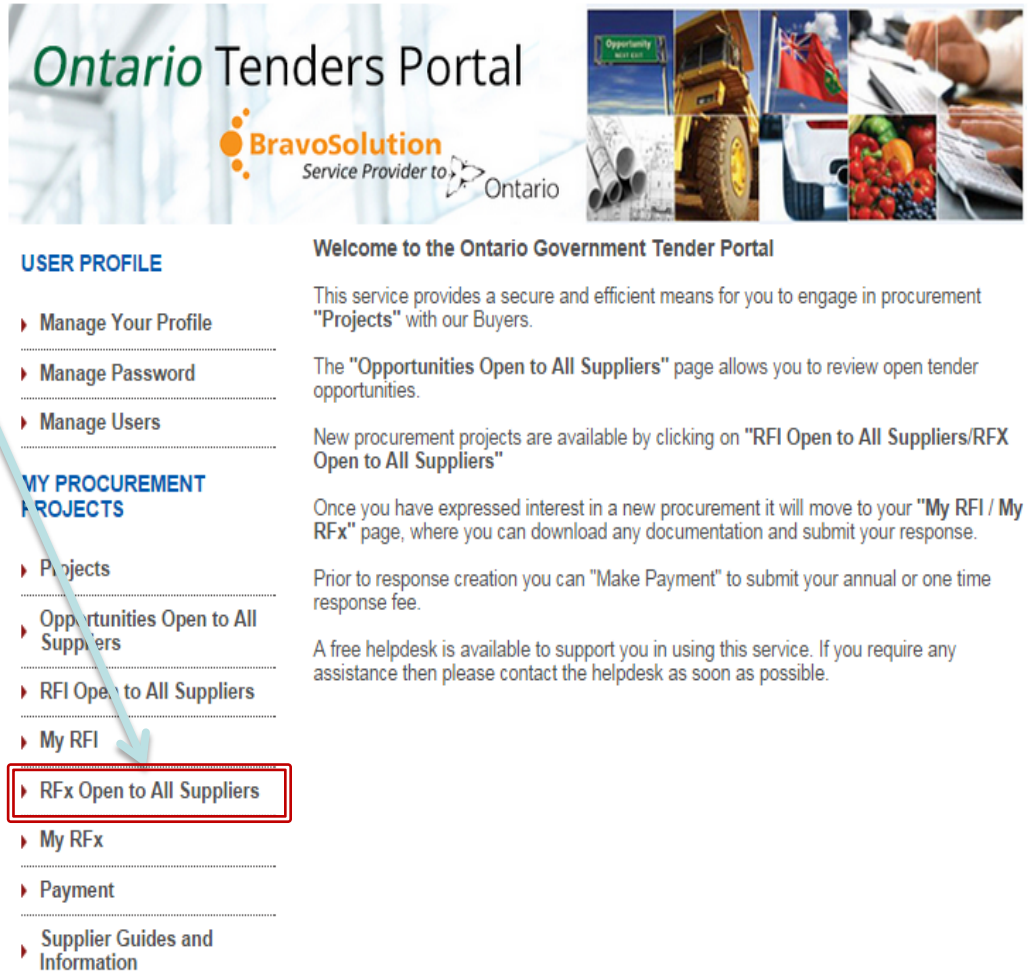
UNSPSC Selection Screen



Ontario

Supplier Landing Page

All opportunities are available to the public, but you can only submit responses once you have registered as a Supplier.



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Opportunities Screen

Current Opportunities | Past Opportunities

Select a Filter --- Go

	Organization	Project Reference	Project Title	Work Category	Listing Expiry Date (dd/mm/yyyy hh:mm)
1	Government of Ontario	OSS_00590101	Internet Provisioning Services	Other	30/05/2016 11:00
2	Government of Ontario	OSS_00581935	Steep Rock Investigation of Soil & Groundwater Contamination Remediation Options	Other	30/05/2016 11:00
3	Government of Ontario	OSS_00594488	Lease of One (1) High Capacity Printer and Service Maintenance	IT	30/05/2016 11:00
4	Government of Ontario	OSS_00578610	Corridor User Surveying and Data Collection High-Occupancy Toll (HOT) Pilot	Other	30/05/2016 11:00
5	Government of Ontario	OSS_00591246 / 1148	Weekly School Bus Transp Serv for Special Needs Students for Prov/Dem Schools	Other	30/05/2016 11:00
6	Government of Ontario	OCWA160512-BLOWER	Blower Package	Other	30/05/2016 12:00
7	Government of Ontario		MTO Demo 2 Properties	Other	31/05/2016 11:00
8	Toronto Community Housing	RFP 16137	RFP 16137 - Domestic Water Supply and Sanitary Plumbing Systems Replacement at G	Other	31/05/2016 11:00
9	Toronto Community Housing	RFP 16151	RFP 16151 - Domestic Water and Sanitary Piping Risers Replacement at Islington	Other	31/05/2016 11:00
10	Toronto Community Housing		RFP 16184 DHW System Upgrade @ 1-15 Field Sparroway and 2-10 Tree Sparroway	Other	31/05/2016 11:00
11	Toronto Community Housing		RFP 16175 Preventive Maintenance Services, Demand Repairs For Fan Coil and PTAC	Other	31/05/2016 11:00
12	Toronto Community Housing		RFP 16176 Replacement For Residential Furnaces and Domestic Hot Water	Other	31/05/2016 11:00
13	Toronto Community Housing		RFP 16177 PTAC (Packaged Terminal Air Conditioner) Replacement	Other	31/05/2016 11:00
14	Toronto Community Housing		RFP 16174 Preventive Maintenance Services, Demand Repairs For Furnaces and DHW	Other	31/05/2016 11:00
15	Government of Ontario	AIS-0862	Laundry Serv at St. Lawrence Valley & Correctional Treatment & Brockville Jail	Other	31/05/2016 11:00
16	Government of Ontario	OSS_00585225	Real Estate Appraisal Services	Other	31/05/2016 11:00
17	HMMS	HMMS02514 - Ophthalmic Ultrasound A Scan Unit	HMMS02514 - Ophthalmic Ultrasound A Scan Unit	Other	31/05/2016 12:00

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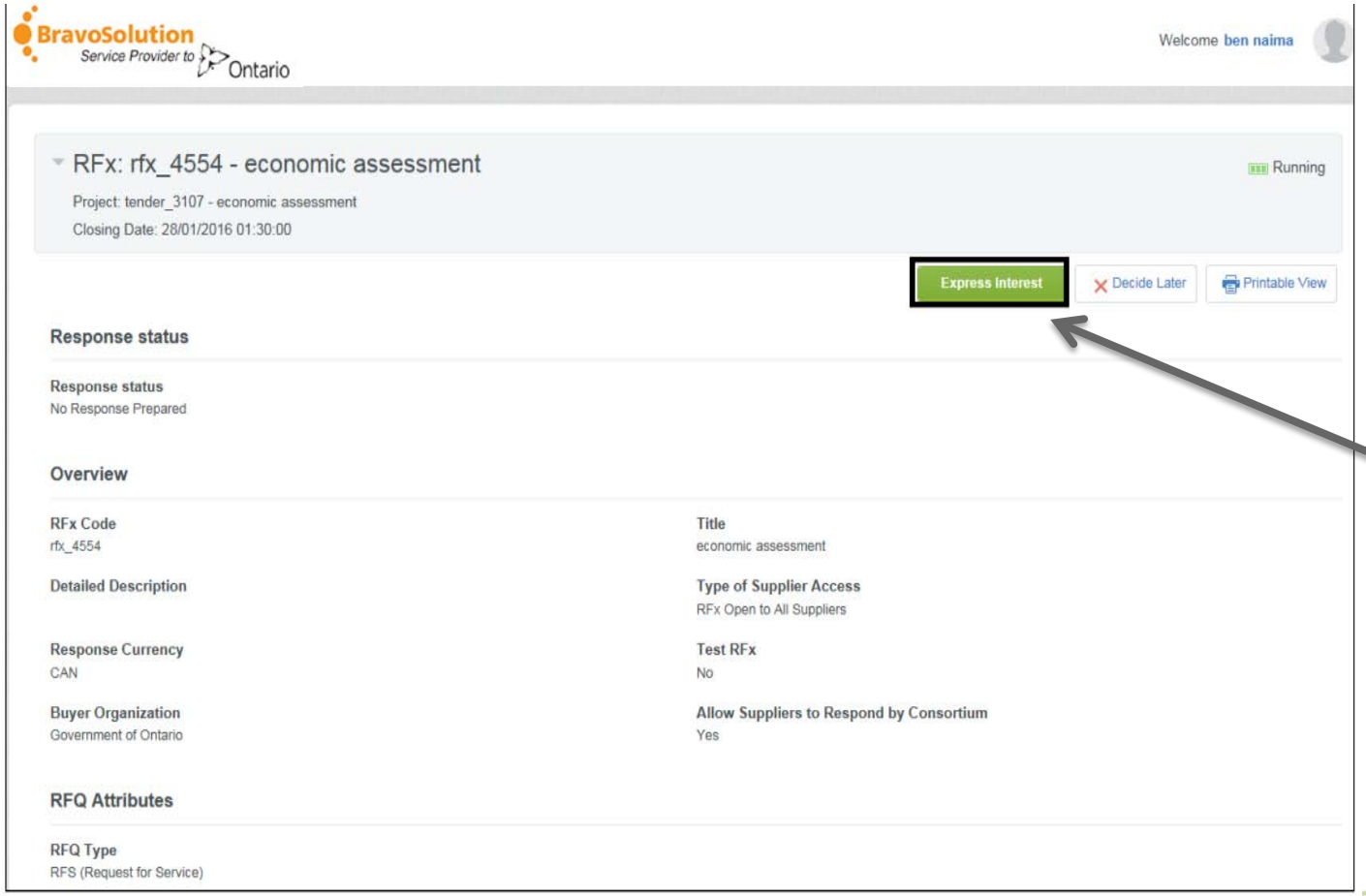
The "RFx Abstract" allows you to identify important details about the RFx including Project Categories that help you select the best opportunities for your Organization



Click the **"Express Interest"** button to become a Plan Taker

Ontario

Tips for a Stress Free Tender

- ***Read all supporting documentation thoroughly***
- ***Always respond at least a day earlier than the close date***
- ***Use the secure messaging tool***
- ***Only upload attachments when requested***
- ***Answer all relevant questions***
- ***Follow all instructions***
- ***Keep your username and password safe***
- ***Save your work regularly!***

OTP Technical Support

8:00 am to 8:00 pm ET - Monday to Friday

Toll Free phone: 866.722.7390
Direct Phone: 484.335.4586

eTenderhelp_CA@bravosolution.com

Ontario

Procurement Consultation

Potential vendors and/or industry associations may be consulted prior to an actual procurement to provide advice or information relevant to the procurement through:

- Request for Information (RFI)
- Vendor consultations prior to the release of the Request for Bids (RFB), or
- Draft RFB released for comment

There is no procurement award from any of these consultation processes

When the procurement process starts, all discussions with ministries must cease, except through designated contact

Procurement Documents

The most common procurement documents issued by Ontario are:

- Request for Bids (RFB)
- Request for Qualifications (RFQ)
- Request for Services (RFS) issued under a Vendor of Record Arrangement (VOR)

Request for Bids

Request for Bids (RFB): means a procurement document that requests a response from potential vendors to supply goods or services to meet government business need(s). The RFB may include specific requirements, terms and conditions.

Evaluation criteria may either be focused on price alone, or price and other factors.

Request for Qualifications

Request for Qualifications (RFQ) means a procurement document used to solicit from potential vendors, financial stability, technical information and product or service suitability, and measures the products and services against stated evaluation criteria

- Successful vendors are then pre-qualified or short listed to bid on specific categories of work or provide specific types of goods or services, or respond to a particular RFB

Request for Services

Request for Services (RFS) means the document used during the second stage selection process to request submissions from a vendor (or vendors) listed on a services Vendor of Record arrangement

Vendor of Record (VOR) Arrangements

One or more qualified vendors are authorized to provide goods/services for a defined time period on defined terms and conditions, including pricing, as set out in the VOR agreement

Arrangements are established to reduce procurement costs, administrative redundancy and overhead when there is a need for the same goods/services

Arrangements may be used by the entire government, multi-ministries or a single ministry (VOR arrangements typically run 3 to 4 years in duration)

Use of arrangements is mandatory for the OPS and **optional** for approved Provincially Funded Organizations (PFO)

How to Qualify for a VOR Arrangement

Monitor Ontario Tenders Portal for VOR Request for Bid (RFB) opportunities in your area of business

Download RFB document(s) from Ontario Tenders Portal and submit your proposal on-line

If successful, you will receive master agreement to sign to become a qualified vendor on the VOR arrangement

Note: please carefully review the RFB evaluation criteria requirements as well as the terms & conditions of the master agreement

VOR Arrangements (VOR)

Ontario

Enterprise VOR / VLA Arrangements

Information Technology:

- Data Integration Solutions
- Desktop Management Products & Services
- Enterprise Information Management
- Enterprise Project & Portfolio Management
- IT Security Products & Services
- Mobile / Paging Services & Devices
- Managed Print Services
- Toner Cartridges
- Video Conferencing Products
- Web Collaboration Solutions

Volume Licencing Agreements (VLAs):

- IBM
- Microsoft
- Oracle

Consulting Services:

- Commissioned Research Services *
- I&IT Solutions Consulting Services
- Management Consulting Services
- Research Subscription Services
- Task-based I&IT Services

Goods & Services:

- Airline & VIA Rail MOUs
- ATVs and Snowmobiles
- Aviation Fuels
- Bulk Fuels
- Bulk Propane
- Cleaning Supplies
- Courier Services
- Employee Relocation
- Enforcement Vehicles Upfitting
- Event Staging Services

Goods & Services:

- Fleet Cards, Maintenance Management & Selected Fleet
- Food (Groceries, Dairy, Fresh Bread & Buns)
- French Language Proficiency Evaluation & Training
- Furniture
- General Office Seating
- Hazardous Waste Collection & Disposal Services
- HR – Employee Assistance
- HR – General Management Consulting Services
- HR – Human Rights / Employment Related Investigations
- HR – Learning, Training, Executive Coaching & Facilitation
- Internal Audit Services
- Laboratory Supplies Laboratory Gases

Goods & Services:

- Office Furniture
- Office Products
- Passenger, Light Commercial & Vehicle Acquisition
- Photocopy Paper
- Recruitment Services
- Security Services
- Shredding Services
- Temporary Help Services
- Threat Risk Assessment
- Translation Services
- Travel Management *
- Vehicle & Equipment Disposal & Remarketing Services
- Woven Insignia, Embroidered & Appliqued & Speciality Hand Made Products

Note: * - OPS only

Supply Chain Ontario Website

Ontario

List of VOR Arrangements

VOR Search Result(s) VOR Search Result(s) for vor type "All" and vor category "All"

VOR Name	Expiry Date	User
Hardware		
OSS-00380585 - Scanners, Large Format Printers and Services	08/21/2018	OPS/PFO
OSS-00456717 - Telephone Equipment Maintenance Services	10/31/2017	OPS/PFO
OSS-00457979 - Managed Print Services	01/31/2017	OPS/PFO
OSS-00466131 - Desktop Management Services and Products (DMSP-03)	05/07/2018	OPS/PFO
OSS-00522747 - IT Security Products and Services	01/27/2018	OPS/PFO
Services		
OSS-00358811 - x86-64 Server Products and Services	07/21/2017	OPS/PFO
OSS-00362535 - Data Centre Local Area Network Services	07/14/2016	OPS/PFO
OSS-00377058 - Supply & Delivery Of Electronic Tendering Services	10/31/2016	OPS/PFO
OSS-00382899 - Web Collaboration Solutions and Services	09/30/2016	OPS/PFO
OSS-00415819 - Paging and Mobile Devices and Services	01/31/2020	OPS/PFO
OSS-00430429 - Task-based I&IT Services	09/30/2017	OPS/PFO
OSS-00437059 - IT Research Subscription Services	06/30/2016	OPS/PFO
OSS-00445976 - Network Access Services	06/14/2021	OPS/PFO
OSS-00461242 - I&IT Solutions Consulting Services	12/31/2017	OPS/PFO
Software		
MGS-IBM-VLA-001 - VLA		OPS/PFO
Microsoft X20-01476 - Microsoft Select Plus Agreement	09/30/2016	OPS/PFO
OSS-00341966 - Software-as-a-Service Enterprise Project and Portfolio Management Solution	04/30/2016	OPS/PFO
OSS-00466433 - Business Analytics, Data Integration and Quality Tools and Services	05/31/2017	OPS/PFO
OSS-00519307 - Microsoft Select Plus Agreement and Reseller Agreement	09/30/2020	OPS/PFO
OSS-00522818 - Adobe Software Products and Related Support Services	04/30/2018	OPS/PFO
OSS-00522901 - MGCS-Citrix Volume Licensing Agreement (VLA) 2015	06/30/2019	OPS/PFO

Ontario

Vendor of Record Program: Three Year Outlook – 2017

Vendor of Record Program: Three Year Outlook 2017 (part 2 of 3)

Category - Description	Client Users	Vendor of Record Program**	Estimated Electronic Tendering*	Estimated Contract Start Date
Quarter 3				
Replacement – Employee Assistance Program Services	OPS	OSS-00245988	Feb-2017	Aug-2017
Dairy Products	OPS & BPS	OSS-00280785	Mar-2017	Sept-2017
Replacement – Tasked Based I&IT Services VOR	OPS & BPS	OSS-00430429	Mar-2017	Sept-2017
Open/Refresh # 3 – Management Consulting (If extension implemented)	OPS & BPS	OSS-00426611	Mar-2017	Sept-2017
Quarter 4				
French Language Evaluation & Training	OPS & BPS	OSS-00245884	Apr-2017	Oct-2017
Environmentally Responsible Print and Copy Paper	OPS & BPS	OSS-00389633	Jan-2017	Nov-2017

Tendering documents may include Requests for Information (RFI).
**Indicates current VOR arrangement number. Number will be changed upon creation of replacement RFP.

7

Ontario

Aboriginal Procurement Program (APP)

- Aims to increase provincial procurement opportunities for Indigenous businesses in Ontario
- Officially launched in June 2015 following a successful two-year pilot
- The goal of the program is to increase:
  - opportunities for Indigenous businesses to take advantage of huge government buying power
  - awareness by government buyers of Indigenous businesses and the products/services they provide
  - capacity of Indigenous businesses to bid on open competitive procurements at all levels of government
- Visit the Aboriginal Business Directory at; link to Aboriginal Business Directory

Ontario

Contractor Security Screening

Vendors doing business with the Ontario Government may be required to obtain security screening checks and receive security clearance before contracts can be awarded and work undertaken

Vendors will be advised in the procurement document if security screening is a requirement for a specific assignment

Questions about the security screening component of the procurement process can be directed to the designated procurement contact

Conflict of Interest

Conflicts of interest, both actual and potential, must be avoided during the procurement process and the ensuing contract

During the procurement process vendors must:

- sign a declaration that they do not have confidential information that would give them an unfair advantage
- identify former OPS employees who participated in preparing the bid response
- declare if registered under the Lobbyist Registration Act

Tax Compliance

To do business with Ontario, a vendor must be in compliance with their provincial tax obligations

The procurement documents will include the Tax Compliance Declaration Form, that gives the ministry the right to confirm your tax status with the Ministry of Finance (MOF)

The Ministry of Finance will advise the procuring ministry whether the tax compliance verification was successful

You will be asked to address the matter, if the Ministry of Finance indicates that the tax compliance verification was not successful

The contract will not be awarded until Ontario tax obligations are met

The Process

Procurement Process

Typical procurement process includes:

- Consultation
- Issue Request for Bids
- Question and answer period
- Bid submission
- Bid closing
- Bid evaluation
- Conditional selection
- Award
- Debriefing

Questions & Answers

Review the procurement documents carefully. There are usually one or more opportunities to seek clarification of information presented in the procurement document

- There will be a designated person to address questions within a period of time specified in the procurement documents
- There may be a vendor meeting where a presentation and question and answer period will also occur. For some procurements, there may be a site tour
- All questions and answers are issued as addenda (modifications in eRFB) to the procurement documents and are available to all vendors who accessed the original documents

Tip: Do not contact anyone other than the designated procurement contact as this could jeopardize the procurement process

Bid Submission

Entering the procurement process can be a binding situation. For many procurements, you are agreeing with the terms and conditions, including the Agreement, at the time you submit your response. In procurement law this is called Contract A

- Typically, for these procurements there will be a period of irrevocability. For complex procurements this can be 6 months or more. During this period of irrevocability, you may not change any elements of your response regardless of market changes that may occur over the timeframe (e.g. gas prices)

Tip: For complex procurements, ensure your response can withstand anticipated market changes over the period of irrevocability

Bid Evaluation

The procurement documents will describe what is required and how your response will be evaluated. Evaluation can include mandatory eligibility requirements, rated requirements and pricing requirements

The vendor with the highest ranked response considering all the evaluation requirements will be successful

Tip: Be clear in your responses. We cannot evaluate what is not submitted in your responses even if you have done business with a ministry in the past

Award

The successful vendor will be notified following the evaluation and will be asked to satisfy any outstanding requirements of the procurement (e.g. proof of insurance). The ministry will then enter into an agreement with the vendor

Once the agreement is signed by the ministry, all vendors who submitted bids will be notified of the contract award and offered a debriefing

Contract award notifications will also be published in the same manner the procurement was originally posted

Debriefing

Vendors are entitled to know why their bid was not successful. Vendors who participate in procurements valued at $25,000 or more are offered an opportunity for a debriefing

Debriefings are valuable to vendors because they provide vendors the opportunity to learn the strengths and weaknesses of their bid responses. The objective of a debriefing is to help vendors learn how to submit more competitive bids in the future

How to Prepare a Bid Response

Ontario

Timetable

Carefully review the procurement document and take note of all important dates including:

- Vendor Meetings or Site Tours
- Deadline for Questions
- Deadline for Publication of Addenda
- Closing Date, Time and Location

Tips for Writing Effective Proposals

Review opportunities - decide to bid or not to bid

Conduct preliminary assessment

- Is my company capable of offering the goods/services requested?
- Does my company meet the evaluation criteria?
- Does my company accept all the terms and conditions?
- Does my company accept the basis of payment or pricing methods?
- Is my company capable of winning the contract against the competition?

Best Practices for Bidding

Review all key details and dates included in Part 1 of the RFB

Ensure that your bid is structured as set out in Part 2 – Contents of a Complete Bid. This can also be used as a checklist to assist in bid preparation

Review the deliverables in detail to ensure that you understand the ministry's business requirements

Ensure that all mandatory requirements set out in the Bid such as certifications or bonding are included with the bid, if requested

Respond to all rated requirements regardless of points value

Review the terms and conditions of the Bid

All OPS procurements are covered by the Accessibility for Ontarians with Disabilities Act (AODA) accessible procurement requirements, regardless of value

Requirements

Pricing

- The procurement document will tell you:
  - what costs should be included in your response (e.g. delivery, travel, maintenance)
  - how to present these costs (e.g. per unit, total cost) in your response

Form of Agreement

The Procurement Document will include a Form of Agreement (or Contract) that you will be required to sign

The Form of Agreement is a legal agreement that will also be signed by the ministry if you are successful

Unless indicated in the procurement document, the Form of Agreement cannot be amended

Marketing to the Ontario Government

Ontario

Take Advantage of Public Information

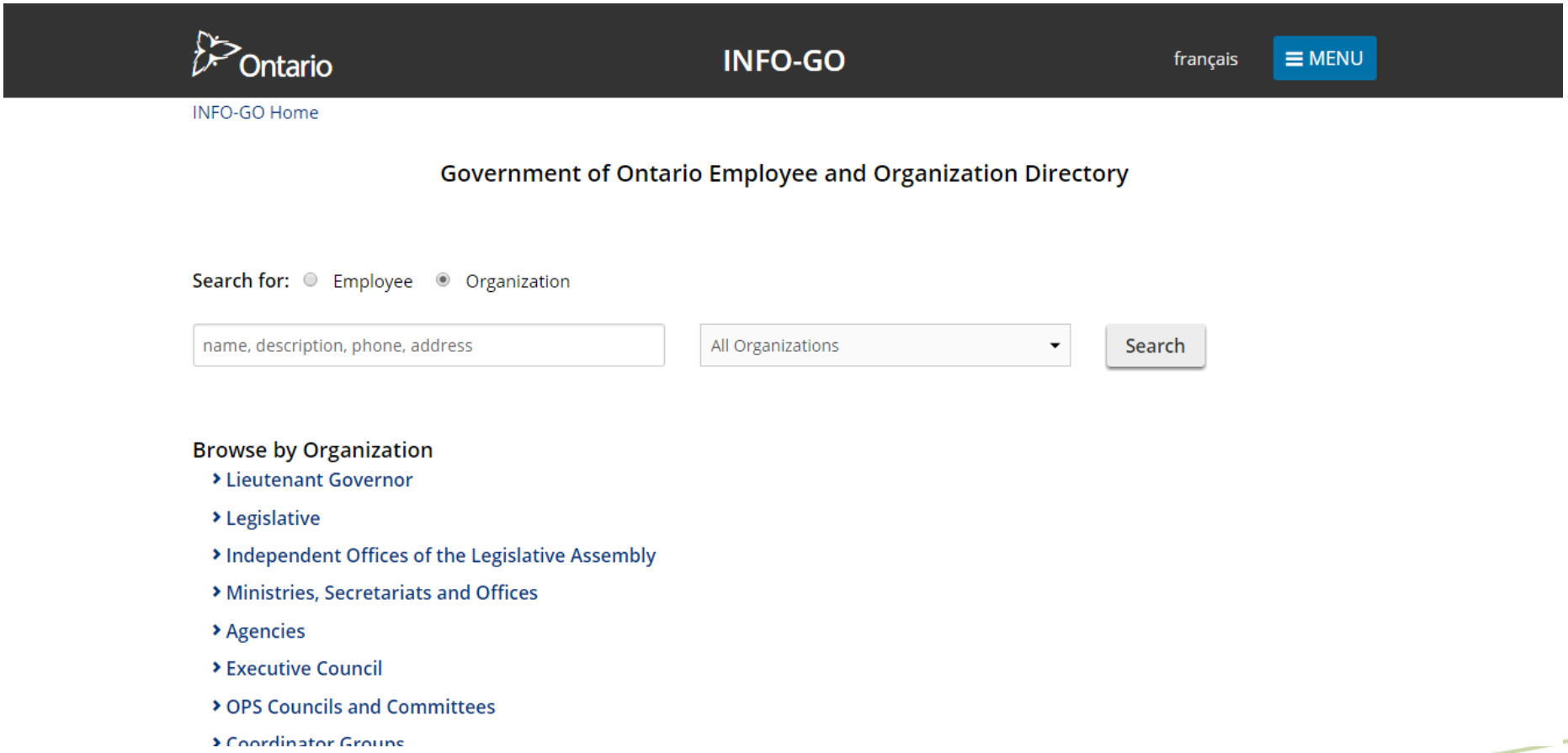
Information about the government's mandate, programs, priorities, and budget cycle are available through documents like the budget, Throne Speech, ministry business plans, and press releases – all of which can be found on the government's website

The more you learn about our priorities, challenges and needs, the better you will be able to position your organization to do business with the government

This information will also help you to determine who is most likely to be in the market for your goods or services. You can then use use the Ontario government directory: http://www.infogo.gov.on.ca

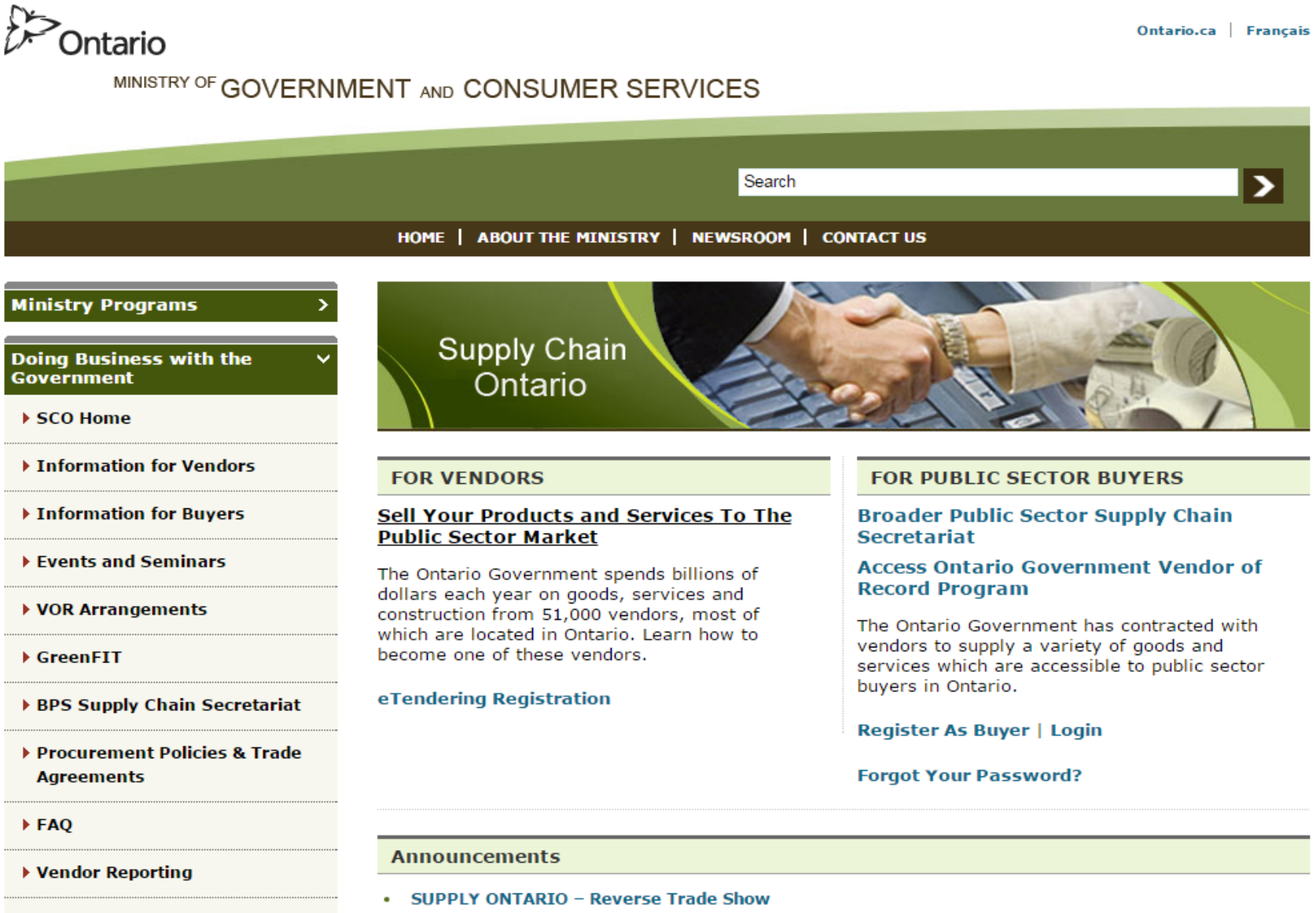
Ontario

INFO-GO Website



Ontario

Doing Business with the Government Website



Doing Business with the Government Website (2)

Resources
- Forms
- Laws
- ONTERM - Ontario Terminology
- Publications

Contacts
- Contact Supply Chain Ontario
- Telephone Directory
- ServiceOntario Locations
- MPPs

Back to

Electronic Tendering

BravoSolution
Supply Management Excellence

- New eTendering System - Announcement
- Find Bid Opportunities

Doing Business

- Doing Business
- Free Seminars/Webinars
- Procurement Policies and Trade Agreements
- Bid Dispute Process
- Frequently Asked Questions
- Related Procurement Links

VOR Program

- Search: Vendor of Record
- Vendor of Record Program 3 Year Outlook
- Vendor Reporting

BPS-SCS

Broader Public Sector
Supply Chain Secretariat
(BPS Supply Chain Secretariat)

- BPS Supply Chain Secretariat
- BPS Procurement Directive
- Accountability in the Broader Public Sector

Procurement Policies

Procurement Policies

The Ontario government is committed to open, fair and transparent procurement processes.

Other Popular Pages

- OPS, BPS and PFO Client Definition
- Direct Deposit Payments

Related Links

- 2016 Ontario Budget
- Doing Business with the Government of Canada

MARCAN

Search

- Home
- What's New
- FAQs
- Disclaimer
- Privacy Policy
- Contact Us
- Doing Business
- Agreement on Internal Trade
  - AIT Website

Established in 2001, MARCAN provides access to the following resources:

- Information on the rules for public sector procurement that governments have committed to under the AIT;
- General complaint procedures;
- Statistics on procurement by government entities;
- Procurement contact information; and
- Links to websites that publish tender notices for procurement opportunities within the Canadian public sector.

MARCAN is managed by the Internal Trade Secretariat.

Ontario

MARCAN

Search

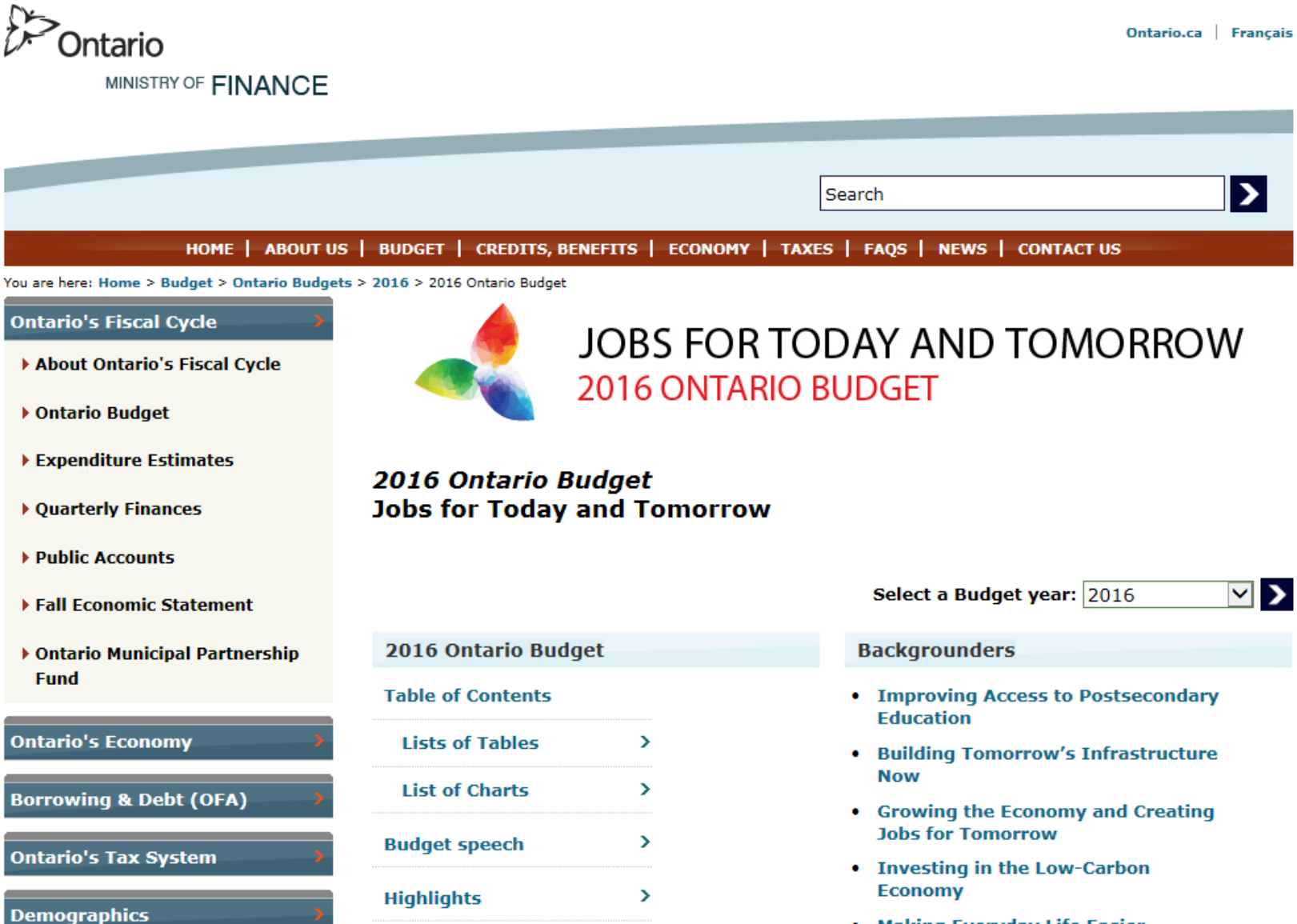
- Home
- What's New
- FAQs
- Disclaimer
- Privacy Policy
- Contact Us
- Doing Business
- Agreement on Internal Trade
  - AIT Website
  - Chapter 5
  - Government Entities
  - MASH Sector
  - Crown Entities
  - Complaints Contact
  - Article 513
  - Article 514
  - Statistics on Procurement
  - Other Links

Township of Marmora	http://www.marmoraandlake.ca/tenders-and-rfps/
Township of Muskoka Lakes	http://www.muskokalakes.ca/siteengine/activepage.asp?PageID=51
Township of Norwich	http://www.twp.norwich.on.ca/Doing-Business/Tenders-RFQs
Township of Perth East	http://bids.pertheast.ca/Module/Tenders/en
Township of Seguin	http://www.seguin.ca/en/township/tendersrfps.asp?_mid_=15008
Township of Smith-Ennismore-Lakefield	http://www.selwyntownship.ca/en/businesscentre/Tendersandrequestforproposal.asp
Wellington County Public Sector Consortium	http://bids.wellington.ca/Module/Tenders/en
SCHOOL BOARDS (general rule)	www.merx.com www.Biddingo.com
Construction	www.dcnonl.com http://www.oca.ca/
Niagara Public Purchasing Committee	http://www.nppc.ca/ http://www.nppc.ca/tendersmore.aspx
Ontario Public Buyers Association	https://www.opba.ca/ https://www.opba.ca/insidepages/bids/
District School Board of Niagara	http://www.biddingo.com/dsbn
Dufferin-Peel Roman Catholic Separate School Board	http://www.biddingo.com/dpcdsb

Ontario

2016 Ontario Budget

www.finance.on.ca/budget



Additional Information

Resources and Contact Information for:

Ministry of Government and Consumer Services

Ontario Shared Services

Supply Chain Ontario

Website: ontario.ca/supplychain

Email: doingbusiness@ontario.ca

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