

**Frequently Asked Questions
About How to do Business with the Ontario Government**

1. How do I access bidding opportunities?
2. What is MERX?
3. How do I market and present my company to the Ontario government for their consideration?
4. What is a Vendor of Record arrangement and how is it established?
5. What are the different types of Vendor of Record arrangements?
6. What is the step-by-step process to become a Vendor of Record?
7. How do I find out if I am successful in becoming a Vendor of Record?
8. What happens when I become a Vendor of Record?
9. Can I still conduct business with the Ontario government if I am not a Vendor of Record or if the good or service that I am selling is not covered by a Vendor of Record?
10. Who can I contact to answer a question that is not included here?

1. **How do I access bidding opportunities?**

Ministries must use an open tendering process to post procurement documents valued at over \$25,000 for goods and \$100,000 for services. In this regard, ministries must use Ontario's electronic tendering system as established by the Ministry of Government Services.

In addition to the electronic tendering system, ministries may also advertise in a national newspaper accessible to all Canadian suppliers or the Daily Commercial News for construction related procurements.

2. **What is MERX?**

MERX is currently Ontario's e-tendering system which provides information on bidding opportunities for the government of Ontario.

To obtain more information or to subscribe to MERX, call this toll free number: 1-800-964-MERX (6379), or visit their website: www.merx.com

3. **How do I market and present my company to the Ontario government for their consideration?**

You can review ministry websites to gain an understanding of their individual mandates and programs. This will help you identify program areas that may have a need for your goods or services to better position your company's proposal. You can also use the Ontario government directory www.infogo.gov.on.ca to identify key contacts in that area.

Please be reminded that the government is specifically interested in learning about goods and services geared to the individual ministry mandates and programs. Ministries may not be in a position to immediately consider requests that fall outside of these parameters.

4. **What is a Vendor of Record (VOR) arrangement and how is it established?**

A VOR arrangement is a procurement arrangement resulting from a fair, open and transparent procurement process that authorizes one or more vendors to offer specific goods or services to ministries for a defined time period, with terms and conditions and pricing as set out in the particular VOR arrangement. It is established through a Request for Proposal (RFP) distributed through an electronic tendering service (MERX).

5. **What are the different types of Vendor of Record (VOR) arrangements?**

There are 3 types of VOR arrangements: ministry, multi-ministry and enterprise-wide.

A **ministry** specific VOR arrangement is for the exclusive use of that ministry.

Multi-ministry VOR arrangements are established where there is an identified need for a particular good/service among one or more ministries, but where there is insufficient demand for an enterprise-wide VOR arrangement.

Enterprise-wide VOR arrangements are established to reduce procurement costs by providing ministries with access to one or more contracted vendors of goods and services common to more than one ministry. Where enterprise-wide VOR arrangements exist, use by ministries is mandatory.

6. **What is the step-by-step process to become a Vendor of Record (VOR)?**

To become a VOR for a particular commodity, you will need to respond to a Request for Proposal (RFP) and be successful in that evaluation process. The evaluation process will vary from situation to situation as appropriate and will be described in the RFP.

Typically, RFPs to become a VOR are posted on MERX to ensure that vendors are aware when these opportunities are available to them.

For further details, go to the [“Becoming a Vendor of Record”](#) page.

7. **How do I find out if I am successful in becoming a Vendor of Record (VOR)?**

All successful proponents are notified by the Ontario government prior to the establishment of the VOR.

You can find a current list of VORs on our website, at www.ontario.ca/supplychain. Go to “Advice to Vendors”, then go to “Corporate Contracts/Vendor of Record Arrangements”.

8. **What happens when I become a Vendor of Record (VOR)?**

Once you become a VOR, you are authorized to provide goods or services to one or more ministries (depending on the type of arrangement) as per the terms and conditions set out in the particular VOR arrangement. Depending on the prescribed threshold of the good or service to be acquired, a second stage selection process may be required.

9. **Can I still conduct business with the Ontario government if I am not a Vendor of Record or if the good or service that I am selling is not covered by a Vendor of Record (VOR)?**

Yes. If the government of Ontario’s requirements cannot be met through an existing VOR, then the Ontario government uses different types of documents to procure goods and services from the open market, namely:

- a. **Request for Proposal (RFP)** – a procurement document that requests vendors to supply solutions for the delivery of complex products or services or to provide alternative options or solutions
- b. **Request for Quotation (RFQ)** – a procurement document used to solicit goods or services that are of low value and complexity
- c. **Request for Tender (RFT)** – a procurement document that requests a vendor response to supply goods or services based on delivery requirements, performance specifications, and terms and conditions

10. **Who can I contact to answer a question that is not included here?**

For answers to other questions or concerns, or simply for more information on how to do business with the Ontario government, you can contact the Supply Chain Management Division via e-mail at doingbusiness@ontario.ca.

IF YOU HAVE A PERSONAL ACCOMMODATION REQUIREMENT, please send a separate email to doingbusiness@ontario.ca with the subject line "Personal Accommodation Requirement". Please be sure to specify the seminar name, city and date. Please note that Personal Accommodation Requirements do not include the booking of hotel accommodations.

SI VOUS AVEZ UNE EXIGENCE PERSONNELLE EN MATIÈRE D'HÉBERGEMENT, veuillez envoyer un courriel distinct à l'adresse doingbusiness@ontario.ca en mentionnant dans l'objet « Exigence personnelle en matière d'hébergement ». Veuillez vous assurer de préciser le nom, la ville et la date du séminaire. Veuillez noter que les exigences personnelles en matière d'hébergement ne comprennent pas la réservation de chambres d'hôtel.