

## **Using Ontario's Vendor of Record (VOR) Arrangements – Frequently Asked Questions for Potential VOR Vendors**

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

A VOR arrangement is a list of vendors resulting from a procurement process that meets the requirements of the government procurement directive. A VOR arrangement allows one or more vendors to offer specific goods or services to buyers. An arrangement is valid for a defined time period, with defined terms and conditions and pricing. It is typically established through a request for bids (RFB) distributed through [Ontario Tenders Portal](#).

When using an enterprise-wide VOR arrangement users may be required to conduct a second-stage selection process and invite a number of vendors of record to participate. The number of vendors invited is determined by the value of the requirements. The vendor of record that scores highest according to the criteria described in the second-stage selection document will receive the assignment.

### **2. What entities would qualify to use Ontario's VOR arrangements**

In addition to Ontario government ministries, four types of public sector organizations have the option to use the VOR Program upon approval from their funding ministry:

- Select classified, non-classified and hydro entities (referred to as Other Included Entities in the Management Board of Cabinet Procurement Directive);
- Legislative Assembly;
- Municipalities, colleges, universities, school boards, hospitals, Community Care Access Centres, Children's Aid Societies and shared service organizations; and
- Other transfer payment recipient organizations.

As this list includes organizations beyond the traditional definition of the broader public sector, the Ministry of Government and Consumer Services (MGCS) refers to these organizations as "provincially funded organizations."

### **3. What are the different types of VOR arrangements?**

There are three types of VOR arrangements:

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

- **Multi-ministry** VOR arrangements are established for a particular good/service needed among more than one ministry, but for which 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/services common to more than one ministry. Where enterprise-wide VOR arrangements exist, use by ministries is mandatory. **Approved provincially funded organizations will only have access to Ontario's enterprise-wide VOR arrangements.**

**4. What happens when I become a qualified vendor on an enterprise-wide VOR arrangement?**

Once you become a qualified vendor, you will be placed on a list of qualified vendors who can provide the specific goods/services required under an enterprise-wide VOR arrangement.

**5. Where can I find enterprise-wide VOR arrangement bidding opportunities?**

All bidding opportunities are posted on the Ontario Tenders Portal (OTP) which is the online bidding portal for procurement competitions within the government of Ontario and Broader Public Sector (BPS) Entities .. To obtain more information or to register go to [Ontario Tenders Portal](#).

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.

**6. Can I still conduct business with the Ontario government if I am not on an enterprise-wide VOR arrangement, or if the good/service that I am selling is not covered by an enterprise-wide VOR arrangement?**

Yes, if the Ontario government's requirements cannot be met through an existing enterprise-wide VOR arrangement, then the government uses a Request for Bids (RFB) in order to procure the goods and services it needs. The evaluation criteria used in the selection of a contractor, a supplier or a consultant are based either on price alone or price and other factors.

**7. Can provincially funded organization buyers access enterprise-wide VOR arrangements?**

Provincially funded organizations that have been approved by the Ontario government will have, at their option, access to many enterprise-wide VOR arrangements.

The [Doing Business section of the MGCS website](#) identifies which current enterprise-wide VOR arrangements are available to the approved provincially funded organizations.

Also, the VOR Program: Three-Year Outlook is posted on the MGCS website. This is updated quarterly and identifies which future enterprise-wide VOR arrangements will be available to approved provincially funded organizations.

**8. Does my organization have to provide goods/services to the approved provincially funded organizations?**

Vendors have the option to sell or not sell their goods/services to approved provincially funded organizations. However, vendors are encouraged to extend the goods/services which they provide to the Ontario government to provincially funded organizations as well.

**9. Can the Master Agreement Adoption Agreement template be modified by a provincially funded organization to include modified services and deliverables for a separate price or length of VOR arrangement term?**

No. The Master Agreement Adoption Agreement Template that has been provided to the provincially funded organization is used to provide services and deliverables in accordance with the terms of the Ontario Master Agreement. Therefore, those services and deliverables cannot be changed.

The provincially funded organization remains solely responsible for negotiating the terms and conditions of their Buyer Master Agreement (section (b) Amendments within the Master Agreement Adoption Agreement). The provincially funded organization negotiates with each vendor to ensure that the vendor meets the specific needs of the buyer and that the agreement contains business, legal or other terms and conditions as may be necessary (e.g., insurance requirements, liability clauses, etc).

**10. Can I join an enterprise-wide VOR arrangement that is already in place?**

Certain VOR arrangements have “refresh” opportunities that allow new vendors to submit proposals for consideration.

**11. Who can I contact to get answers to questions that are not included here?**

If you require more information about the Vendor of Record Program, you can contact the Supply Chain Ontario of the Ministry of Government and Consumer Services via e-mail at [doingbusiness@ontario.ca](mailto:doingbusiness@ontario.ca).