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# **How to Do Business with the Ontario Government**

# Ontario Government Expenditure

**\$6 billion**

Approximate F/Y2013-14 government procurement spend



**66**

enterprise VOR  
arrangements  
valued at

**\$538**

million

**89%**

of spend  
is with  
vendors  
located in  
Ontario



over  
**50K**  
vendors  
each  
year



approx

**78%**

of these vendors  
are in Ontario



**96%**

are small  
and  
medium  
vendors



# 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**

# Policy and Key Concepts



# Procurement Policy Overview

Supply Chain Ontario is responsible for two key procurement directives: one for the Ontario Public Sector (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)

The OPS Procurement Directive implements the requirements of three trade agreements covering procurement:

- The Agreement on Internal Trade
- The Trade and Cooperation Agreement Between Ontario and Quebec
- 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 must be used for all 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

# New Electronic Tendering Service

On **April 1, 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 and services

Electronic bid submission will be available for some procurements opportunities within the next year

Vendors are not required to purchase a subscription to access and review procurement documents. Only vendors who submit an electronic response will be required to pay a fee. Vendor registration (no cost) will still be required prior to downloading or accessing procurement documents

The new electronic tendering service is available at [ontario.ca/tenders](http://ontario.ca/tenders)



# Ontario Tenders Portal



## USER LOGIN

Username:

Password:

GO

- ▶ [Forgot your password?](#)
- ▶ [New user? Register now!](#)
- ▶ [Details on how to register](#)

## ACTIVE OPPORTUNITIES

Looking for new business with Ontario Government?

- ▶ [To View and Search Current Tender Opportunities](#)



## OPPORTUNITY ALERTS

Register at no cost to receive email alerts for Ontario Government opportunities tailored to your business.

- ▶ [To Register as a Supplier](#)



[Contract and Award Information](#)

[Supply Chain Ontario  
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and Consumer Services](#)

[Vendor Registration Instruction](#)

[About Ontario Tenders Portal](#)

# 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 for each procurement

# 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)

# Procurement Documents (2)

**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.

# Procurement Documents (3)

**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

# Procurement Documents (4)

**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

# Supply Chain Ontario



**\$6 billion**

Approximate annual government procurement spend



**66**

enterprise VOR  
arrangements  
valued at

**\$538**  
million

**87%**

of spend  
is with  
vendors  
located in  
Ontario



over  
**50K**  
vendors  
each  
year



**9**  
hospital sector  
shared service  
organisations



**1**  
education / higher  
learning sector  
purchasing  
collaborative

**205**

BPS entities have or are  
participating in supply chain  
or back office initiatives

# 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)



I & IT Goods  
Procurement



Consulting Services  
Procurement



Goods  
Procurement



Business Services  
Procurement

# Enterprise VOR/VLA Arrangements

<p><b>Information Technology:</b></p> <ul style="list-style-type: none"> <li>• Data Integration Solutions</li> <li>• Desktop Management Products &amp; Services</li> <li>• Enterprise Information Management</li> <li>• Enterprise Project &amp; Portfolio Management</li> <li>• IT Security Products &amp; Services</li> <li>• Mobile / Paging Services &amp; Devices</li> <li>• Managed Print Services</li> <li>• Toner Cartridges</li> <li>• Video Conferencing Products</li> <li>• Web Collaboration Solutions</li> </ul> <p><b>Volume Licencing Agreements (VLAs):</b></p> <ul style="list-style-type: none"> <li>• IBM</li> <li>• Microsoft</li> <li>• Oracle</li> </ul>	<p><b>Consulting Services:</b></p> <ul style="list-style-type: none"> <li>• Commissioned Research Services *</li> <li>• I&amp;IT Solutions Consulting Services</li> <li>• Management Consulting Services</li> <li>• Research Subscription Services</li> <li>• Task-based I&amp;IT Services</li> </ul> <p><b>Goods &amp; Services:</b></p> <ul style="list-style-type: none"> <li>• Airline &amp; VIA Rail MOUs</li> <li>• ATVs and Snowmobiles</li> <li>• Aviation Fuels</li> <li>• Bulk Fuels</li> <li>• Bulk Propane</li> <li>• Cleaning Supplies</li> <li>• Courier Services</li> <li>• Employee Relocation</li> <li>• Enforcement Vehicles Upfitting</li> <li>• Event Staging Services</li> </ul>	<p><b>Goods &amp; Services:</b></p> <ul style="list-style-type: none"> <li>• Fleet Cards, Maintenance Management &amp; Selected Fleet</li> <li>• Food (Groceries, Dairy, Fresh Bread &amp; Buns)</li> <li>• French Language Proficiency Evaluation &amp; Training</li> <li>• Furniture</li> <li>• General Office Seating</li> <li>• Hazardous Waste Collection &amp; Disposal Services</li> <li>• HR – Employee Assistance</li> <li>• HR – General Management Consulting Services</li> <li>• HR – Human Rights / Employment Related Investigations</li> <li>• HR – Learning, Training, Executive Coaching &amp; Facilitation</li> <li>• Internal Audit Services</li> <li>• Laboratory Supplies</li> <li>• Laboratory Gases</li> </ul>	<p><b>Goods &amp; Services:</b></p> <ul style="list-style-type: none"> <li>• Office Furniture</li> <li>• Office Products</li> <li>• Passenger, Light Commercial &amp; Vehicle Acquisition</li> <li>• Photocopy Paper</li> <li>• Recruitment Services</li> <li>• Security Services</li> <li>• Shredding Services</li> <li>• Temporary Help Services</li> <li>• Threat Risk Assessment</li> <li>• Translation Services</li> <li>• Travel Management *</li> <li>• Vehicle &amp; Equipment Disposal &amp; Remarketing Services</li> <li>• Woven Insignia, Embroidered &amp; Appliqued &amp; Speciality Hand Made Products</li> </ul> <p>Note: * - OPS only</p>
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## Supply Chain Ontario

### Search for VOR Arrangements

[VOR Search Hint](#)**Find VOR Arrangement by Keyword:****Find VOR Arrangement by Category:****VOR Type:**All **Category:**All 

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

<b>VOR Name</b>	<b>Expiry Date</b>	<b>User</b>
<b>Hardware</b>		
<b>OSS-078059 - Desktop Management Services and Products (DMSP-02)</b>	05/06/2015	OPS/PFO
<b>VOR-1027 - Print Imaging Technologies and Services</b>	01/31/2015	OPS/PFO
<b>VOR-1029 - Video Conferencing Products and Services</b>	02/28/2015	OPS/PFO
<b>Services</b>		
<b>OSS-00175018 - Task-based I&amp;IT Services</b>	09/30/2014	OPS/PFO
<b>OSS-00195390 - I&amp;IT Solutions Consulting Services</b>	12/31/2014	OPS/PFO
<b>OSS-00333425 - Systems Development Lifecycle I&amp;IT Consulting Services</b>	12/31/2014	OPS/PFO
<b>OSS-00358811 - x86-64 Server Products and Services</b>	08/01/2016	OPS/PFO
<b>OSS-00362535 - Data Centre Local Area Network Services</b>	08/01/2016	OPS/PFO
<b>OSS-00377058 - Supply &amp; Delivery Of Electronic Tendering Services</b>	10/31/2016	OPS/PFO
<b>OSS-00382899 - Web Collaboration Solutions and Services</b>	09/30/2014	OPS/PFO
<b>OSS-00415819 - Paging and Mobile Devices and Services</b>	01/31/2020	OPS/PFO
<b>OSS-00437059 - IT Research Subscription Services</b>	06/30/2015	OPS/PFO
<b>Software</b>		
<b>MGS-CITRIX-ELA-00264493 - VLA</b>	05/01/2014	OPS/PFO
<b>MGS-IBM-VLA-001 - VLA</b>		OPS/PFO
<b>MGS-ORACLE-VLA-001 - VLA</b>	09/16/2015	OPS/PFO
<b>Microsoft X20-01476 - Microsoft Select Plus Agreement</b>	09/30/2016	OPS/PFO

# Vendor of Record Program: Three Year Outlook – 2016 (part 1 of 2)



Category - Description	Client Users	Vendor of Record Program**	Estimated Electronic Tendering*	Estimated Contract Start Date
<b>Quarter 1</b>				
Replacement – executive Coaching for Leadership Development, Career Management & Career Transition Services	OPS & BPS	OSS-00090554	Sep-2015	Jan-2016
Bulk Propane	OPS & BPS	OSS-00092331	Oct-2015	Feb-2016
<b>Quarter 2</b>				
Replacement – Learning & Training Services	OPS & BPS	OSS-00154215	Sep-2015	Apr-2016
Replacement – Learning and Training Services for I&IT Professionals	OPS & BPS	OSS-00276296	Sep-2015	May-2016

\*Tendering documents may include Requests for Information (RFI).

\*\*Indicates current VOR arrangement number. Number will be changed upon creation of replacement RFP.

# 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 its 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 Bid
- 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 to the procurement documents and are available to all vendors who accessed the original documents and requested updates

**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 your firm has 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, released from Contract A, 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 them 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



# 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

Respond to all rated requirements regardless of points value

Review the terms and conditions of the Bid

All OPS procurement is 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 usually 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



# 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 the Ontario government directory: <http://www.infogo.gov.on.ca>



## INFO-GO - Government of Ontario Employee and Organization Directory

**ServiceOntario**

### Telephone Search

**Telephone** Offices

Keyword\*

GO

Search by:

- Name e.g. Smith -or- Smith, John
- Job Title e.g. Director
- Telephone Number e.g. 416-555-1212 -or- 4165551212

Organization

ALL



Enter a keyword, select the type of search and organization from the menu above, and click "Go". If the name has accents, e.g. H  l  ne, you can type the name with or without accents e.g. H  l  ne or Helene.

### EXPLORE INFO-GO



- ▶ Telephone Search
- ▶ Offices Search
- ▶ Feedback
- ▶ Help

### INFO-GO TIPS



- ▶ What's in this directory
- ▶ How to find an employee
- ▶ Browse one of the organizations for information

### SURVEY



- ▶ Would you like to Rate Our Service?

### Browse by Organization

ABORIGINAL AFFAIRS  
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**Information For Buyers** v

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## Supply Chain Ontario

### Information For Vendors

There are two sections of information that are key for vendors who would like to sell to governments in Ontario. The first covers selling to the ministries and agencies of the province, also known as the Ontario Public Service (OPS). The second covers selling to the organizations that comprise the Broader Public Sector (BPS) such as municipalities, educational organizations and healthcare facilities. Vendors should review both the following sections, keeping in mind that the basic principles are the same for both but that specific regulations may differ.

### Doing Business with the Ontario Government

#### The 'Basics'

- [New Electronic Tendering Service - Transition to BravoSolution](#)
- [How to Do Business with the Ontario Government \(PDF\)](#)
- [Supply Ontario Reverse Trade Show](#)

#### The 'Details'

- [Vendor Notice - Ethical Apparel Procurement Requirements](#)
- [Tender Administration Office Relocation Notice](#)

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### Information For Buyers

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### Explore Government

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## Doing Business with the Ontario Government

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### The 'Details'

- [Vendor Notice - Ethical Apparel Procurement Requirements](#)
- [Tender Administration Office Relocation Notice](#)
- [OPS, BPS and PFO Client Definition](#)
- [Revised Contractor Security Screening Process Effective November 30, 2013 \(PDF\)](#)
  - [Contractor Security Screening Brochure \(PDF\)](#)
  - [Contractor Security Screening FAQs \(PDF\)](#)
  - [Contractor Security Screening Consent Form \(PDF\)](#)
  - [Contractor Security Screening Request and Verification Form \(PDF\)](#)
- [Procurement Strategic Plan 2012-2015](#)
- [VOR Program - Three Year Outlook](#)
- [Selling Software Products to the Ontario Government](#)
- [Common Terms & Conditions in I&IT Agreements \(PDF\)](#)
- [Using VOR Arrangements – FAQ for Potential VOR Vendors \(PDF\)](#)
- [Bid Dispute Process](#)

### Additional Resources

- [Resources for Business](#)
- [MARCAN - MARKETplace CANada](#)
- [Apply to receive payments and notifications electronically](#)

### Presentations

- [Information Session Presentation for Next Generation of Consulting Services Vendor Record \(VOR\) Arrangements - Nov 19, 2013 \(PDF\)](#)

## Doing Business with the Ontario Broader Public Sector (BPS)

- [BPS Supply Chain Secretariat](#)
- [Doing Business with the BPS : A Guide for Small and Medium Enterprises \(PDF\)](#)

# Ministry of Finance Website

[www.fin.gov.on.ca/en/](http://www.fin.gov.on.ca/en/)



Ontario.ca | Français

MINISTRY OF FINANCE

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## Ontario's Economy



# BUDGET DE L'ONTARIO

# 2014

## ONTARIO BUDGET

Select a Budget year: 2014

### 2014 Ontario Budget

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# Additional Information

Resources and Contact Information for:

**Ministry of Government and Consumer Services,  
Ontario Shared Services,  
Supply Chain Ontario**

Website: [ontario.ca/supplychain](http://ontario.ca/supplychain)

Email: [doingbusiness@ontario.ca](mailto:doingbusiness@ontario.ca)

**ONE-Source for Business**

Website: [ontario.ca/onesource](http://ontario.ca/onesource)

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# Questions & Answers