

DOING BUSINESS WITH THE CITY OF TORONTO

Canadian Council for
ABORIGINAL
BUSINESS



Canadian Gay & Lesbian
Chamber of Commerce



Access. Certification. Growth.



CAMSC



Social Procurement Program Overview

- Social procurement is an opportunity to use the City's purchasing power to address societal issues and/or to get larger benefits by addressing poverty and inequality.
- The program focuses on groups that historically lack economic opportunities (e.g. equity-seeking groups).
 - Aboriginals
 - Youth
 - Women
 - Visible minorities
 - Newcomers
 - LGBTQ2S
 - Persons with disabilities

Program Components and Goals

Supply Chain Diversity

- Increase the diversity of the City's supply chain by providing diverse suppliers with equitable access to competitive City procurement processes.

Workforce Development

- Increase the number of employment, apprenticeship and training opportunities leveraged for people experiencing economic disadvantage, including those from equity-seeking communities.

Overview of Supply Chain Diversity

Supply Chain Diversity

- Direct contracting/subcontracting with diversely-owned businesses or social enterprises
- Encouraging Tier 1 contractors to have a Supply Chain Diversity Policy

Overview of Supply Chain Diversity

- For procurement between \$3,000 to \$100,000 in value, the City will be required to seek at least one (1) quotation from a certified diverse supplier as part of either the Divisional Purchase Order (DPO) process or the Invitational Process.
- All City Divisions have access to the list of certified diverse suppliers and this list will continue to increase and develop over time.

City of Toronto, Purchasing & Materials Management Division

The City of Toronto, Purchasing & Materials Management Division (PMMD) has the responsibility of committing public funds for the acquisition of goods and services by providing leadership, quality customer service and best value to the taxpayers through the application of open, fair, equitable and accessible business processes and practices.

City of Toronto, Purchasing & Materials Management Division

- Responsible for Purchases for:
 - All City Divisions
 - Board of Governors of Exhibition Place
 - Joint purchasing with other City Agencies and Corporations
- Work with these groups to issue Request for Quotation, Request for Proposal, Request for Tender and Request for Offer to Purchase Calls

Vendor Registration System

- The City of Toronto has a Vendor Registration System which is a part of our Online Call Document System
- The Vendor Registration System allows vendors to register their information in the database of the Online Call Document System so that they receive automatic notifications of new business opportunities posted to the Online Call Document System
- Vendors can register a profile and sign up for specific commodities that are relevant to their business and notifications will be sent for any relevant calls as they are posted. **There is no charge to register on this system**

2017 Total Value of Purchases

- The City of Toronto is one of the largest purchasers in the public sector
- In 2017, City of Toronto awarded \$2.1 billion in contracts
- City of Toronto buys a variety of goods and services

Type of Purchases by Unit

Breakdown of Total Purchases in 2017 by Group:

- Construction 47%
- Professional Services 32%
- Goods and Services 21%

Types of Purchases by Unit

Goods & Services Units:

- Automobiles and trucks
- Electrical supplies
- Hardware and tools
- Office furniture and Office supplies
- Petroleum products, and more

Types of Purchases

Construction Services Unit:

- Asphalt paving
- Building renovations
- Demolitions
- Heating, ventilating and air handling
- Painting services and more

Types of Purchases

Professional Services Unit:

- Consulting services
- Drafting, surveying & engineering equipment and services
- Law enforcement supplies and services
- Printing and binding services and more

Bid Solicitation Methods

Bids Solicited By:

- Telephone / Fax/ E-mail (Less than \$100K in value)
- Request for Tenders
- Request for Quotations
- Request for Proposals
- Request for Offer to Purchase

Role of the Purchasing and Materials Management Division

- Public Bid Opening Room is located at City Hall, 18th Floor West Tower. Submissions are due before 12:01 pm...No Exceptions.
- Bids and Proposals are reviewed by both Purchasing and Materials Management and the Division/Client to ensure they meet specifications and requirements.
- Evaluated and awarded based on lowest price meeting specifications and requirements (RFQ/Tenders) or highest scoring proponent (RFP).
- The award requires appropriate approval before a Purchase Order or Blanket Contract can be issued.

The Online Call Document System

The Purchasing & Materials Management Division, advertises all bid opportunities on the City's Online Call Document System. This provides all vendors the opportunity to view and purchase call documents, with an estimated value greater than \$100,000 , 24 hours a day, seven days a week from the City's website. Call documents available online include:

- Request for Quotations
- Request for Proposals
- Tender calls with blueprint drawings are advertised online and must be purchased and picked up at City Hall, 19th Floor West, 100 Queen Street West, Toronto, ON
- Expression of Interest
- Offer to Purchase

<http://www.toronto.ca/Call Documents>

The Online Call Document System

- New vendor registrants are required to acknowledge the Counting You in Survey.
- The City will be using this survey to look for opportunities to expand its supplier chain to meet the City's strategic goals related to access, equity and diversity, organizational excellence, stewardship of City assets, and customer service excellence.

<http://www.toronto.ca/Vendor Registration System>

Dos and Don'ts - Tips for Responding to Call Documents

- Do read the Call Documents carefully to understand what exactly is required to respond to the Call Documents
 - Read the viewing copy
- Do take advantage of the question/answer period to clarify anything about the Call Documents by writing questions or requesting changes to the Official Point of Contact.
 - Please ensure that all questions are submitted three (3) days prior to the closing deadline or as specified in the call documents
 - The City will respond to all questions asked during this period and an addenda may be issued to provide a response.

Dos and Don'ts - Tips for Responding to Call Documents

- Do not make assumptions about the Call Documents, make sure you understand what the document says
- Do not submit your own terms and conditions that are contrary to the City's terms and conditions. If you can't abide by the terms and conditions, ask if the City will change them during the Q&A period
- Do not forget to supply all the mandatory submission requirements by the closing deadline
 - The Closing Deadline is always 12 Noon our time. There are no exceptions. Give yourself enough time to submit your submission
- Do take the time to let the City know why you don't want to bid. This will help us improve the process for the next time

Unsolicited Proposals?

Unsolicited proposals are new and innovative ideas that would assist the City in achieving its goals and objectives that have not been requested through the regular procurement process.

Please contact the Toronto Office of Partnership at:

Phone: 416-392-6121

Fax: 416-392-6118

[http://www.toronto.ca/Toronto Office of Partnerships](http://www.toronto.ca/Toronto%20Office%20of%20Partnerships)

Other Socially Minded Policies

- Fair Wage Policy:
 - Prohibits the City from doing business with contractors and suppliers who discriminate against their workers.
 - Investigates complaints and takes enforcement action when it is determined that a contractor has failed to pay its workers the prescribed hourly wage rates, vacation and holiday pay and applicable amount for fringe benefits shown in the current fair wage schedule
- Purchase of Products Manufactured in Factories where Children are used as Slave Labour or Other Exploitive Circumstances which Impedes Child Development:
 - The City of Toronto does not wish to use products manufactured in factories where children are used as slave labour or other exploitive circumstances which impedes child development

Other Socially Minded Policies

- **Purchase of Coffee, Tea and Sugar Policy:**

- When purchasing coffee, tea or sugar, the City will include a provision in all call documents to seek products from vendors that meet the requirement of the Fair Trade Certification from Fairtrade Canada/Fairtrade Labeling Organization's certification
- The Fair Trade Certification Program verifies that producers and companies purchasing products have met a variety of criteria including labour standards, minimum prices and fair play, sustainable farming, governance, on-site audits and the democratic participation of workers

- **Local Food Procurement Policy:**

- When purchasing food, the City includes language in all call documents to increase the percentage of food that is grown locally when all factors including costs, quality and availability are equal

Other Socially Minded Policies

- Carbon Credit Policy:

- Original policy was adopted in 1999, and further revised March 2013
- The City of Toronto has made it a priority to green it's own operations and has cut its emissions by 40% against the 1990 levels through a variety of measures such as retrofitting numerous city-owned buildings for energy efficiency, collecting methane at three City landfills and other projects such as solar photovoltaic installations, Deep Lake Water Cooling and major tree plantings

For further information or assistance:

- Main website: www.toronto.ca/purchasing
- Online Call Document System Customer Service
 - Tel: (416) 392-7353
 - E-Mail: citybids@toronto.ca
- Doing Business with the City:

<http://www.toronto.ca/Doing Business with the City>



Questions & Answer Period



Membership

Membership

On behalf of CCAB, thank you for joining our TFAB Business Skills Development Webinar on Social Procurement Program with the City of Toronto.

Next Steps

For those CCAB members who are already registered in our CAB Program:

- CCAB's Membership department will be sending along an email with a link to register on the City's Online Call Document System. Registering in the vendor registration system allows vendors to be automatically notified about business opportunities for goods and services relating to their business. You will be provided material group list (supplied by the City of Toronto) to identify a description of goods and services your organization provides. Then those selections are sent back to the membership department at CCAB. CCAB has a master file for all CAB members registered and shared with the City of Toronto.

For those CCAB Aboriginal Business Members who are not registered in our CAB Program:

- To be categorized as an Aboriginal Business Member (ABM) and Certified with the Canadian Council for Aboriginal Business (CCAB), an organization must be at minimum 51% or more Aboriginal owned and controlled.
- To become fully CAB registered, you will be required to fill out pages 2-5 of the CCAB Membership/CAB Application that is located on CCAB's website on the "Membership and Join" webpage", along with submitting the Proof of Aboriginal Heritage that includes:
 - Indian Status Card, Metis Card or Inuit Beneficiary Card
 - Letter of Acknowledgment from a First Nation, Metis, Inuit, or Aboriginal Membership Administrator
 - Proof of Ownership and control documents demonstrating a minimum 51% Aboriginal ownership and controlled.

Membership

Benefits for joining the CAB Program:

- There is no additional fee to register with the CAB Program, aside from CCAB's annual membership dues.
- Included in the CAB Directory on CCAB website – Member profiles also include CAB Logo under their company logo.
- CAB Certificate and CAB logos (for print and online)
- Procurement Opportunities exclusive to CAB Members

Impact for joining CAB Program

- Increase in the opportunities to procurement and business development with CCAB's corporate members (including those registered in our PAR Program).
- Aboriginal Business members are thoroughly vetted by CCAB's membership department when registering to the CAB program, which will allow for our CCAB corporate members to easier assess that our CAB members are fully certified and at minimum 51% or more Aboriginal owned and controlled.



Membership

Questions & Answers