



**CONESTOGA**

Connect Life and Learning

## **VENDOR GUIDE**

Partnering with Conestoga College Institute of Technology and  
Advanced Learning

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### **Disclaimer**

This Vendor Guide is for informational purposes only. It is not a legal document and is not intended to be a complete description of all the regulations, rules, policies and procedures governing the purchasing process. Notwithstanding anything contained in this guide, vendors must adhere to the instructions, conditions of bidding, specifications and contract terms and conditions set in each individual competitive bid. If you have additional questions contact Purchasing Services at Conestoga.

## A VENDORS GUIDE TO PARTNERING WITH CONESTOGA COLLEGE

Conestoga College (Conestoga) purchases a wide variety of goods and services from both local and international vendors each year. In line with the Provinces Broader Public Sector Directives set out by the Management Board of Cabinet and the Government of Ontario, Conestoga is committed to maximizing the value of public funds and on complete transparency and accountability for purchasing decisions.

We value our vendor relationships and have developed this guide to acquaint you with the purchasing policies and procedures related to conducting business with Conestoga. We feel a good understanding of Conestoga procurement practices will be mutually beneficial, whether you are a new vendor or already doing business with Conestoga.

## ABOUT CONESTOGA COLLEGE

Established in 1967, Conestoga is one of Ontario's fastest growing colleges and a leader in polytechnic education. The college delivers a full range of career-focused education, training and applied research programs to prepare students for success in the new knowledge economy and promote economic prosperity throughout our region and across Ontario.

Campuses and training centres in Kitchener, Waterloo, Cambridge, Guelph, Stratford, Ingersoll and Brantford provide a growing number of students with local access to full and part-time programming. Fall 2015 full-time enrolment of more than 11,000 represents a 98 per cent increase since 2005. Continuing education programs attract more than 30,000 enrolments each year. It is a time of exciting growth at Conestoga. We will continue to build on existing areas of strength through additional programming while also building our capacity to meet the needs of our students, the community and Canada's changing workplace. For further information visit the Conestoga website at [Conestoga College Website Hyperlink](#).

## PURCHASING SERVICES

Purchasing Services is the central purchasing and contract management department for Conestoga. Vendors are requested to make Purchasing Services their first point of contact when seeking to do business with the college.

Although every effort will be made to accommodate vendor representatives who arrive unannounced, it is preferred that appointments be made in advance. Please contact our office to arrange an appointment. This will allow us an opportunity to provide you with our undivided attention when we meet with you. For more information regarding purchasing practices at Conestoga please follow the link below: [Conestoga College Purchasing Practices Hyperlink](#).

## Purchasing Team Contact Information

Location: 299 Doon Valley Drive

Hours: Monday to Friday 8:30 to 4:30

Phone: 519-748-5220

Name	Title	Phone Extension	E-Mail
Perian Tebbutt	Purchasing Manager	3501	ptebbutt@conestogac.on.ca
Lyn MacDonald	Buyer	3503	lmacdonald@conestogac.on.ca
Julie Arnold	Purchasing Administrator	3504	jarnold@conestogac.on.ca

## METHODS USED TO PURCHASE GOODS AND SERVICES

### Purchase Orders

The primary method for the purchase of goods and services is an official Conestoga purchase order issued and signed by Purchasing Services staff. Each purchase order has a distinct order number with details of the item(s) being purchased. Any commencement of work, service or goods provided by a vendor prior to the issuance of a purchase order will be at the vendor’s own risk. Three main types of purchase orders are:

- Purchase Orders: Issued by the Purchasing Services department for goods and services
- Blanket Purchase Order: Issued by the Purchasing Services department stating the time period, dollar limit and products and/or services that may be purchased against the order
- Commercial Card Order: The commercial card is a tool utilized by authorized college employees to make non-capital, low-dollar purchases for official college business needs. It allows for a faster and more efficient process of purchasing goods and services

The following table, in line with the Broader Public Sector (BPS) Directives, shows a summary of the purchasing method and competition generally required at various purchasing values.

### GOODS, SERVICES AND CONSTRUCTION:

PURCHASING VALUE	PURCHASING METHOD	QUOTATION REQUIRED
Up to \$2,000	Petty cash, blanket order, commercial card, purchase order	1 quote preferred
\$2,000 to \$25,000	Purchase order through invitation to quote	1 written quote required, 3 quotes where possible
\$25,000 to \$100,000	Purchase order through invitation or competitive bidding	3 written quotes required, open competitive process where applicable
Over \$100,000	Purchase order through open competitive bidding and public posting	Open competitive process – bids received through process

### CONSULTING SERVICES:

PURCHASING VALUE	PURCHASING METHOD	QUOTATION REQUIRED
\$0 - \$100,000	Purchase order through invitation to quote	3 written quotes required, open competitive process preferred
Over \$100,000	Purchase order through open competitive bidding and public posting	Open competitive process – bids received through process

### Request for Information (RFI)

A Request for Information is a market enquiry prepared by Purchasing Services and issued to gather market capabilities and vendor interest. Gathering information through the RFI is not a competition and does not result in an award for work. The information may be used however in developing a competitive document such as a RFP. The information gathering document should not request proprietary information from vendors and must not influence their chances of being the successful vendor at any subsequent opportunity.

### Request for Supplier Qualification (RFSQ)

A Request for Supplier Qualification is a vendor enquiry prepared by Purchasing Services and issued to gather information on vendor capabilities and qualifications. The information gathered is then used:

- To create a list of pre-qualified vendors as the first stage of a two stage process, only pre-qualified vendors will be invited to competitive processes such as RFP, RFT and RFQ

- To pre-qualify vendors who are interested in supplying materials or services in the future, on an as required basis (i.e. Vendor of Record)

### **Vendor of Record (VOR)**

A VOR arrangement may be used to purchase goods, services and construction at Conestoga. A VOR status, established through a competitive process such as the RFSQ, authorizes one or more qualified vendors to provide goods and/or services for a defined period on established terms and conditions.

### **Invitation to Bid**

An Invitation to Bid is prepared by Purchasing Services and issued to qualified or pre-qualified vendors. The Invitation to Bid is usually issued when the value of goods or services is equal or greater than \$25,000 and less than \$100,000 but may be issued at any time to obtain best value.

### **Request for Quotation (RFQ)**

A Request for Quotation is a market enquiry prepared by Purchasing Services and issued for the supply of goods or services based on stated terms and specifications. An RFQ focuses evaluation criteria predominantly on price and delivery requirements. RFQ's may be posted publically, issued to prequalified VOR's, sent to companies that have expressed interest in doing business with the college or have been suggested by end-users.

### **Request for Proposal (RFP)**

A Request for Proposal is a market enquiry prepared by Purchasing Services and issued for procurement that may require more complex solutions. The purpose of an RFP is to invite commercial offers from vendors to secure competition and gather information about the vendor's solutions and capabilities. It is a process that uses predefined evaluation criteria where price is not the only determining factor.

### **Request for Tender (RFT)**

A Request for Tender is a market enquiry prepared by Purchasing Services and issued for higher value and/or more complex solutions. The RFT is typically issued for construction projects with a clearly defined scope of work and specifications. It is a process whereby price is the determining factor.

### **Cooperative Purchasing**

Conestoga participates in cooperative purchasing with the Ontario Education Collaborative Marketplace (OECM), the Ministry of Government Services (MGS) and other public agencies in order to obtain the benefits of volume purchasing and the reduction in administrative efforts and costs.

### **Single/Sole Source Purchase**

Single Sourcing is used to acquire goods or services from a specific supplier because of its specialized or unique characteristics, proprietary information, trademarks, patents or compatibility. Sole Sourcing is used to acquire goods or services where there is only one available supplier and there is no other source that is reasonably capable of providing the goods or services.

## **COMPETITIVE PROCUREMENT PROCESS**

### **General Information**

The formal competitive process is normally used when the value of goods or services is equal to, or greater than, \$100,000 but may be used for smaller amounts to obtain best value through competition. All formal competitive documents from Conestoga will be issued by Purchasing Services or a designate. There are many different types of competitive documents, as outlined in this guide, depending on department needs. The vendor should read all competitive documents and contact the bid coordinator if there are any questions.

### **Competitive Document Posting**

Competitive documents that are publicly posted will be advertised and available for electronic download on MERX and/or Scan 247. Conestoga will post business opportunities for goods, services and construction on the Merx system. The following link leads to more information on the MERX Canadian Public Tenders system [MERX Canadian Public Tenders Website Hyperlink](#). SCAN 247 is a secure online service that is endorsed and used by Construction Associations throughout Ontario including Grand Valley Construction Association (GVCA). Conestoga will post applicable opportunities for construction on the SCAN 247 system. The following link leads to more information on the SCAN 247 system [SCAN 247 Website Hyperlink](#).

### **Response Time and Submission**

To ensure that vendors have a reasonable period of time to prepare and submit responses, Conestoga will provide a minimum of 15 calendar days for bids estimated at over \$100,000. Extra time may be provided for complex bid documents. Instruction for bid submission will vary depending on the requirement and competitive document used. The competitive document will indicate if bids may be accepted in-person, through mail or courier, by email or through Bonfire, an online submission and evaluation tool for competitive projects. The following link leads to general information on the Bonfire system [Bonfire Website Hyperlink](#).

### **Competitive Procurement Evaluation**

Bid submissions will be evaluated in a consistent manner and in accordance with the evaluation criteria and methodology set out in the procurement document. There may be several steps to the evaluation that may include individual evaluation, team evaluation, oral presentation, facility tour and reference check. In addition to the price, the evaluation matrix may take into consideration quality, quantity, delivery, service, experience, capacity of the vendor, partnering, value add and any other criteria related to the procurement.

### **Partnering**

At Conestoga we believe that vendor partnerships are essential to both program and organization development. We look to establish strong mutually beneficial relationships with strategic supply partners both in the community and abroad. To this, 10% of the total amount of evaluation points may be allocated to partnering arrangements on VOR and pre-qualifying Conestoga competitive documents. Top evaluation points will be assigned to vendors that show multiple partnering efforts or have excelled in one or more partnering categories that may include support to college initiatives such as applied research, participation on PAC Committees, donations, hiring co-op and graduate students etc. Note that Conestoga will consider only those partnering arrangements that have occurred five years prior to the competitive document issuance.

### **Value-Add**

A value-add incentive is an offer by a vendor that is over and above the primary goods or services being purchased, with the intent to increase the total value received by the college. Evaluation points may be allocated to value-add incentives and will be guided by the BPS principles as follows:

- All requests for value-add incentives will be disclosed in the competitive procurement document to ensure all vendors are given equal opportunity;
- Value-add incentives will be directly relevant and transparently connected to the given procurement;
- The weight assigned to value-add incentives will be stated in the competitive procurement document and should not be considered a major influencing factor
- Detailed descriptions will be provided of acceptable value-add incentives including but not limited to:
  - Charitable donations towards scholarships & bursaries or student awards
  - Donation or loan of college approved technology, equipment or software
  - College approved in-kind technical and/or support
  - Sponsorship or other co-operative opportunities

### **Debriefings**

For procurements valued at \$100,000 or greater, unsuccessful vendors may request a debriefing from Purchasing Services which shall be conducted in accordance with the requirements of the BPS Procurement Directive. A written request must be submitted to the competitive document coordinator and be received no later than 60 days after the award notification has been issued.

### **OTHER CONSIDERATIONS**

#### **Shipping and Receiving**

Vendors should deliver goods to the receiving area at the campus of delivery in accordance with the terms of the contract and/or purchase order. All shipments must be clearly labeled on the outside of the box with the Conestoga purchase order number, contact name or department name and must be accompanied by a packing slip. If the shipment was ordered with a commercial card (VISA) it must contain the Conestoga contact name and department. Vendors sending bulk shipments, such as large equipment items, should call the appropriate receiving dock for an appointment to deliver. Vendors wishing to hand deliver items must deliver such items through the receiving department so that necessary internal receiving documents are processed.

#### **Invoicing**

Vendors should submit an invoice for payment directly to the Accounts Payable department following the delivery of the goods or when the service has been completed. Sending the invoice to any other area may cause delays in receiving payment. The invoice should correctly reference the purchase order number, the quantity and type of item or service, the price and have a vendor invoice number. Conestoga standard terms are Net 30 unless otherwise agreed. Invoices can also be sent electronically to [AP@conestogac.on.ca](mailto:AP@conestogac.on.ca).

#### **Health and Safety**

Conestoga strives to provide and maintain a safe, secure and healthy environment for students, visitors, employees and the surrounding community. To ensure the college meets these goals, all vendors and contractors shall comply with all applicable federal, provincial and municipal safety codes as well as the Occupational Health and Safety Act & Regulations, local laws and standards, as well as established college procedures and policies. For more information regarding Conestoga Health and Safety contact [safety@conestogac.on.ca](mailto:safety@conestogac.on.ca).

#### **General Insurance Requirements**

Conestoga requires all contractors/vendors that provide onsite services to provide and maintain throughout the duration of their agreement with the college, the following insurance issued by a company duly registered and authorized to conduct insurance business in the Province of Ontario:

- Commercial General Liability Insurance on an occurrence basis for an inclusive limit of no less than \$5,000,000.00 per occurrence and in the aggregate (including Products and Completed Operations) for third party bodily injury, death and property damage. Coverage shall also include Personal Injury
- Owned Automobile Liability Insurance (including leased vehicles) to an inclusive limit of not less than \$2,000,000.00 per occurrence
- WSIB Clearance Certificates showing coverage in accordance with all applicable statutes of the Province of Ontario must also be provided throughout the duration of doing business with Conestoga

#### **AODA Requirements**

Conestoga College is committed to the highest possible standards for accessibility. Where applicable, the vendor must be capable of recommending and delivering, as appropriate, accessible and inclusive products and services consistent with the Ontario Human Rights Code (OHRC), and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).