



# SUPPLIERS' GUIDE

# OAKVILLE

## A Guide to Doing Business with the Town of Oakville Purchasing Division

### **Purpose of This Guide**

The purpose of this guide is to acquaint Town suppliers with the procedures followed by the Purchasing Division while procuring goods and services for the Town of Oakville.

Familiarity with the Procurement Policy By-law 2014-113 and associated procedures will assist you in presenting your product or service to the Town. It will also assist in understanding Supplier Eligibility and the Town's Supplier Performance Evaluation process.

This is a general guide and as such, may not respond to all the questions, which you may have. If you do have questions which are not answered here, please check our website at [www.oakville.ca](http://www.oakville.ca) or contact us at:

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Purchasing Division  
861 Redwood Square  
Oakville, Ontario L6L 6R6

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### **Introducing Your Company & Product/Service**

The Town of Oakville operates on the premise that competitive markets will provide us, and hence the taxpayers, with the best products and services available to meet our needs.

Our goal is to procure supplies and services in a manner that is congruent with providing ethical, professional and accountable delivery of programs and services to the residents of the Town, and that shall protect the integrity of the town, the public and the participants in the procurement process. The Town considers price, quality, delivery, services offered, past performance, shipping, insurance, and so forth when awarding contracts to suppliers.

If you are interested in being added to the list of suppliers, we invite you to fill out a vendor application; this can be found at <http://www.biddingo.com/oakville>. We require all our contractors and suppliers to have general liability insurance coverage with a minimum of \$5,000,000 prior to awarding contracts.

Suppliers can be suspended from doing business with the Town if circumstances warrant. Some activities which would necessitate such action may include, but are not limited to:

- Failure to comply with specifications and perform contract requirements as specified,
- Failure to deliver/complete within time specified in the purchase order/contract,
- Failure to keep an offer firm for the specified length of time,
- Failure to provide a performance bond, bid deposit or other required documents where required by the bid invitation,
- Collusion with other bidders or potential bidders to restrain competitive bidding
- Failure to accept orders based on firm bids,
- Failure to replace/repair damaged or ineffective goods,
- Failure to uphold warranties/guarantees on products delivered,
- Giving false or misleading information,
- Violation of any law(s) of the Province of Ontario or the Government of Canada,
- Unsatisfactory performance or violation of responsible and acceptable health and safety and general business practices.

The Town of Oakville has adopted a Supplier Performance Evaluation system by which performance will be ranked at substantial completion of the project or more frequently if deemed necessary. The Town's Project Manager in consultation with the Purchasing Division will complete the ranking. From this ranking will stem a recommendation to either allow the supplier to bid on future projects, to place the supplier on probation, or to suspend the supplier from bidding on any future contracts for a define period of time. Details on the Supplier Performance Evaluation can be found in the Town's Procurement Policy By-law.

### **Environmental Considerations**

The town shall make attempts to preserve the environment and reserves the right to encourage the procurement of supplies and services with due regard to the preservation of the natural environment; suppliers may be selected to supply goods made by methods resulting in the least damage to the environment, and/or to supply goods incorporating recycled materials where practicable. It is to be understood that total lifecycle cost analysis may be required to ensure that these supplies and services are financially viable and available at competitive prices

### **The Procurement Policy By-law**

The Purchasing By-law #2014-113, as amended from time to time and adopted by the Corporation in December, 2014, not only governs the Purchasing Division but it applies to suppliers as well. Adherence to the policy at the beginning of the procurement process will eliminate many potential problems. Therefore, we cannot stress enough the importance of understanding the Town's Procurement Policy By-law and becoming familiar with its directives.

The policy affirms the Town's purpose to:

- a) Obtain the right goods and services in an efficient and cost effective manner.
- b) Encourage open, competitive bidding.
- c) Operate a centralized purchasing program.
- d) Issue quotations and tenders where feasible and practical as follows:
  - i. Goods and services up to a value of \$5,000.00 may be purchased by the user departments directly.
  - ii. Where goods and services have a value less than \$25,000, user departments must solicit a minimum of three (3) written quotations for purchases.
  - iii. Where goods and services have a value greater than \$25,000 but less than \$100,000, the Purchasing Division shall issue formal quotations.
  - iv. Where goods and services have a value greater than \$100,000, the Purchasing Division shall issue a form bid which is advertised through Biddingo.com.

End users of these goods and services play an equally vital role by carefully planning for their requirements, detailing them and working with Purchasing throughout the buying process. Please be aware that staff other than the Purchasing Manager or his/her delegate may not commit the Town to any purchase without authorization.

The Purchasing Division ensures that the judgment used in awarding contracts was based on sound purchasing principles in accordance with the Town's policy, purchasing ethics and business law.

### **Function of the Purchasing Division**

Working with our client departments, the Purchasing Division shall:

- a) Selecting the supplier who can be responsive and responsible.
- b) Arriving at a price, which is good for both buyer and seller.
- c) Negotiating the most cost-effective and mutually satisfactory terms and conditions.
- d) Issuing and administering the contract.
- e) Following up to ensure proper delivery.
- f) Ensuring vendor support for the product after it is delivered.
- g) Fostering healthy competition among vendors.
- i) Making certain that shipments are on time and delivered to the right place.

In short, the basic elements of the purchasing function are many and varied; and the Purchasing Division is committed to carrying them out on behalf of the Town.

Our Purchasing professionals maintain their expertise through memberships and active participation in the following associations:

Ontario Public Buyers Association Inc. (OPBA)

The Institute for Public Procurement (NIGP)

Supply Chain Management Association (SCMA)

Canadian Institute of Management (CIM)

### **Cooperative Purchasing**

The Town participates in Co-operative purchasing with other governmental agencies in the buying of bulk purchases common to all. Examples are office supplies, gasoline, diesel fuel, road salt, heating fuel and natural gas to name a few. Each participating agency takes turns in calling these common products.

### **Accounts Payable**

Invoices must be sent directly from the supplier to the Accounts Payable department. Invoices can be sent electronically in PDF or TIF format to [accountspayable@oakville.ca](mailto:accountspayable@oakville.ca). If the invoice is e-mailed to Accounts Payable, the supplier should not a “hard” copy through the mail.

Invoices are paid promptly in accordance with the payment terms negotiated with the supplier, however the Town’s standard is 30 days from date of receipt of the invoices (unless agreed otherwise).

Application by suppliers for penalty charges for late payment will be disallowed as per Town policy. If vendors follow the prescribed process, payments will be made within 30 days of invoice date. The Town prides itself in paying its debts on time, and we ask for vendor assistance to help us meet these objectives.

### **Ethical Principles**

All members of Council and employees involved with procurement or other supply chain-related activities shall act, and be seen to act, with integrity and professionalism. Honesty, care and due diligence shall be integral to all supply chain activities within and between Broader Public Sector (BPS) organizations, suppliers and other stakeholders. Respect shall be demonstrated for each other and for the environment. Members of Council and employees shall not engage in any activity that may create, or appear to create, a conflict of interest, such as accepting gifts or favours, providing preferential treatment, or publicly endorsing suppliers or products.