



# Doing Business with the City of Ottawa

November 2016



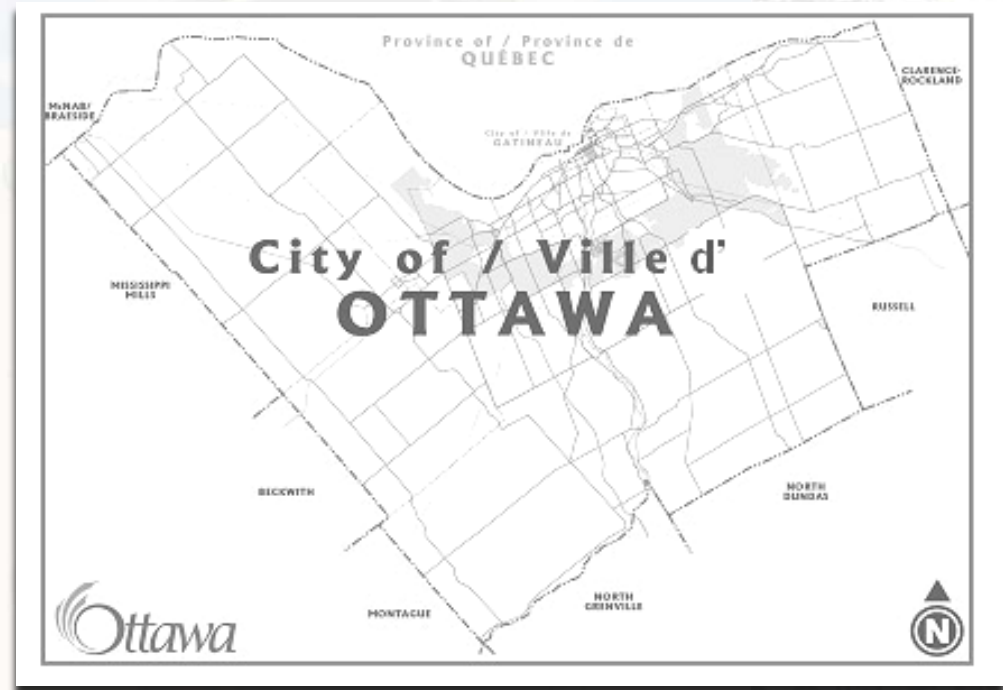
# Annual Purchases

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On an annual basis, the City of Ottawa buys over **\$1 billion** worth of goods, services and construction.

# Supplier Community

- Adjusting for goods and services not available locally, **over 90%** are purchased in the Ottawa and surrounding area each year



# City of Ottawa - *Who we are*

## Office of the City Clerk and Solicitor

- Legal Services
- Protocol
- French Language Services
- Legislative Services
- Policy and Technical Solutions

## Community and Social Services Department

- Housing Services
- Long Term Care
- Community and Social Support
- Children's Services
- Partner and Stakeholder Services
- Business Support Services

## Recreation, Cultural and Facility Services Department

- Community Recreation and Cultural Programs
- Facility Operations Services

- Aquatics, Specialized and City Wide Programs
- Parks and Facilities Planning
- Business and Technical Services

## Emergency and Protective Services

- Ottawa Paramedic Service
- Security and Emergency Management
- Ottawa Fire Services
- By-law and Regulatory Services
- Ottawa 2017 Operations and Special Events
- Business Support Services

## Planning, Infrastructure and Economic Development Department

- Planning Services
- Infrastructure Services
- Economic Development
- Right of Way, Heritage and Urban Design Services
- Business Support Services



# City of Ottawa - *Who we are*

## Corporate Services Department

- Supply Services
- Corporate Finance
- Corporate Revenue
- Information Technology
- Corporate Real Estate Office
- Fleet Services
- Business Support Services

## Public Works and Environmental Services Department

- Roads Services
- Solid Waste Services
- Water Services
- Parks, Forestry and Surface Water Services
- Technology, Innovation and Engineering Support
- Business and Technical Support

## Transportation Services

- Transit Services
- Safety Management
- Customer Systems and Planning
- O-Train Construction
- O-Train Planning
- Traffic Services
- Transportation Planning
- Transportation Services Department Strategic Services

## Service Innovation and Performance Department

- Human Resources
- Public Information and Media Relations
- ServiceOttawa
- Service Transformation
- Business Support Services

# Supply Branch

## Objectives & Guiding Principles

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To obtain the best value for the taxpayer's dollar, purchases will be made using a competitive process that is open, transparent and fair to all suppliers

GOALS

Obtain the best value for money

Treat all suppliers equitably

# Bidding Opportunities

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- In 2016, over **480** Formal bid solicitations (Tenders, Proposals, Standing Offers etc.)
- Average of over **250** Informal bid solicitations each year (Request for Quotations <\$100K)

# Purchases <\$15K

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- Purchases are made by the department
- Extensive use of Standing Offers
- Three quotes required for purchases >\$2.5K
- City department information is listed on the City's website at:

<http://ottawa.ca/en/city-hall/your-city-government/policies-and-administrative-structure/main-administrative-structure>



# Standing Offers

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- **200+** Standing Offers in place with **1,000+** vendors
- Standing Offer opportunities are advertised on MERX.com and the Ottawa Construction Association (OCA) website
- A list of Standing Offers can also be found on Ottawa.ca by searching Purchasing

# Purchases \$15K to \$100K

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- Use of Standing Offer arrangements
- Quotations
  - Current opportunities advertised on MERX
  - OCA bulletin board may still be utilized
- MERX e-Procurement System – April 2016
  - More efficient electronic bid submission process for vendors and the City
  - Ongoing technical support from MERX for vendors and the City

# Purchases \$15K to \$100K

## *E-Procurement Pilot Project*

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- Benefits to vendors include:
  - 1) Electronic bid submission
  - 2) Bid taker's list and faster access to bid results
  - 3) Automatic notification of addenda/opportunities
  - 4) Reduction in price schedule errors
- 42 RFQ bid opportunities were closed in Q2 – Q3 2016 with an average of 3 bids received per opportunity

# Purchases >\$100K

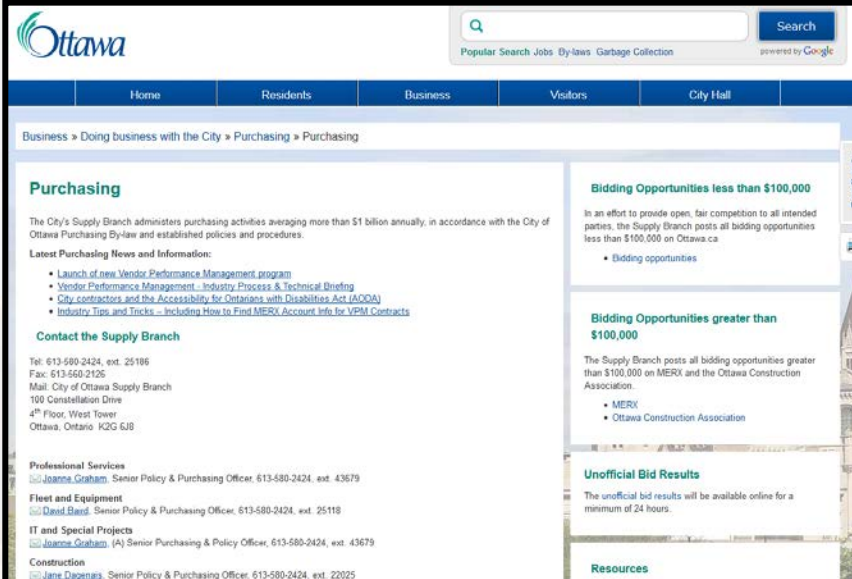
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- Formal Bid Solicitations (Tenders, Proposals, Request for Standing Offer)
- Advertised through MERX and for all construction opportunities may be posted on the OCA website

# Purchasing Page on Ottawa.ca

<http://ottawa.ca/en/business/doing-business-city/purchasing/purchasing>

- Latest Purchasing News
- Contract Award Reports
- List of Standing Offers
- Unofficial Bid Results
- Purchasing By-law
- Key Contacts



The screenshot shows the Ottawa.ca website's purchasing page. The header includes the Ottawa logo, a search bar, and navigation tabs for Home, Residents, Business, Visitors, and City Hall. The main content area is titled 'Purchasing' and provides information about the City's Supply Branch, including contact details and links to various resources. The right sidebar features sections for 'Bidding Opportunities less than \$100,000', 'Bidding Opportunities greater than \$100,000', 'Unofficial Bid Results', and 'Resources'.

**Purchasing**

The City's Supply Branch administers purchasing activities averaging more than \$1 billion annually, in accordance with the City of Ottawa Purchasing By-law and established policies and procedures.

Latest Purchasing News and Information:

- [Launch of new Vendor Performance Management program](#)
- [Vendor Performance Management - Industry Process & Technical Briefing](#)
- [City contractors and the Accessibility for Ontarians with Disabilities Act \(AODA\)](#)
- [Industry Tips and Tricks - Including How to Find MERX Account Info for VPM Contracts](#)

**Contact the Supply Branch**

Tel: 613-580-2424, ext. 25186  
Fax: 613-560-2126  
Mail: City of Ottawa Supply Branch  
100 Constellation Drive  
4<sup>th</sup> Floor, West Tower  
Ottawa, Ontario K2G 6J8

**Professional Services**

[Joanna Graham](#), Senior Policy & Purchasing Officer, 613-580-2424, ext. 43679

**Fleet and Equipment**

[David Baird](#), Senior Policy & Purchasing Officer, 613-580-2424, ext. 25118

**IT and Special Projects**

[Joanna Graham](#), (A) Senior Purchasing & Policy Officer, 613-580-2424, ext. 43679

**Construction**

[Jane Dagenais](#), Senior Policy & Purchasing Officer, 613-580-2424, ext. 22025

**Bidding Opportunities less than \$100,000**

In an effort to provide open, fair competition to all intended parties, the Supply Branch posts all bidding opportunities less than \$100,000 on Ottawa.ca

- [Bidding opportunities](#)

**Bidding Opportunities greater than \$100,000**

The Supply Branch posts all bidding opportunities greater than \$100,000 on MERX and the Ottawa Construction Association.

- [MERX](#)
- [Ottawa Construction Association](#)

**Unofficial Bid Results**

The unofficial bid results will be available online for a minimum of 24 hours.

**Resources**



# Ottawa Construction Association

- Website contains all drawings, specifications and addenda of the projects on display
- Access to tender results and daily project update bulletins



**Telephone:** 613-236-0488

**Fax:** 613-238-6124

**Internet:** [www.oca.ca](http://www.oca.ca)

**E-mail:** [oca@oca.ca](mailto:oca@oca.ca)

# MERX

- Search and view opportunity and award notices
- Order bid documents and attachments electronically
- Submit bids online as part of E-Procurement Pilot
- Access evaluations done under construction vendor performance management program



**Telephone:** 1-800-964-6379

**Fax:** 1-888-235-5800

**Internet:** [www.merx.com](http://www.merx.com)

**E-mail:** [merx@merx.com](mailto:merx@merx.com)

*MERX is available 24 hours a day, 7 days a week*

# Before You Bid

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- To be a responsive, competitive bidder please make sure you have the following :
  - Past experience in delivering projects of similar magnitude and complexity.
  - Read the City's General Terms and Conditions and have the required insurance/certificates.
  - Meet accessibility and ethical purchasing requirements.

# Accessibility in Procurement

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- The *Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard* applies to all vendors who deal with the public or other parties for the City.
- Under AODA's Integrated Standards Regulation (IASR), the City needs to incorporate accessibility criteria and features in procurements.

# Accessibility in Procurement

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- All vendors providing goods, services or facilities on behalf of the City must train employees providing the work on the regulations:

<http://ottawa.ca/en/business/doing-business-city/purchasing/city-contractors-and-aoda-customer-service-standard>



# Lobbyist Registry

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- City maintains a Lobbyist Registry and related by-law available on [Ottawa.ca](http://Ottawa.ca)
- Lobbying includes communications from a party representing a business or financial interest, aimed at influencing a decision on any matter that will be before Council or under staff's delegated authority
- Vendors must register any lobbying activity

# Vendor Performance Management

- In January 2015, the City launched an online evaluation system for construction contracts
- Contracts subject to evaluation are:
  - Architectural/engineering contracts valued at \$15,000 or more (design, contract administration etc.)
  - Construction contracts valued at \$100,000 or more



# Vendor Performance Management

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- Evaluations are done online through MERX
- Goal is to improve communication between the vendor and the City and to eventually factor performance scores into contract awards
- To date, the City has published over 350 final project evaluations for over 190 vendors

# Supply Branch *Location*

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- All formal bids are to be dropped off by 3:00 p.m. on the closing date at

100 Constellation Drive  
4<sup>th</sup> Floor, West Tower  
Ottawa, ON  
K2G 6J8



- **Telephone:** 613-580-2424 Ext. 25185
  - **Fax:** 613-560-2126

# Public Tender Openings

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- Each day at 3:00 P.M., the unofficial results of any formal tender closing is read to the public
- Tender room located at the Supply Branch – room 463W
- Unofficial tender results available online at:

<http://ottawa.ca/en/business/doing-business-city/purchasing/unofficial-bidding-results>



# Supply Branch

## *Senior Contacts*

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### ■ **Fleet & Equipment**

- David Baird, Senior Policy and Purchasing Officer
- ext. 25118

### ■ **Construction**

- Jane Dagenais, Senior Policy and Purchasing Officer
- ext. 22025

### ■ **Professional Services**

- Sanna D'Ornellas, Senior Policy and Purchasing Officer
- ext. 14853

# Supply Branch

## *Senior Contacts*

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### ■ **IT & Special Projects**

- Anthony Casimiri, Senior Policy and Purchasing Officer
- ext. 21064

### ■ **Goods**

- Colin Tuthill, Senior Policy and Purchasing Officer
- ext. 15099

### ■ **Technical Services**

- Cornelio Ledda, Senior Policy and Purchasing Officer
- ext. 25822

# Supply Branch

## *Management Contacts*

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- **Chief Procurement Officer**
  - Will McDonald
  - ext. 12407
- **Manager, Procurement**
  - Joanne Graham
  - ext. 43679
- **Manager, Strategic Sourcing**
  - David Sloan
  - ext. 13564

# Questions?



## Doing Business with the City of Ottawa

November 2016

