



St. Lawrence
College

VENDOR GUIDE

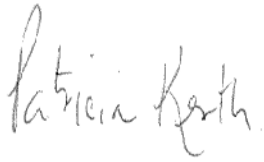
DOING BUSINESS WITH ST. LAWRENCE COLLEGE

A GUIDE FOR NEW AND EXISTING VENDORS

DOING BUSINESS WITH ST. LAWRENCE COLLEGE

St. Lawrence College purchases a wide variety of goods and services every year from vendors of all sizes. In line with the Province's Broader Public Sector Directives on Procurement; we are committed to maximizing the value of public funds spent on goods and services, and on complete accountability and transparency for procurement decisions and processes.

We value our vendor relationships and have developed this guide to acquaint you with the procurement policies and procedures of conducting business with St. Lawrence College. We feel a better understanding of what St. Lawrence requires will be mutually beneficial, whether you are being considered as a new vendor or have been doing business with the College on a regular basis.



Patricia Kerth
Sr. Vice-President Corporate Services
& Chief Financial Officer

OUR MISSION

We are dedicated to student success, academic excellence, and leadership in our communities.

OUR VISION

Rooted in our communities, we will be a globally recognized college delivering innovative learning opportunities and preparing career-ready graduates to be leaders in their fields.

OUR VALUES

STUDENT FIRST

TEAMWORK

INNOVATION

INTEGRITY

ABOUT ST. LAWRENCE COLLEGE

Located along the shores of the St. Lawrence River, The St. Lawrence College of Applied Arts & Technology has three campuses located in Brockville, Cornwall and Kingston, and three satellite offices located in Kingston, Sharbot Lake, and Ottawa. St. Lawrence College boasts 7,000 full time students from Canada, and more than 40 countries worldwide. Our college community includes 20,000 part time students, 1,000 staff, and more than 70,000 alumni. Enrolment is continually increasing with an increase of 3.8% since 2011 and 9.6% since 2010. St. Lawrence College outperformed all other colleges, ranking number one in Ontario in the area of Graduate Employment Rate. According to the Key Performance Indicator (KPI), 90.5 per cent of graduates found work within six months of graduation demonstrating that SLC provides students with the education and in demand skills training they need to prepare for successful careers. For more information, please visit our website at <https://www.stlawrencecollege.ca/about/college-administration/purchasing/>

PURPOSE OF THE GUIDE

The Procurement Department of St. Lawrence College of Applied Arts and Technology, has prepared this guide to:

- Introduce current and potential suppliers to St. Lawrence College
- Serve as a guide for doing business with the Procurement Department
- Establish and support the development of quality vendor relationships

The intended use is for informational purposes only, and to provide guidance for the vendor community on how to do business with the College by understanding our guiding principles and our governing policies.

Please note that it is **not** intended to be a complete description of all the regulations, rules, policies and procedures governing procurement. This guide may not clarify all questions, you may have. If you have additional questions, email us at purchasing@sl.on.ca.

PROCUREMENT SERVICES

Our goal is to provide our customers with outstanding services. To do this we are committed to providing the right product or service at the right time, while obtaining the best overall value for the College. We do this by conducting open and transparent competitive procurement processes that are fair for all vendors. As such St. Lawrence College is continuously looking for innovative and reliable

vendors who can provide efficient and cost effective ways of doing business, while meeting the College needs.

PROCUREMENT SERVICES OFFICE

HOURS 8:00 A.M. to 4:00 P.M.
Monday through Friday (Excluding official holidays)

LOCATION
Procurement Services is located at St. Lawrence College, Brockville Campus.

Our mailing address is:
St. Lawrence College of Applied Arts and Technology
2288 Parkedale Avenue, Room 110
Brockville, Ontario, Canada, K6V 5X3

CONTACT INFORMATION
Main Line: (613) 345-0660 x 3249
Manager Procurement Services: (613)-345-0660 x 3343
Fax: 613-345-2231
E-mail: purchasing@sl.on.ca

CAMPUS MAPS [Brockville Campus](#)
[Cornwall Campus](#)
[Kingston Campus](#)

- OUR KEY GOALS**
- Adherence to the Broader Public Sector (BPS) Procurement Directives
 - Obtain the best overall value for the College
 - Manage a fair, transparent, and impartial bid process

THE PROCUREMENT TEAM

NAME	TITLE	EXT.	E-MAIL
CHRISTINE MCPARLAND	PROCUREMENT MANAGER	613-345-0660 x 3343	cmcparland@sl.on.ca
ALISON WILSON	PURCHASING OFFICER	613-345-0660 x 3110	awilson@sl.on.ca

MAGGIE MALONEY	PURCHASING CLERK	613-544-5400 x 6602	mmaloney@sl.on.ca
PURCHASING INQUIRES	GENERAL MAILBOX		purchasing@sl.on.ca

VENDOR RELATIONS

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 (613-345-0660, ext. 3249) to arrange an appointment. This will allow us an opportunity to provide you with our undivided attention when we meet with you.

St. Lawrence College Procurement Services is the central purchasing and contract management department for goods and services. A Procurement Services team member will direct you to the most qualified college representative to evaluate your product or service offerings.

PURCHASING METHODS

The purchasing method is determined by the good(s) or service(s) that are being purchased, as well as the total amount to be spent on a similar good or service within a specified contract period.

LOW VALUE PURCHASES

The College may procure low value purchases without going through a competitive bid process. The low value limit is < \$2,500 including taxes.

INFORMAL QUOTATION

An Informal Quotation is allowed when the purchase total is greater than \$2,500 but less than \$10,000. The Procurement Team and / or the user department will obtain and submit one (1) written quote to proceed with ordering.

FORMAL QUOTATION

A Formal Quotation is required when the purchase total is greater than \$10,000 but less than \$100,000 the College utilizes the following process:

INVITATIONAL FORMAL QUOTATION

Written quotations are obtained from a minimum of three (3) suppliers, wherever possible, and an award is made to the most advantageous supplier. Invitational Formal Quotations may be received by fax or email.

OPEN COMPETITIVE PROCUREMENT

When the procurement is expected to be \$100,000 or more Open Competitive Bidding is required. The process may be in the form of a Request for Tender ("RFT") or a Request for Proposals ("RFP"). These bids must be submitted following the instructions in the bid documents. St. Lawrence College publically advertises on MERX™

MERX™

Effective April 1st, 2015 all St. Lawrence College's Requests for Tender, Proposal, Quotation, Pre-Qualification, Information, and other solicitation documents will be advertised and available for electronic download on MERX (www.merx.com).

Vendors who are interested in providing goods and services to St. Lawrence College must complete an online MERX application to add their relevant information.

For more information about MERX and their services visit them at www.merx.com or contact them via phone at 613-727-4900 or email merx@merx.com.

ALTERNATIVE METHODS OF PROCUREMENT

In addition to the competitive bid methods listed the College may use any of the following alternative methods for procuring goods and services:

1 - SINGLE 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. While other sources are available, only one supplier can fulfill the requirement.

2 - SOLE SOURCE PURCHASE

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.

3 - EMERGENCY PURCHASE

An Emergency purchase is a situation of urgency that the College has procedures in place to address. The Procurement Department will work with our customers and suppliers to address these special circumstances.

Emergency is defined as 'immediate repair or replacement of equipment, services or facilities in order to maintain a required public service or to prevent damage to life, limb or property within the College". There is an internal process that must be followed and approval sought prior to the purchase commitment.

4 - COOPERATIVE PURCHASING

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

5 - UNSOLICITED PROPOSALS

Unsolicited proposals received by the College will be reviewed and any procurement activity that may result will either follow the provisions of the competitive bid process or those of a Single or Sole Source purchase.

PROCUREMENT THRESHOLDS

GOODS – NON-CONSULTING SERVICES AND CONSTRUCTION		
PROCUREMENT VALUE	MEANS OF PROCUREMENT	METHOD
\$0 - \$ 2,499.99	1. P-Card 2. Petty Cash 3. Purchase Order	Complete purchase
\$2,500 - \$9,999.99	Purchase Order	Informal Quotation one (1) quote required
\$10,000 - \$99,999.99	Invitational Competitive Three (3) Suppliers	1. Invitational Procurement 2. Informal 3 Supplier Quote
\$100,000 or more	Open Competitive Process	Open Competitive Procurement (RFx Process)
CONSULTING SERVICES		
\$0 - \$99,999	Invitational or open competitive process	Invitational Competitive Procurement
>\$100,000	Open Competitive Process	Open Competitive Procurement (RFx Process)

PURCHASE ORDERS

The primary method for the purchase of goods and / or services is with an official purchase order issued with a distinct SLC purchase order number, detailing the item(s) being purchased, quantity, terms, bid reference (if applicable), delivery instructions, location, etc.

Only the Procurement Manager or delegate has the authority to sign and issue Purchase Orders. Small Purchase Orders (value < \$2,500) may be issued by specific College departments, when required.

No work shall be initiated or goods supplied by a vendor prior to the receipt of an official College Purchase Order. 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. St. Lawrence College will **NOT** be liable for such action by the vendor nor will the College be responsible for payment of the services or goods.

There are three (3) main types of purchase orders issued by the College

- **Regular Purchase Orders:** Issued by the Procurement Department for goods and services.
- **Blanket Purchase Orders:** Issued by the Procurement Department, stating shipment dates, time periods, dollar limit, and/or product(s) that may be purchased against the order.
- **Purchasing Card Orders:** Purchasing cards may be used for the purchase of supplies within established guidelines and limits.

P-CARDS

The Purchasing Card is a tool utilized by some College employees to make non-capital, low-dollar purchases (under \$2,500) for official College business needs. It allows for a faster and more efficient process of purchasing supplies.

INFORMATION GATHERING

RFI and RFEI are useful in circumstances where incomplete information exists in either the procurement requirements or market capabilities or interest. They are not competitions and do not result in the award of work. The RFI and RFEI document should not ask for proprietary information from suppliers. A response to an RFI and an RFEI does not pre-qualify a potential supplier and must not influence their chances of being the successful vendor on any subsequent opportunity.

PROCUREMENT METHODS

INFORMATION GATHERING

REQUEST FOR INFORMATION (RFI)	<p>Issued to potential suppliers during project planning phase to gather supplier, service / product requirements, specifications and purchasing options. A method of providing suppliers with a general or initial description of a problem or need.</p> <p>The information gathered is then used to:</p> <ol style="list-style-type: none">Define requirements for the procurement documents (RFP-RFT-RFQ)Identify whether there are qualified and/or interested suppliers.
REQUEST FOR EXPRESSION OF INTEREST (RFEI)	<p>Issued to determine supplier interest, qualification and capability for a potential opportunity. RFI and RFEI are not competitions and do not result in the award of work.</p>
REQUEST FOR SUPPLIER QUALIFICATION (RFSQ)	<p>Issued to gather information on supplier capabilities and qualifications.</p> <ol style="list-style-type: none">To create a list of pre-qualified suppliers as the first stage of a two stage process , only pre-qualified suppliers will be invited to the competitive process (RFP,RFT,RFQ)To pre-qualify suppliers who are interested in supplying materials or services in the future, on an 'as' and/or 'when required' basis. (i.e. Vendor of Record (VOR)

COMPETITIVE PROCUREMENTS

The 'formal' competitive bid procedure 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 in some circumstances) and may include the issuing of a Request for Interest (RFI) and/or a Request for Proposal/Quotation (RFP/Q). The RFP/Qs is preceded by an RFI posted on MERX. Vendors responding to an RFI will be placed on the vendor bid list for the subsequently issued RFP/Q. RFP/

The formal competitive bid process may include an opportunity for prospective bidders to attend a bidder's conference or site meeting as part of the schedule of events. In the competitive process, sealed bids will be received in accordance with RFP/Q instructions. An RFP/Q award will be in accordance with the criteria indicated in each RFP/Q issued and will not necessarily be awarded to the bidder quoting the lowest cost. The Proponent Award will be posted on MERX.

COMPETITIVE PROCUREMENT METHODS

REQUEST FOR PROPOSAL (RFP)	<p>Issued for goods and services where the “cumulative” value is greater than \$100,000. It is used to request from our suppliers solutions for the delivery of complex goods, services or to provide alternative solutions or options. It is a process that uses predefined evaluation criteria where price is not the only factor.</p>
REQUEST FOR QUOTATION (RFQ)	<p>Issued for the supply of goods or services based on stated delivery requirements, performance specifications, terms and conditions. An RFQ usually focuses evaluation criteria predominantly on price and delivery requirements.</p> <p>RFQs are sent to various companies that have expressed interest in doing business with the college, have been suggested by end-users or have been prequalified. The College will post on MERX seeking competitive bids.</p>
REQUEST FOR TENDER (RFT)	<p>Issued for construction opportunities that have fairly straightforward requirements.</p> <p>Qualified suppliers or contractors may submit sealed bids for construction, or for supply of specific and clearly defined goods, or services, where they meet the scope of work (SOW) and terms and conditions that have been defined.</p>
REQUEST FOR STANDING OFFER (RFSO)	<p>Standing offers are not contracts but a solicitation, requesting offers from vendors to provide products and/or services at a specified price during a certain time period, with no commitment to volume or quantity. When the Purchase Order has been issued against the vendor’s standing offer then, and only then, is a contract with the Vendor formed. The College will establish a ‘Vendor of Record’ status to the awarded vendor(s) with the best overall offer.</p>

COMPETITIVE BIDDING PROCESS

STANDARD REQUIREMENTS

Vendors should carefully read all bid documents as they are held responsible for understanding the contents. The bid document contains specifications for the procurement and the terms and conditions governing the contract to be awarded.

Mandatory requirements which include signed copies of all schedules may also include a site visit and proof of insurance/WSIB for those wishing to respond to a bid.

RESPONSE TIME

To ensure that vendors have a reasonable period of time to prepare and submit responses, St. Lawrence College will provide a minimum of 15 calendar days for bids valued at \$100,000 or more (and 30 calendar days for complex/high risk procurements).

QUESTIONS, ADDENDA, AND CHANGES

Questions and answers will be distributed in numbered Addenda by posting such Addenda on MERX. When submitting a bid response, a vendor shall be responsible to verify that it has received all of the Addenda that have been issued.

When the Procurement Department makes a change to the bid invitation, a written addendum will be posted on the MERX website. The addendum becomes part of the bid and vendors must sign it and return it with the bid documents.

BID DELIVERY

Responses to bids received after the competition closing time shall not be considered and shall be returned to the vendor unopened. Each vendor is responsible for the actual delivery of its response to the address and location listed, regardless whether delivery of the response to the required location has been assumed by a courier, delivery service, Canada Post or any employee or agent of the Purchaser.

Responses transmitted by facsimile or sent by any other electronic means will not be considered, unless otherwise stated in the bid document.

COMMON VENDOR ERRORS IN BID SUBMISSIONS

- Forgetting to sign the bid/proposal
- Failure to fulfill the mandatory requirements
- Failure to return all required forms
- Failure to acknowledge receipt of amendments

- Late delivery of bids/proposals

EVALUATION PROCESS

Bids will be evaluated in a consistent manner and in accordance with the evaluation criteria, rating and methodology set out in the procurement document.

In addition to the price, the evaluation matrix may take into consideration quality, quantity, delivery, service, experience, financial capacity of the vendor, and any other criteria directly related to the procurement.

AWARD NOTIFICATION

For purchases valued at \$100,000 or greater, the name(s) of the successful vendor(s) will be posted on MERX only occur after the agreement between the successful supplier and the College has been signed.

DEBRIEFINGS

For procurements valued at \$100,000 or greater, unsuccessful Vendors may request a debriefing from the Purchaser which shall be conducted in accordance with the requirements of the Procurement Directive. A written request must be submitted to RFx@sl.on.ca and be received no later than 60 days after the award notification has been issued.

EMERGENCY PROCUREMENT

True emergencies do exist and as such we have certain procedures in place to handle them. Procurement Services will work with our customers and you our suppliers to address these special circumstances.

Emergency is defined as "immediate repair or replacement of equipment, services or facilities in order to maintain a required public service or to prevent damage to life, limb or property within the College"

TYPES OF CONTRACTS

Procurement Services ensures that all Contracts entered into by St. Lawrence College meet all legislated requirements, and have the appropriate approvals. College employees do not have the authority to bind the College with contracts or purchase agreements. The College normally contracts for two types of purchases, either a one-time contract or a term contract.

ONE –TIME CONTRACT

The College procures required goods and / or services on a one-time basis. A firm price is requested for fixed quantities with single or multiple delivery sites. Depending on the dollar amount of the purchase, a formal or informal bid method may be used.

TERM CONTRACT

The College may establish term contracts for estimated quantities of materials or services commonly used in volume by specific departments or corporately throughout the organization. These contracts are awarded through a formal sealed solicitation method for a specified period of time.

SHIPPING AND RECEIVING

St. Lawrence College has a Receiving Department located at each of the three (3) main campuses (see site details below).

Vendors should deliver goods or services according to the terms of the contract and/or Purchase Order. All purchases delivered to St. Lawrence College **MUST** be delivered to the receiving area, unless otherwise stipulated in writing by the Procurement Department. All shipments **MUST** be clearly labeled on the outside of the box with the St. Lawrence College purchase order number, SLC contact name if possible, and must be accompanied by a packing slip. If the shipment was ordered with a Purchasing card, it must contain the SLC contact name, their department and room number (if available).

Vendors sending bulk shipments or large dollar value shipments must call the appropriate receiving dock for an appointment.

Vendors wishing to hand deliver items **MUST** deliver such items through the Receiving Department so that necessary internal receiving reports are processed.

SHIPPING AND RECEIVING LOCATIONS

	KINGSTON CAMPUS	BROCKVILLE CAMPUS	CORNWALL CAMPUS
LOCATION	Country Club Drive Entrance E7, E8, E9	Rear Entrance across from Residence	Aultsville Hall
HOURS	Monday - Friday 8:00am - 3:30pm	Monday - Friday 7:30am - 4:00pm	Monday - Thursday 9:30am - 3:00pm Friday 9:30 - 2:00pm

CONTACT NUMBER	613-544-5400 ex.1178	613-345-0660 ex.3199	613-933-6080 ex.2146
ENTRANCE CLEARANCE	13 ft	N/A	N/A
MAXIMUM TRAILER LENGTH	54 ft +	Any size trailer	54 ft +

Under no circumstances should vendors make delivery before the receipt of a valid purchase order or authorization directly from Procurement Services. Vendors who deliver without authority run the risk that they will not be paid. The only exception to this is when Procurement Services approves an emergency request. In this situation, the requesting department issues a preliminary Emergency Order. Purchasing Services will then issue a formal Purchase Order.

INSURANCE REQUIREMENTS

St. Lawrence College requires the contractor/supplier to provide and maintain throughout the duration of their agreement with the college, the following insurance with Insurers who are licensed to do business in Canada. The contractor/supplier will provide Certificate(s) of Insurance evidencing that such coverage are in full force and effect. Each Certificate of Insurance shall contain a proviso that the Insurance will not be cancelled without 30 days prior written notice having been provided to the College:

Commercial General Liability covering Bodily Injury and Property Damage and including Products and Completed Operations Liability; Broad Form Property Damage; Cross Liability; Severability of Interests, Employers Liability; Contractor’s Liability; Blanket Contractual Liability, and Non-Owned Automobile Liability; for an amount of not less than \$5M per occurrence. St. Lawrence College will expect to be added as Additional Insured’s with respect to the terms of the services provided;

Owned Automobile Liability Insurance for an amount of not less than \$2M.

Other insurances such as Professional Liability and Environmental/Pollution Insurance may also be required at the College’s discretion depending on the type of services provided.

WORKERS SAFETY INSURANCE BOARD (WSIB)

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 SLC.

INVOICING AND PAYMENTS

INVOICES

Vendors should submit an invoice for payment directly to Accounts Payable 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. The unit of purchase and price on the invoice should agree with the unit and price cited on the purchase order. Invoices can also be sent electronically to AcctsPayable@sl.on.ca

PAYMENTS

The College endeavors to process payments in a timely manner, generally within 30 days following receipt of invoice. Delays can occur because of incomplete or inaccurate invoicing information.

Some typical causes for payment delay include:

- No purchase order issued
- purchase order number is missing on invoice
- mathematical errors/discrepancies (invoice to purchase order)
- invoice not sent to Account Payable
- other discrepancies between the invoice and purchase order have not been rectified prior to invoicing

HEALTH AND SAFETY

St. Lawrence Colleges 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.

HEALTH & SAFETY CONTACT:

Mr. David Wright

100 Portsmouth Ave. Kingston ON K7L 5A6

Tel: (613) 544 5400 ext. 1253

Fax: (613) 545 3908 dwright@sl.on.ca

ENVIRONMENTAL CONSIDERATIONS

St. Lawrence College is committed to supporting and promoting energy efficiency and resource conservation. Therefore, while price remains an important factor, purchasing decisions will include consideration for environmentally responsible and sustainable products and services.

As appropriate, the following will be considered when making purchasing decisions:

- Manufacturing process (more energy), efficient, less polluting, less packaging
- Transportation method (related energy/ pollution)

- Durability/lifespan

AODA REQUIREMENTS

St. Lawrence College is committed to the highest possible standards for accessibility. The Supplier must be capable to recommend and deliver, as appropriate, accessible and inclusive products and services consistent with the Ontario Human Rights Code (OHRC), the Ontarians with Disabilities Act, 2001 (ODA) and Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its regulations in order to achieve accessibility for Ontarians with disabilities. Suppliers are to respond where appropriate to the questions noted in Section 6.14

In accordance with Ontario Regulation 429-07 made under the Accessibility for Ontarians with Disabilities Act, 2005 (Accessibility Standards for Customer Service), Members have established policies, practices and procedures governing the provision of its services to persons with disabilities.

The AODA may be found [ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005](#)

IMPORTANT PHONE NUMBERS

DEPARTMENT	TELEPHONE NUMBER	EXTENSION
PROCUREMENT SERVICES	613-345-0660	3249
FINANCE DEPARTMENT	613-345-0660	3249
FACILITIES DEPARTMENT	613-544-5400	1250
SHIPPING AND RECEIVING - KINGSTON	613-544-5400	1178
SHIPPING AND RECEIVING - BROCKVILLE	613-345-0660	3199
SHIPPING AND RECEIVING - CORNWALL	613-933-6080	2146

USEFUL WEBSITE LINKS

Accessibility for Ontarians with Disabilities Act (AODA)

www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/understanding_accessibility/aoda.aspx

Broader Public Sector (BPS) Guidelines

www.doingbusiness.mgs.gov.on.ca/mbs/psb/psb.nst/EN/bps-procurementdirective

St. Lawrence College Procurement

www.stlawrencecollege.ca/about/college-administration/purchasing