SAP Ariba Supplier Lifecycle and Performance

Supplier Information Session

TORONTO

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Changes to Bidding on City Contracts

What is Changing?

The City of Toronto is implementing the new Supplier Lifecycle Performance module. This tool is used to onboard, manage, and segment suppliers. It is integrated with the SAP Ariba Sourcing module currently in place at the City, supporting a smooth transition for supplier registration and maintenance.

Why the change?

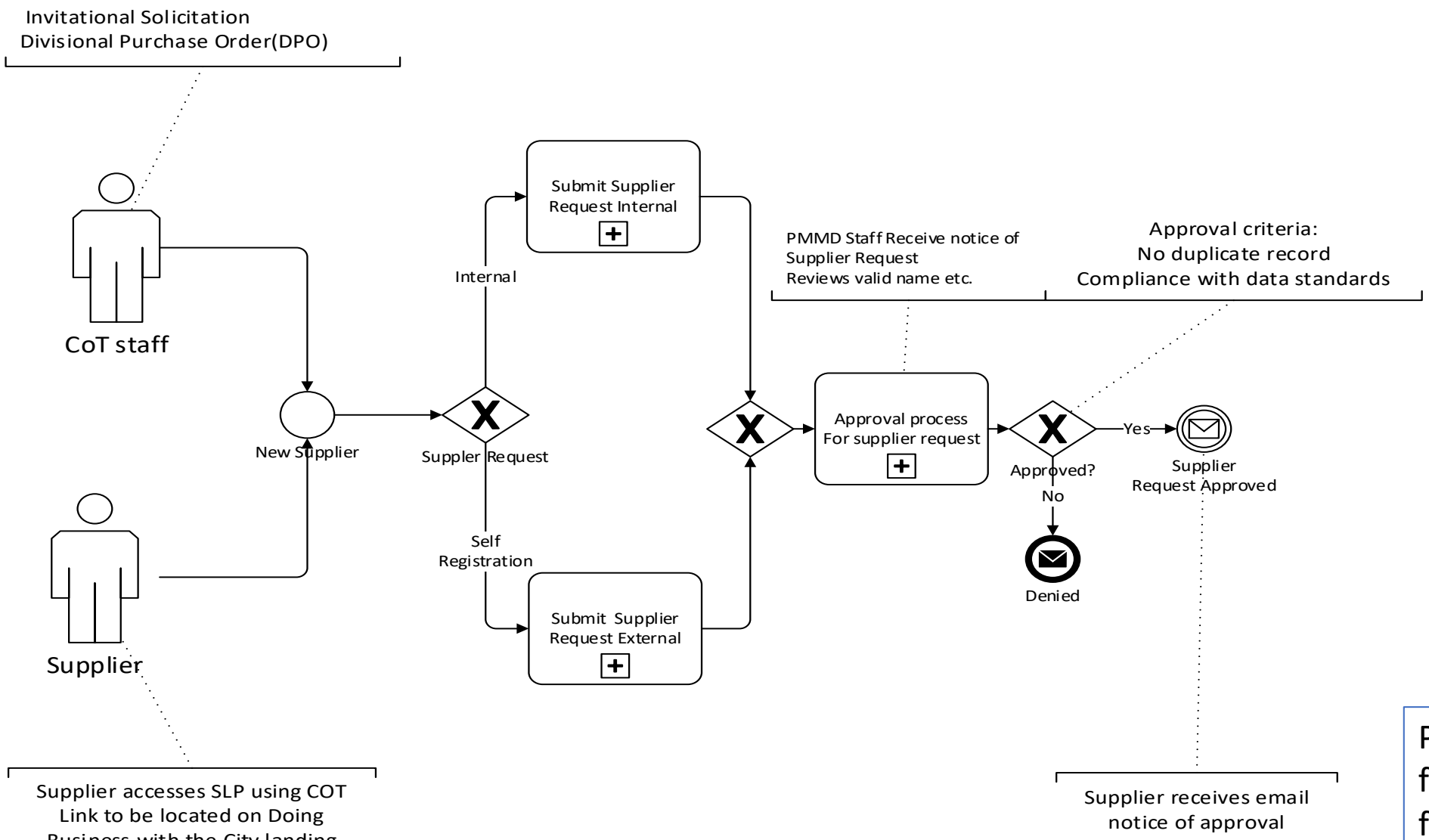
In an effort to support the City's Social Procurement initiatives and utilize the Ariba system existing framework, the addition of the Supplier Lifecycle Performance module helps reduce onboarding times and also supports long term supplier management.

Changes and Benefits for Suppliers

What does the change mean for Suppliers?

- A unique City of Toronto link is available for new suppliers to register if interested in doing business with the City.
- All suppliers will be able to keep profile information current and accurate through the intuitive, self-service application.
- Current suppliers will be asked to fill out a registration questionnaire to support the City in our efforts to collect a supplier code of conduct agreement.
- Once the registration questionnaire is approved, Suppliers will continue to have access in order to bid on City procurement opportunities.
- To support social procurement and ensure more inclusive procurement/employment opportunities, suppliers may be asked to respond to requests to upload their certificates and detail any relevant certification information (i.e.: diverse supplier, WSIB, COR, etc.).
- Supplier participation in SLP will assist the City in our journey to build better interactive relationships with you that support achieving goals that benefit our communities.

Supplier Journey via the Supplier Request



Supplier Data Fields

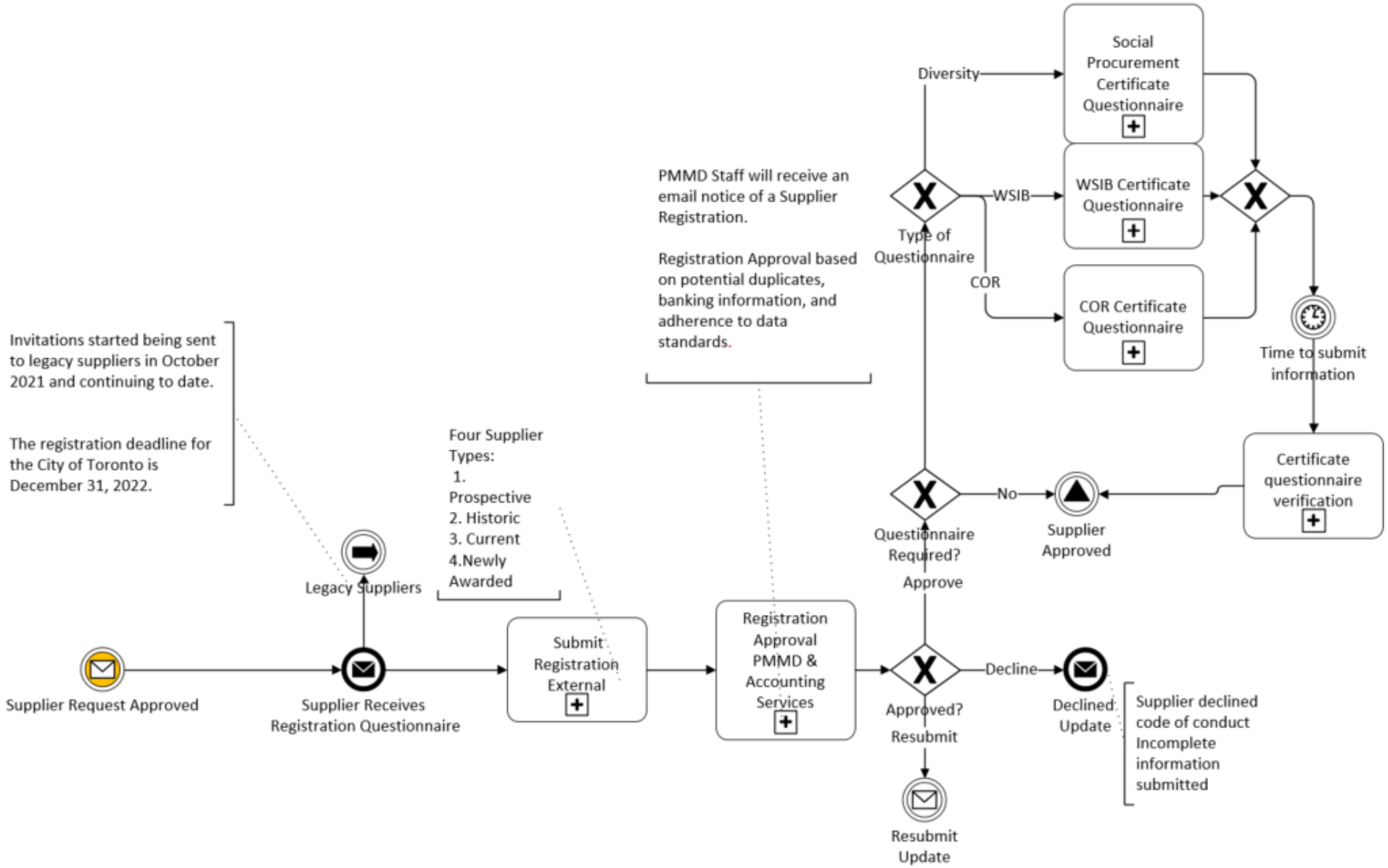
- Supplier Full Legal Name
- Supplier Main Address
- Primary Supplier Contact
- Contact First Name
- Contact Last Name
- Contact Email
- Contact Phone
- Contact Location and Communication Language
- Additional Information
- Category
- Region

- As the City moves toward to Ariba Buying and Invoicing(B&I) are you interested in information regarding doing business through the Ariba Network?

Please see Appendix A for an outline of this flowchart.

TORONTO

Supplier Journey Approved Request triggers Registration Questionnaire



Please see Appendix B for an outline of this flowchart.

TORONTO

Registration Questionnaire External

General Supplier Information

- Please select one Supplier Description that best matches the profile you are creating: Prospective, Historic, Current, Newly Awarded
- Acceptance of City's Policies, Legislation and Supplier Code of Conduct
- Supplier Full Legal Name
- Supplier Full Legal Name Validation Documents
- Main telephone number
- Mobile telephone number
- Supplier main address
- Internet homepage address

Diverse Supplier Information & Community Involvement

- Does your organization have a valid certificate from one of the Diverse Supplier certification organizations listed below?
- *Canadian Aboriginal and Minority Supplier Council
  * Canadian Gay and Lesbian Chamber of Commerce
  * Inclusive Workplace Supply Council of Canada
  * Women Business Enterprise Canada
  * Canadian Council for Aboriginal Business
- If you are currently in the process of a Diverse Supplier Certification, please provide evidence of your registration and progression through the program
- Are you interested in receiving information regarding our Workforce Development Program?

Registration Questionnaire External (cont'd)

Environmental Information

- Is your organization committed to having Net Zero emissions by 2050?

Additional Information

- Is your organization Payment Card Industry (PCI) compliant?
- *Are you required to submit or update a valid Certificate of Recognition (COR) or equivalent such as the ISO 45001 - Occupational Health and Safety certificate?*
- *Are you required to submit or update a valid Workplace Safety & Insurance Board certificate?*

Awarded Supplier Information

- Is your remittance address different from what is currently in your supplier profile? If so, please provide remittance address

Bank Information

- Please note your Bank Code + Transit Number = Bank Key
- Please note either populate your Account Number or IBAN number, not both
- To ensure the accuracy of our account information, you must submit a physical copy void cheque or an electronic void cheque with a bank stamp or an authorized letter from the bank confirming the account holder information or any authorized bank document with bank account information.
- Transaction Currency

Transaction Information

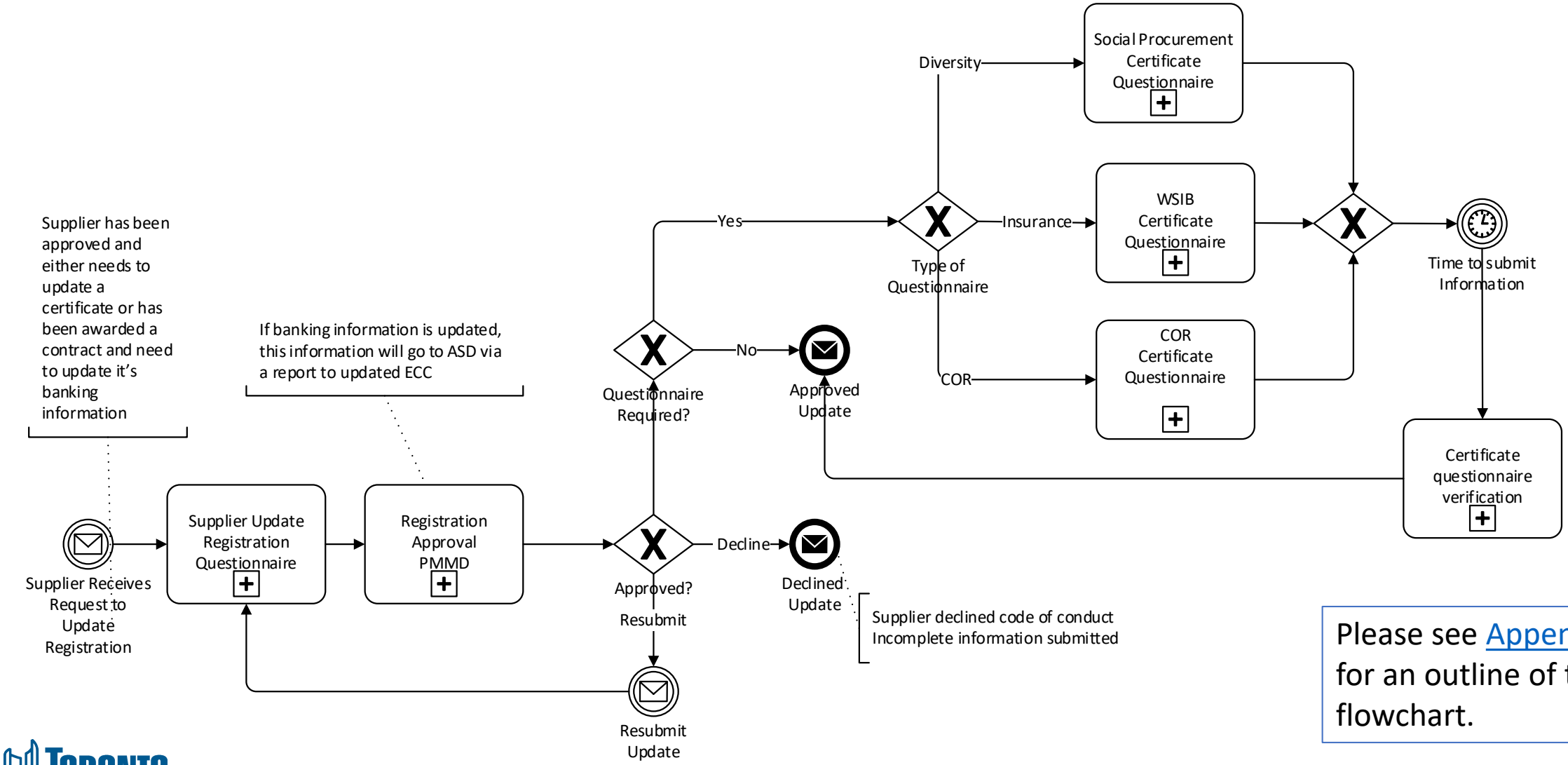
- E-mail address for purchase orders
- E-mail address for accounts receivable

Tax Information

- Tax number(s) – GST/HST Number
- Please attach official supporting documentation that supports the tax information provided

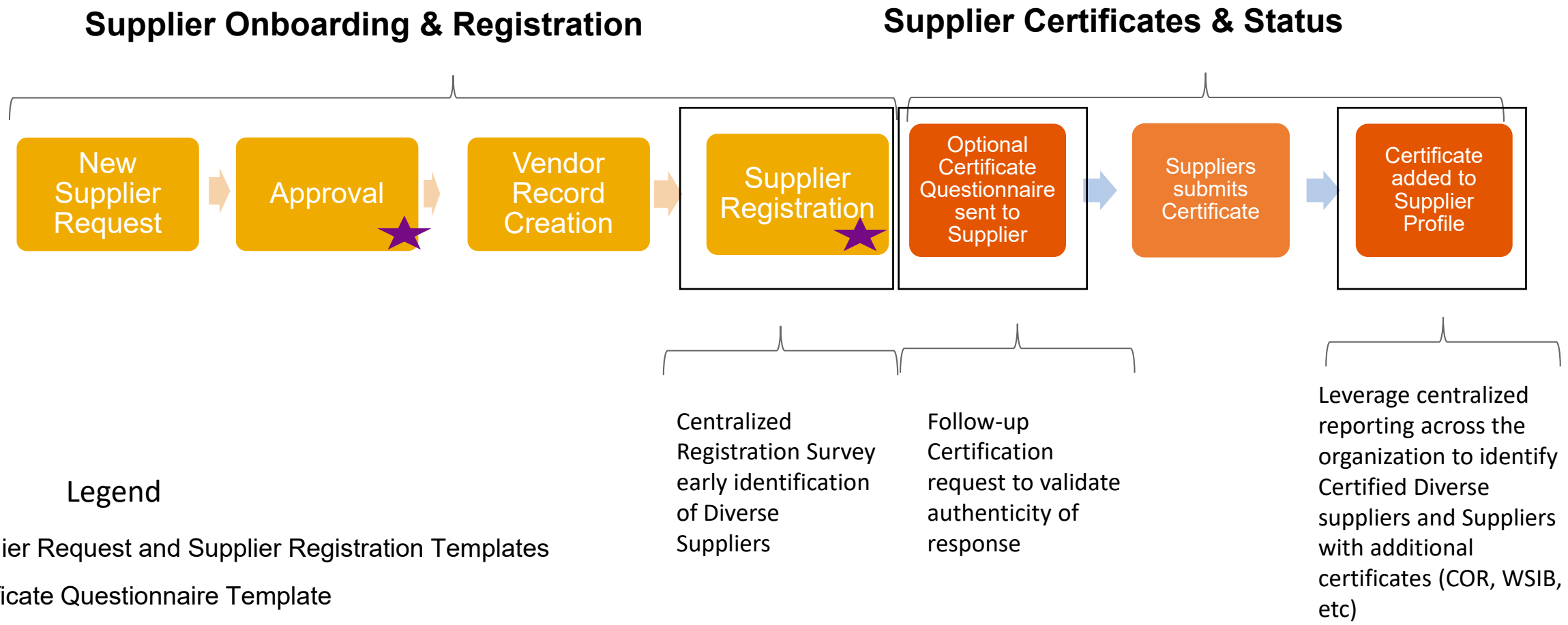
TORONTO

Supplier Journey Update Survey send out Certificate Questionnaire



Please see Appendix C for an outline of this flowchart.

Ariba Supplier Lifecycle and Performance (SLP)



How To Register

Step 1: How to Register with the City

Please do not use the general account creation process.
If you open an Ariba Network account from the SAP Ariba general webpage, your new account will not automatically create a trading relationship with the City of Toronto.

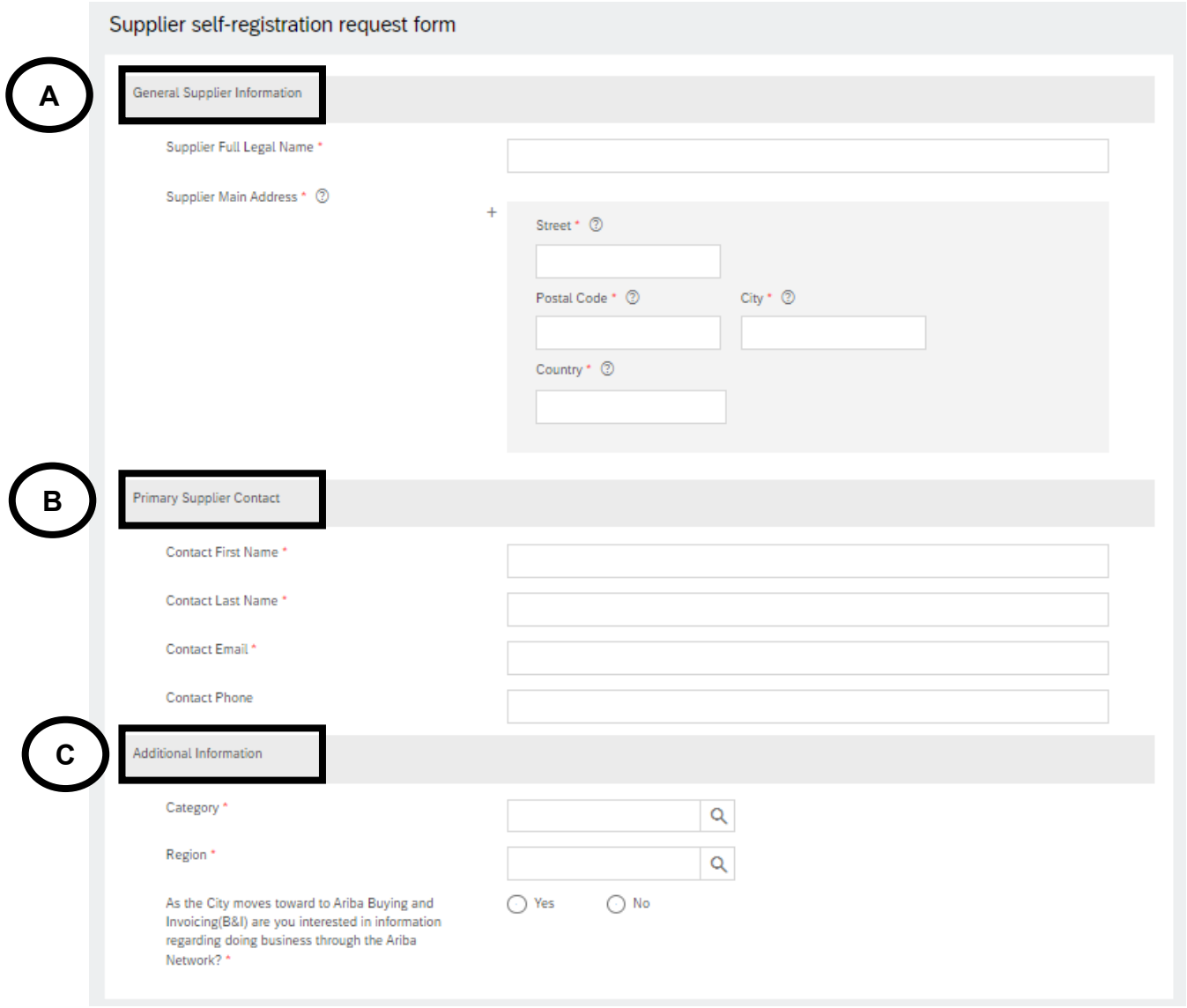
For new suppliers:
Register using Supplier self-registration request form hyperlink

For existing suppliers:
You do not need to complete the supplier self-registration request form. You will receive an email directly from the City to complete the Supplier Registration Questionnaire. Please skip to Step 7

Step 2: Supplier Self-registration Request Form

2. After clicking on the registration link you will be taken to the self-registration landing page. It is divided into three sections.

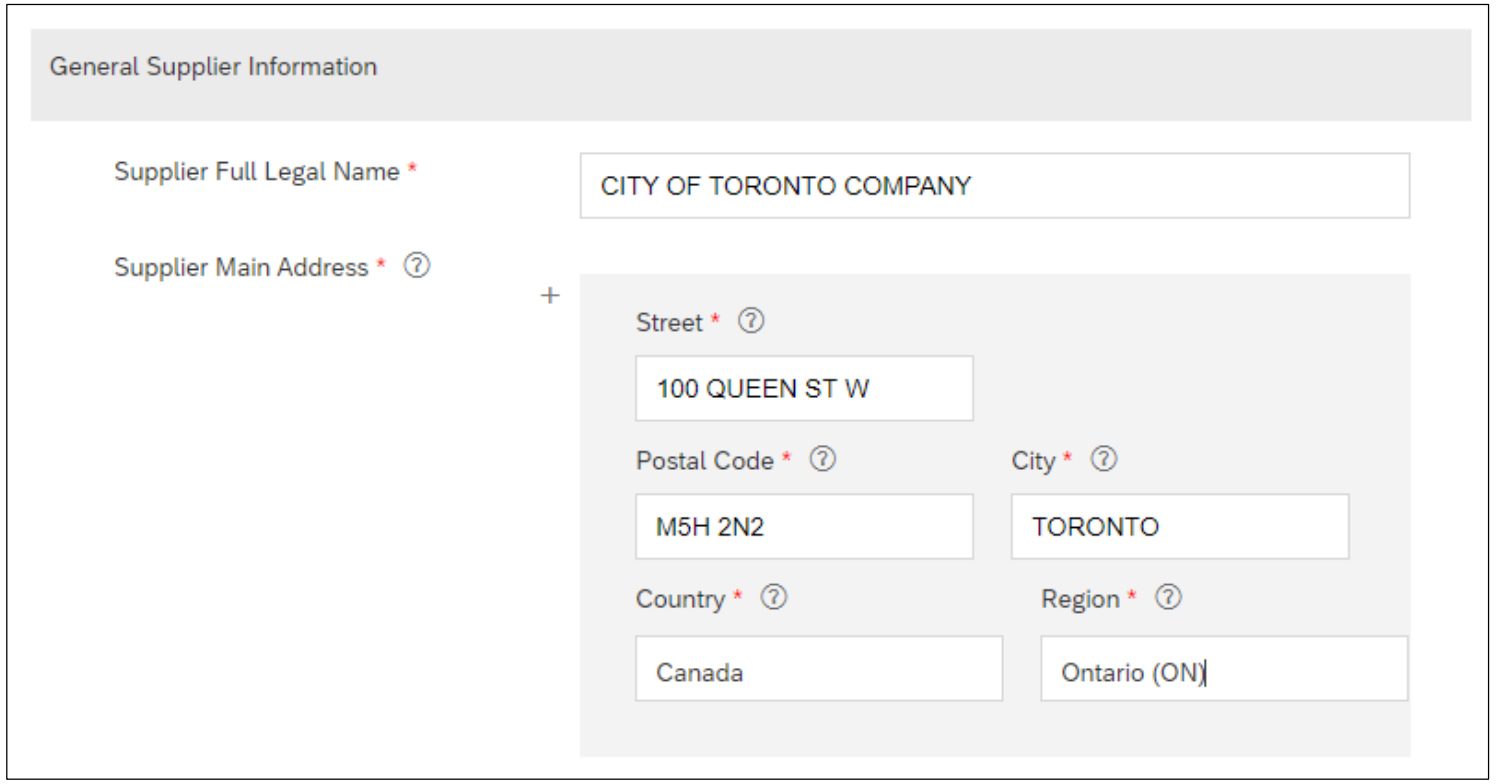
   A. General Supplier Information
   B. Primary Supplier Contact
   C. Additional Information



Step 3: Enter General Supplier Information

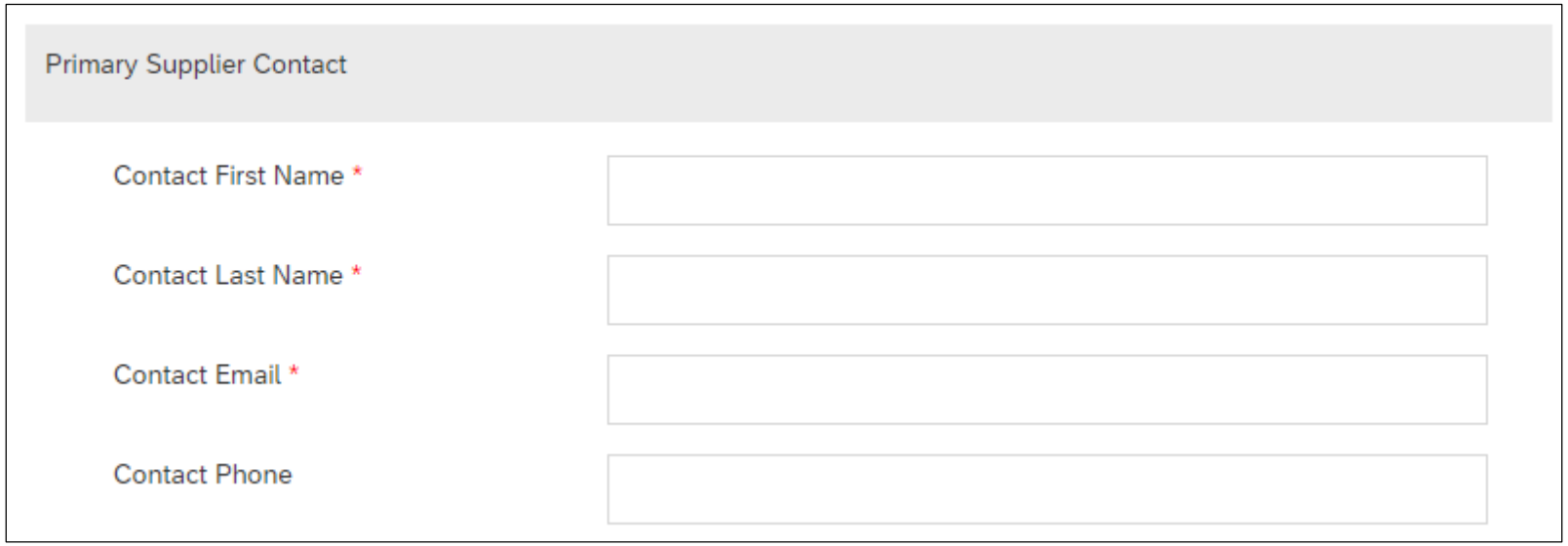
3. Complete the required General Supplier Information
   - Supplier Full Legal Name
   - Supplier Main Address
     - Street Name and Number
     - Postal Code
     - City
     - Country
     - Region

   Note: Please only use uppercase, numbers and supported special characters (!@#$&()`.+,/\“) for supplier name and address



Step 4: Enter Primary Supplier Contact

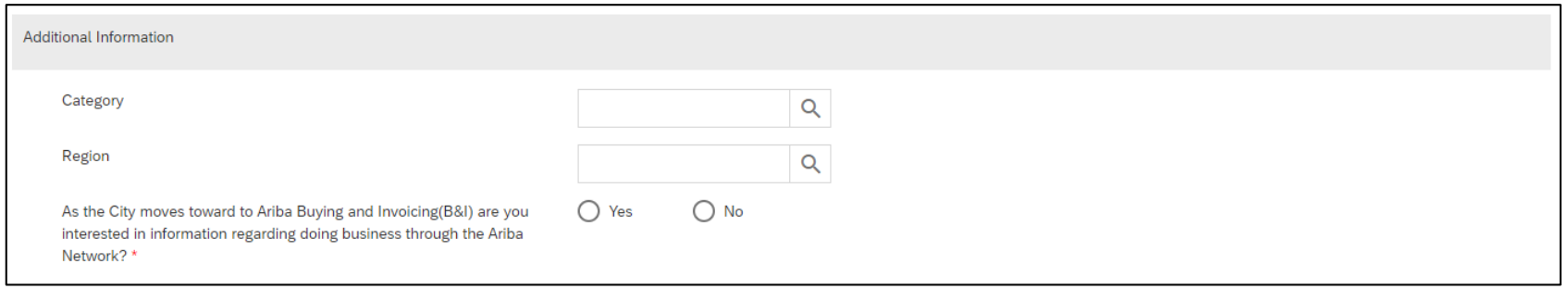
4. Complete the required Primary Supplier Contact information:
   - Contact First Name
   - Contact Last Name
   - Contact Email
   - Contact Phone

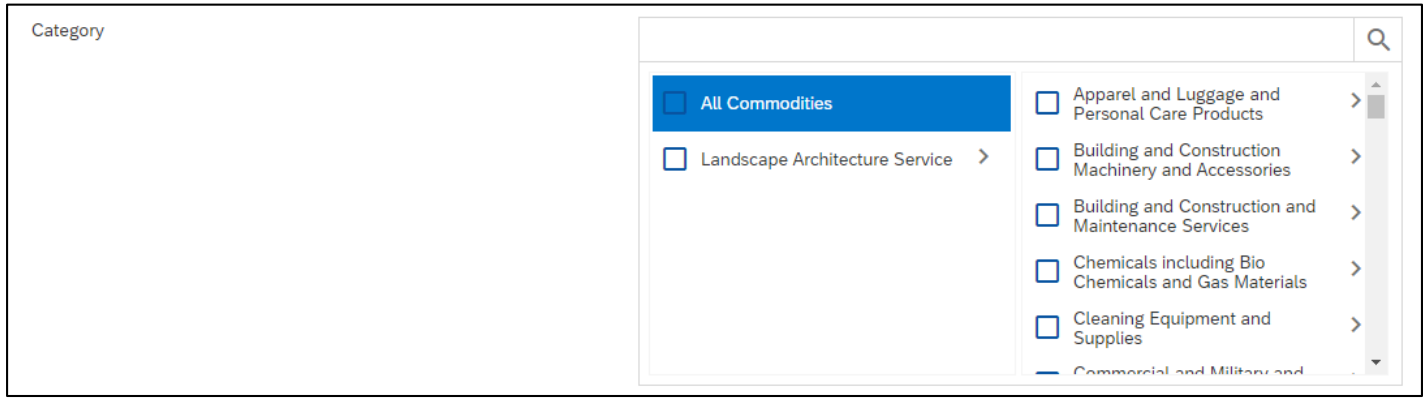


Step 5: Additional Information

5. Complete the required Additional Information:
   - Category
   - Region
   - Interest in receiving information regarding doing business through the Ariba Network

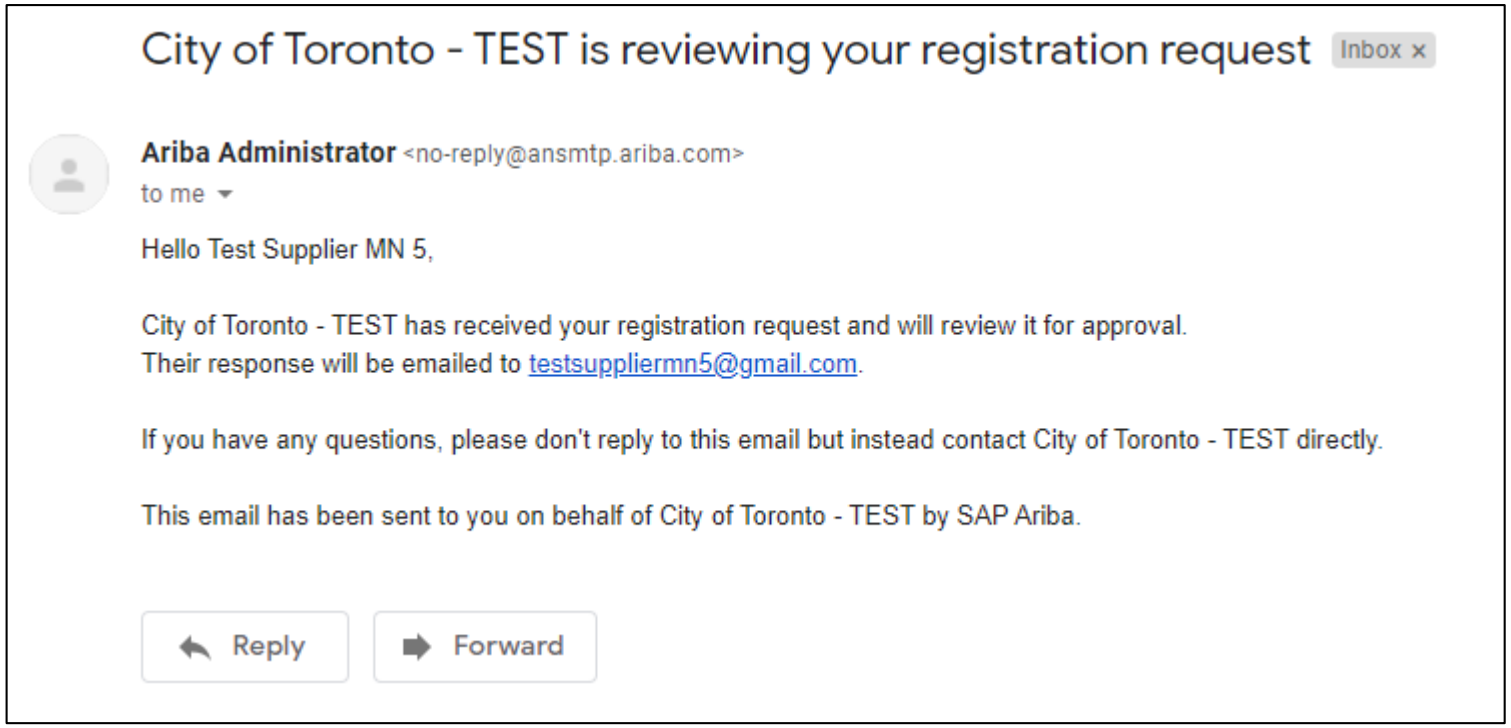
Note: You can select as many categories as you wish – simply click on the search button to browse and select categories





Step 6: Submit and await approval

6. Once you have populated all required fields, click ‘Submit’ at the bottom of the page. You will receive an automated email from Ariba that the City has received your registration request


City of Toronto - TEST is reviewing your registration request Inbox ×

Ariba Administrator <no-reply@ansmtp.ariba.com>
to me

Hello Test Supplier MN 5,

City of Toronto - TEST has received your registration request and will review it for approval.
Their response will be emailed to testsuppliermn5@gmail.com.

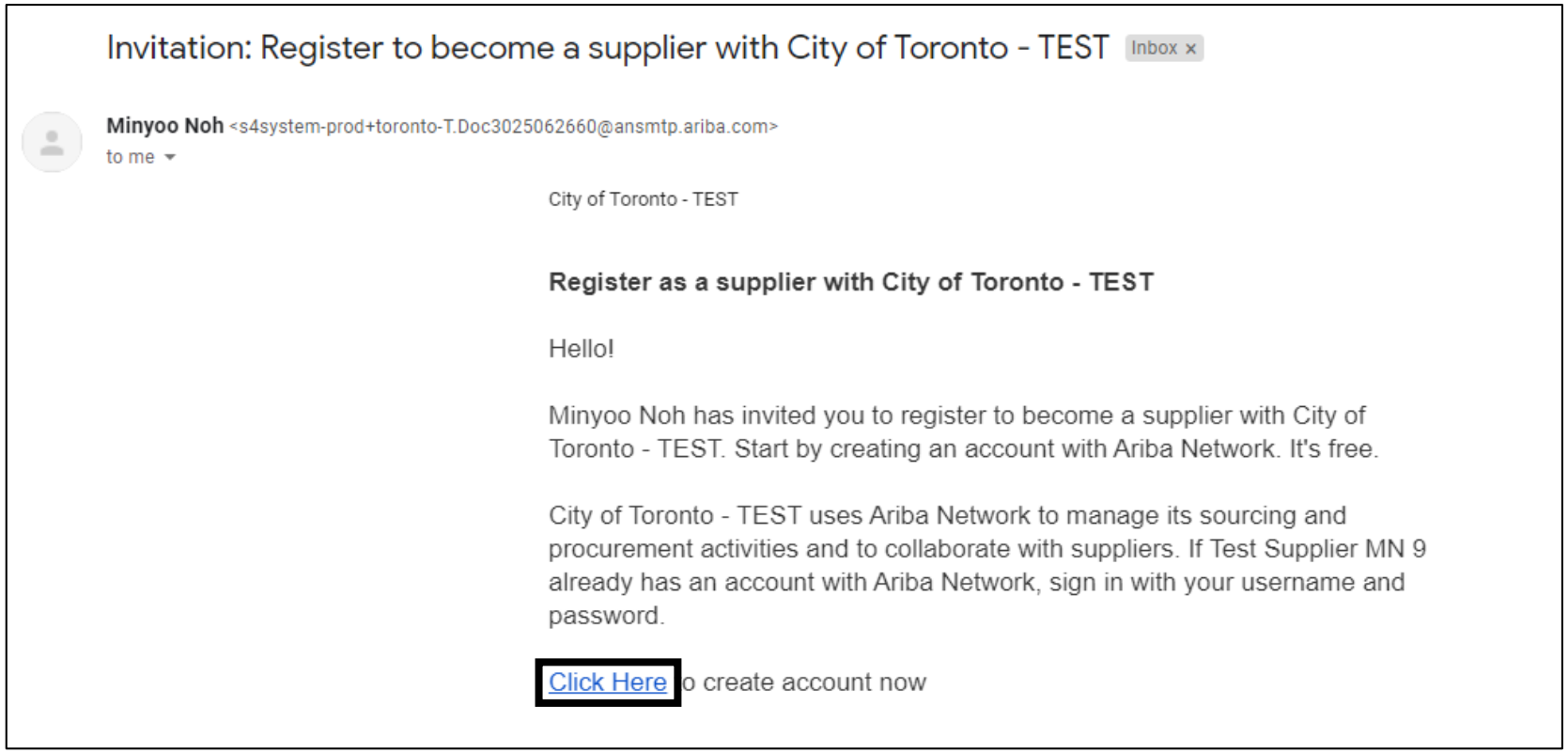
If you have any questions, please don't reply to this email but instead contact City of Toronto - TEST directly.

This email has been sent to you on behalf of City of Toronto - TEST by SAP Ariba.

Reply Forward

Step 7: Registration Invitation

7. Once your registration request is approved, you will receive an email inviting you to register. Click on the ‘Click Here’ hyperlink within the email. Existing Suppliers will receive this email once Registration is open, without having to self-request



Invitation: Register to become a supplier with City of Toronto - TEST Inbox ×

Minyoo Noh <s4system-prod+toronto-T.Doc3025062660@ansmtp.ariba.com>
to me

City of Toronto - TEST

Register as a supplier with City of Toronto - TEST

Hello!

Minyoo Noh has invited you to register to become a supplier with City of Toronto - TEST. Start by creating an account with Ariba Network. It's free.

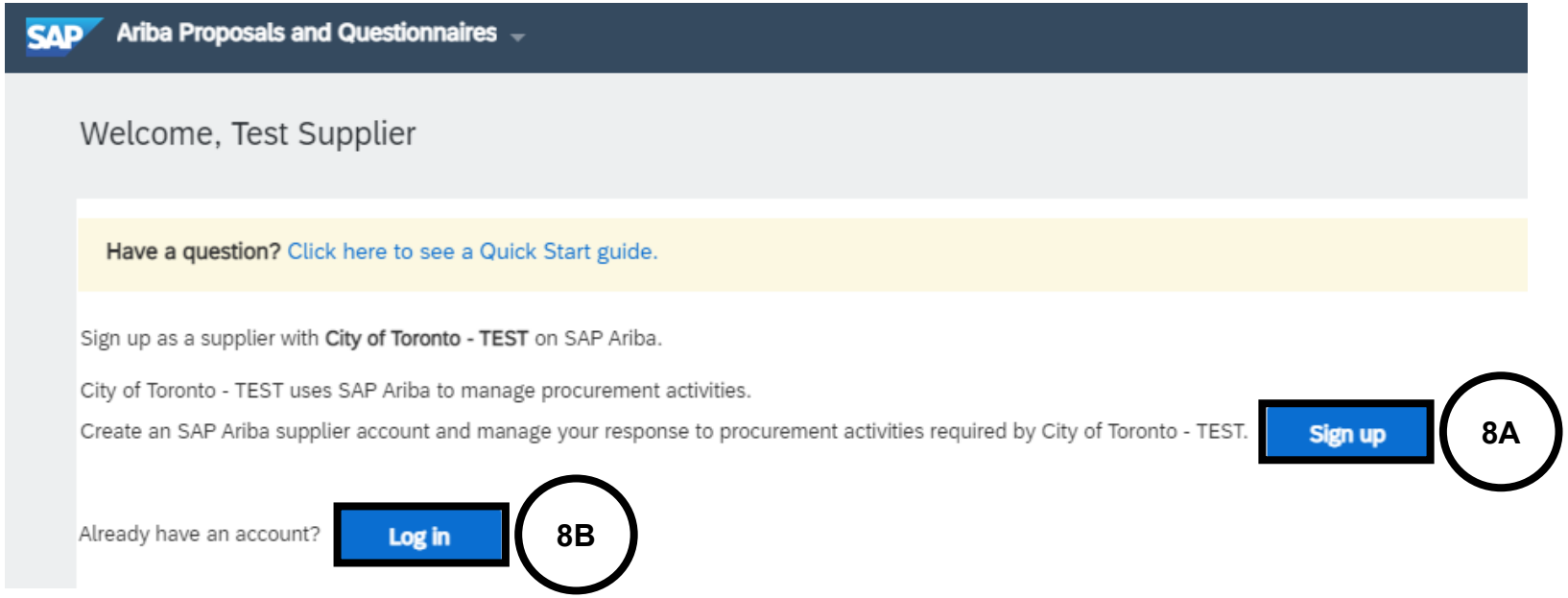
City of Toronto - TEST uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers. If Test Supplier MN 9 already has an account with Ariba Network, sign in with your username and password.

Click Here to create account now

Step 8: Sign up or Log In

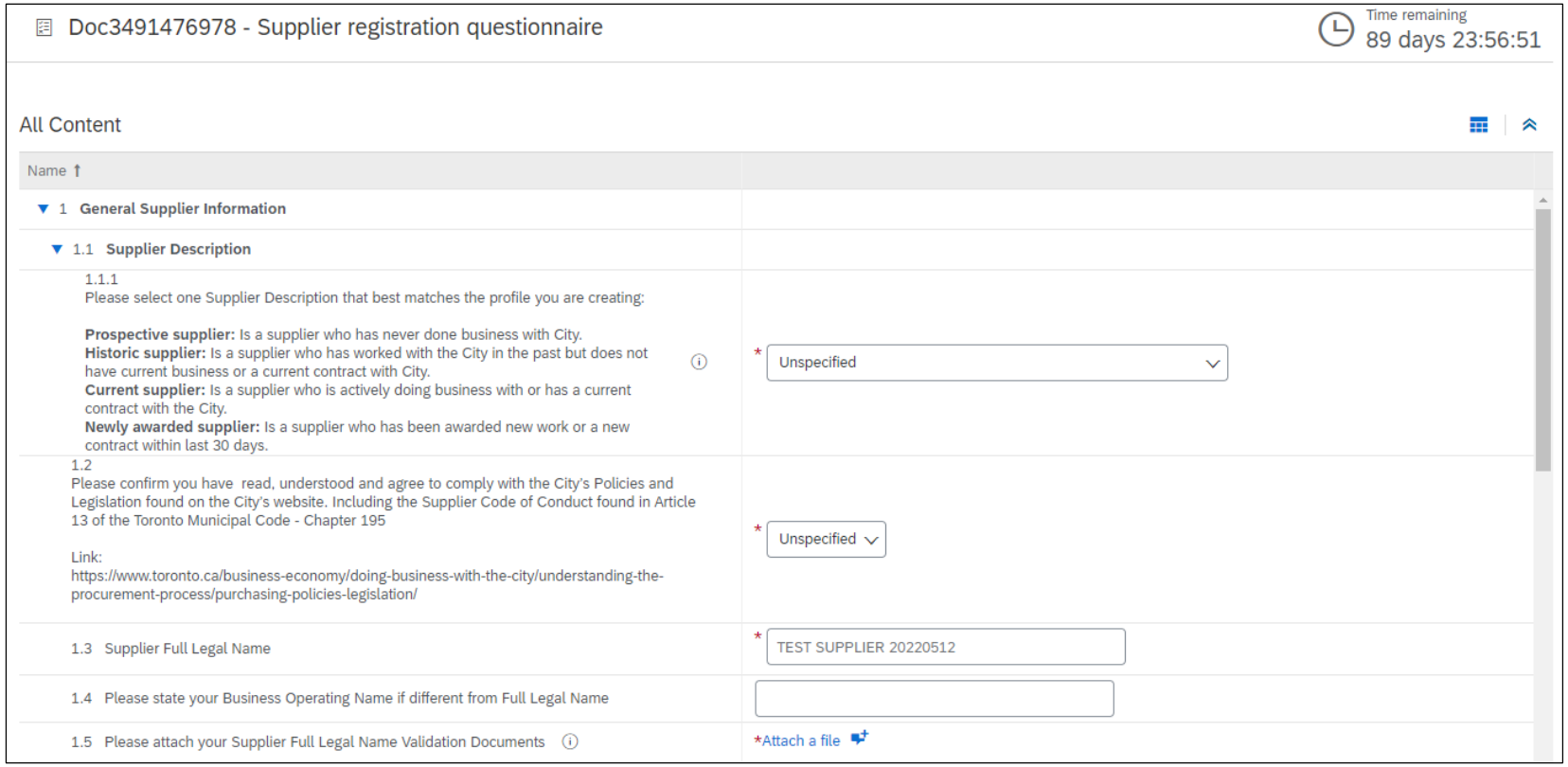
8A. If you are new to Ariba, click Sign up to create an account

8B. If you have an existing account, click Log In and sign in with your credentials



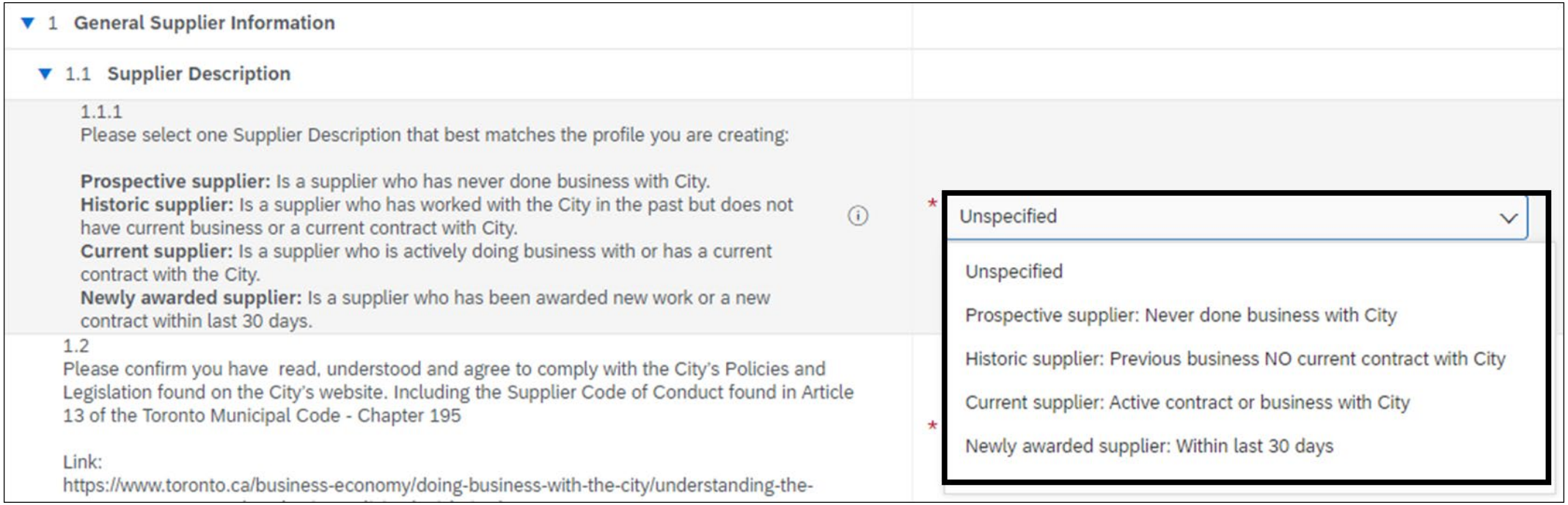
Step 9: Supplier Registration Questionnaire

9. After signing in or creating an account, you will be taken directly to the Supplier Registration Questionnaire. Populate all mandatory and optional fields as applicable. Note that mandatory fields are marked with a red asterisk (*)



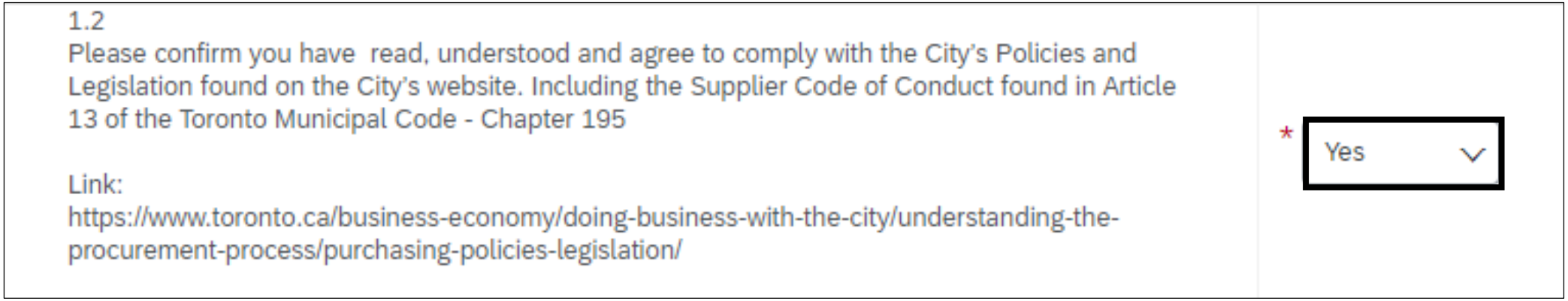
Step 9: Supplier Registration Questionnaire (cont'd)

9. You must select which supplier description best matches your profile. Note that Current and Newly Awarded suppliers will be required to provide banking/tax information



Step 9: Supplier Registration Questionnaire (cont'd)

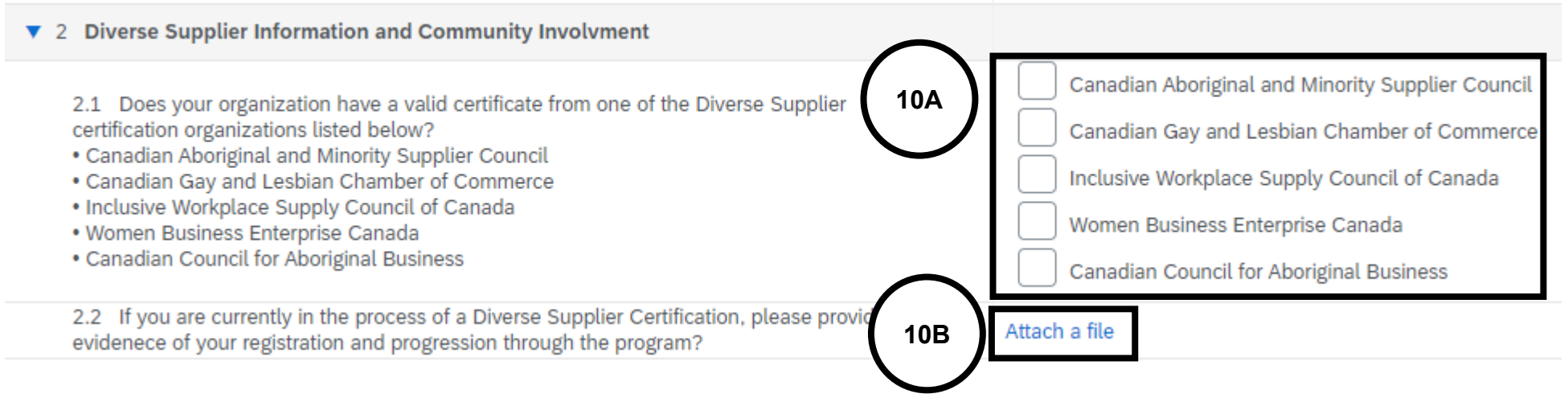
9. You must confirm that you have read, understood, and agree to comply with the City's Policies and Legislations, including the Supplier Code of Conduct. If you answer 'No', your registration will not be approved



Step 10: Diverse Supplier Information & Community Involvement

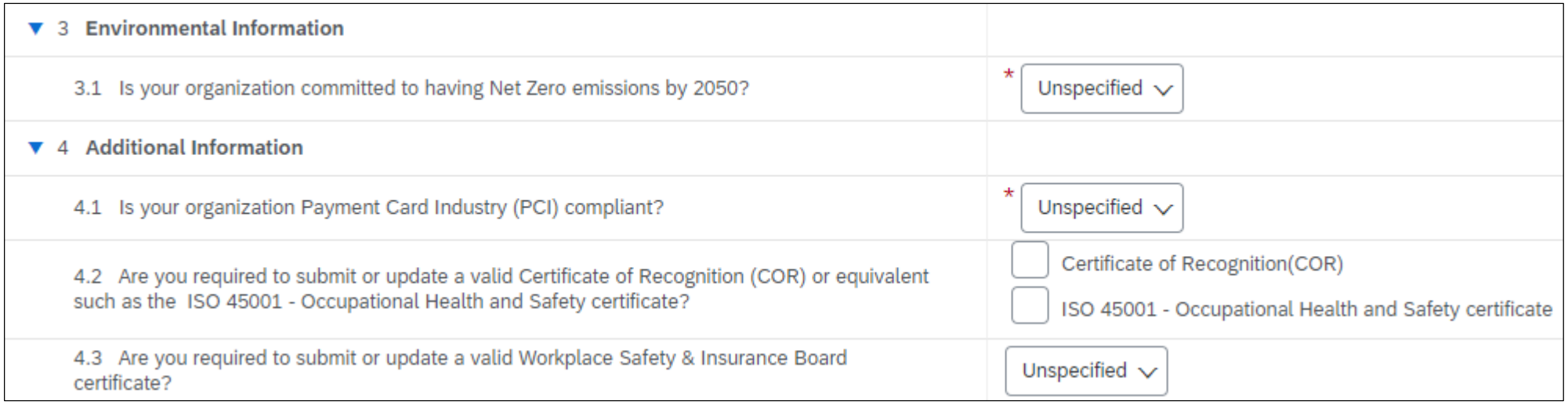
10A. If you are a Certified Diverse Supplier with a valid certificate from one of the organizations listed, select the organization

10B. If you are currently in the process of obtaining a Diverse Supplier certification, attach evidence of registration and progress through the program



Step 11: Environmental & Other Information

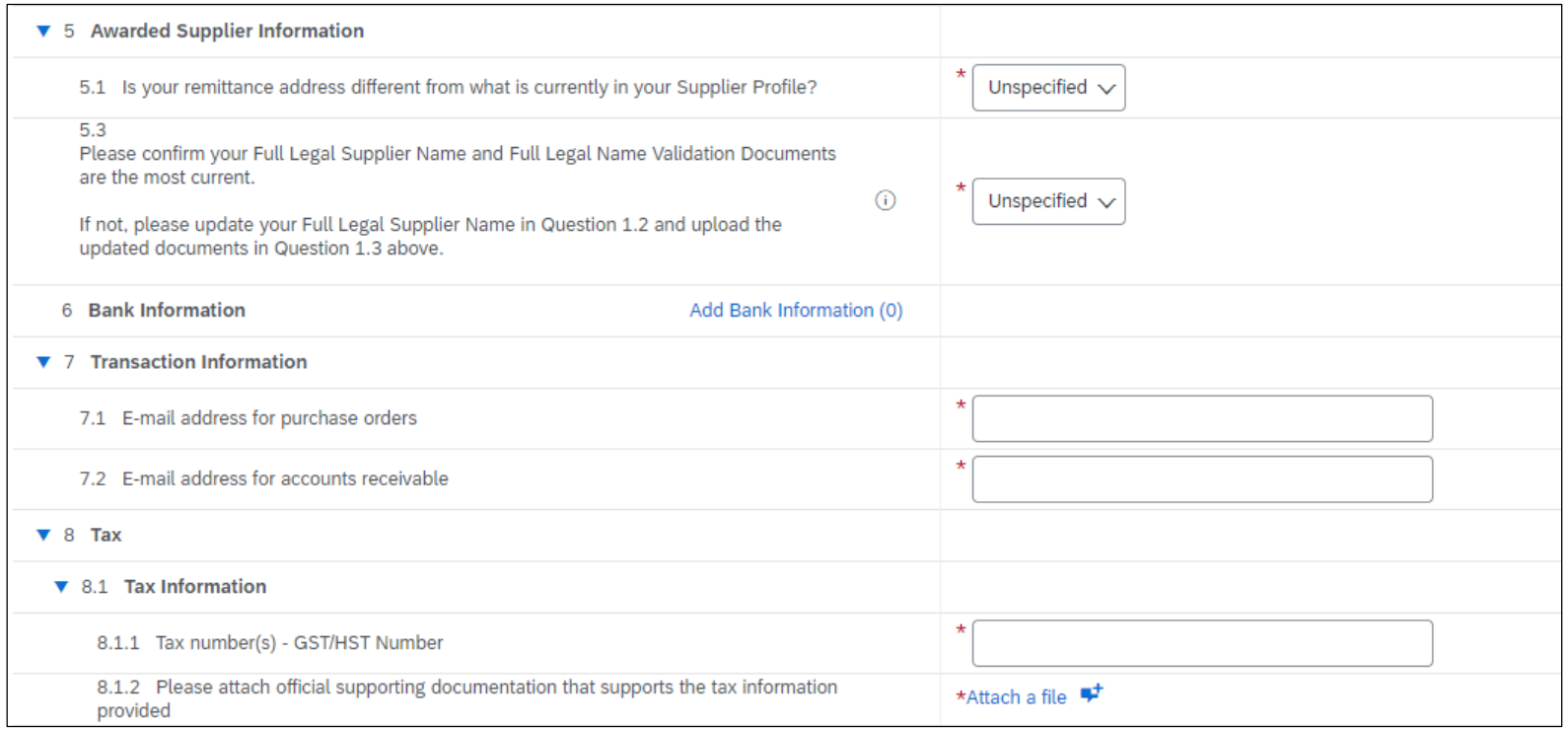
11. Answer the questions listed under Part 3 – Environmental Information and Part 4 – Additional Information:
    - Net Zero emissions (learn more about TransformTO and Net Zero Strategy)
    - PCI Compliance
    - Certificate of Recognition (COR) or ISO 45001
    - WSIB Certificate



Step 12: Awarded Supplier Information

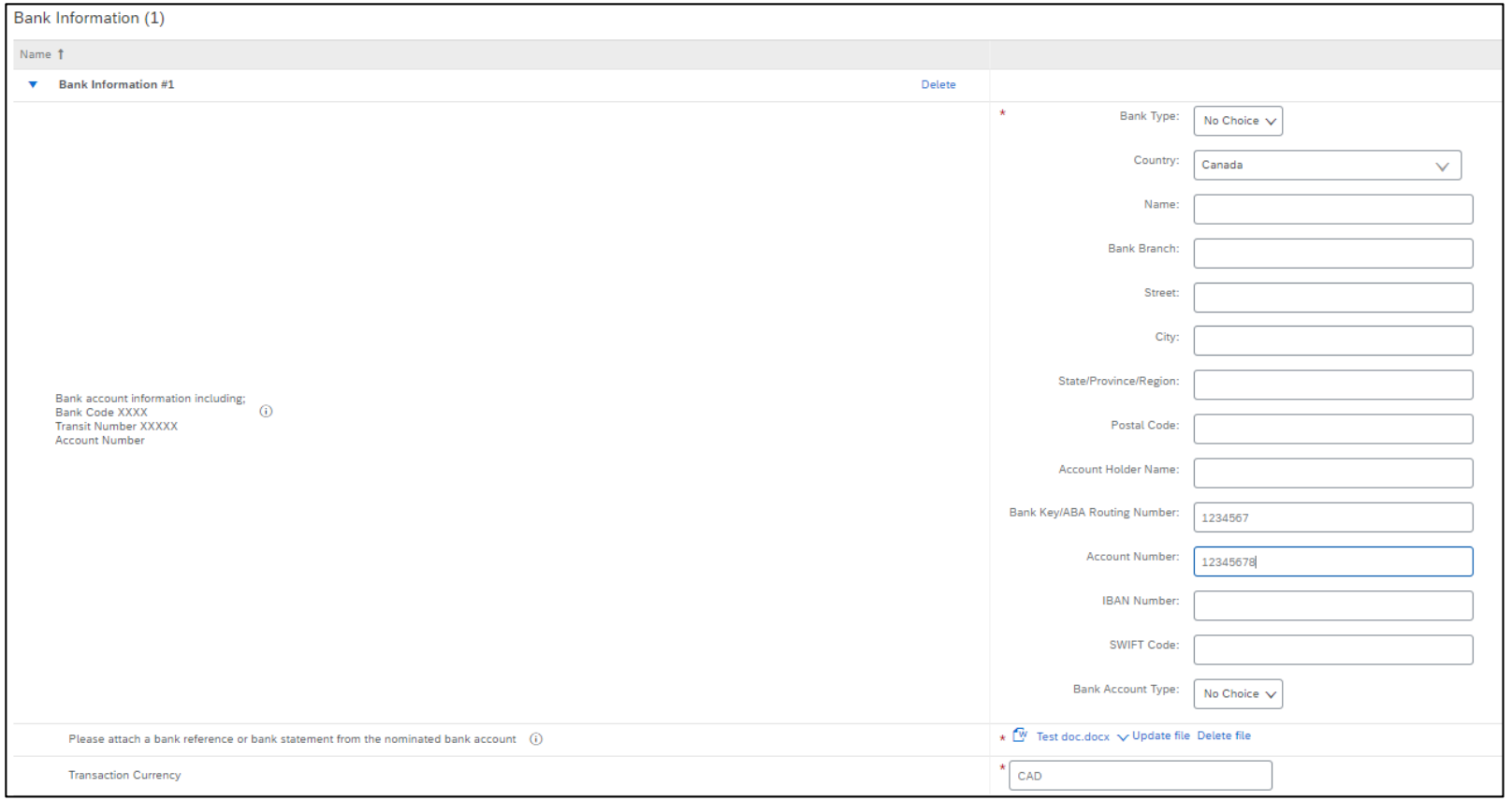
12A. If you selected Prospective or Historic Supplier in Question 1.1.1, you will not be required to populate Sections 5-8 and they will be hidden from your Registration Questionnaire

12B. If you selected Current or Newly Awarded Supplier in Question 1.1.1, you must provide your banking, transaction and tax information in Sections 5-8



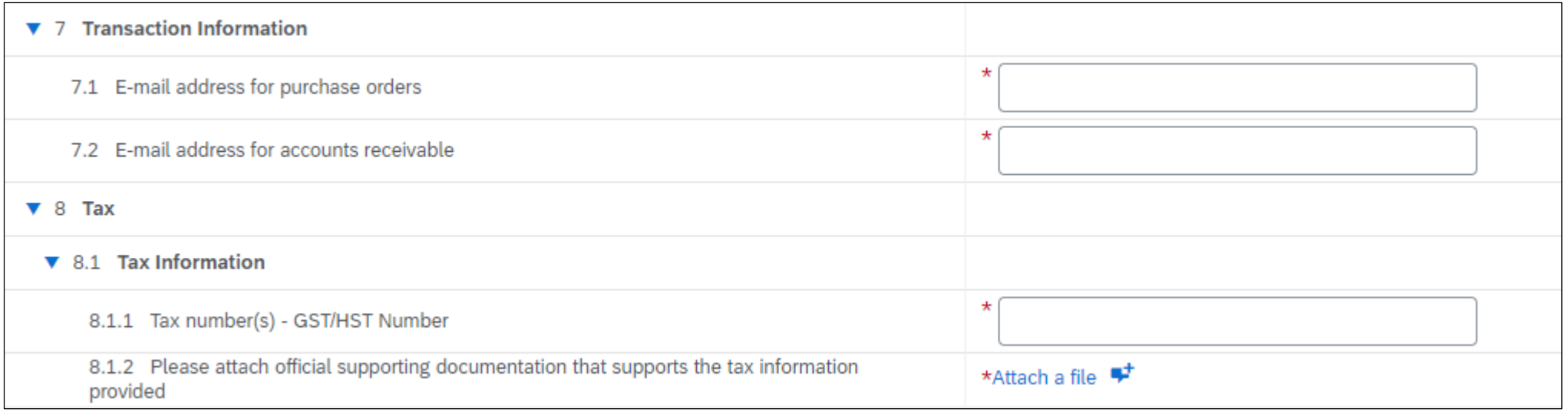
Step 13: Add Bank Information

13. To add banking information:
    A. Click ‘Add Bank Information’ under Section 6
    B. On the resulting screen, click ‘Add Bank Information’
    C. Populate your banking information (following fields are mandatory):
        - Country
        - Either Account number AND Bank Key/ABA Routing Number or IBAN number
        - Attach bank reference or bank statement
        - Transaction Currency
    D. Click ‘Save’



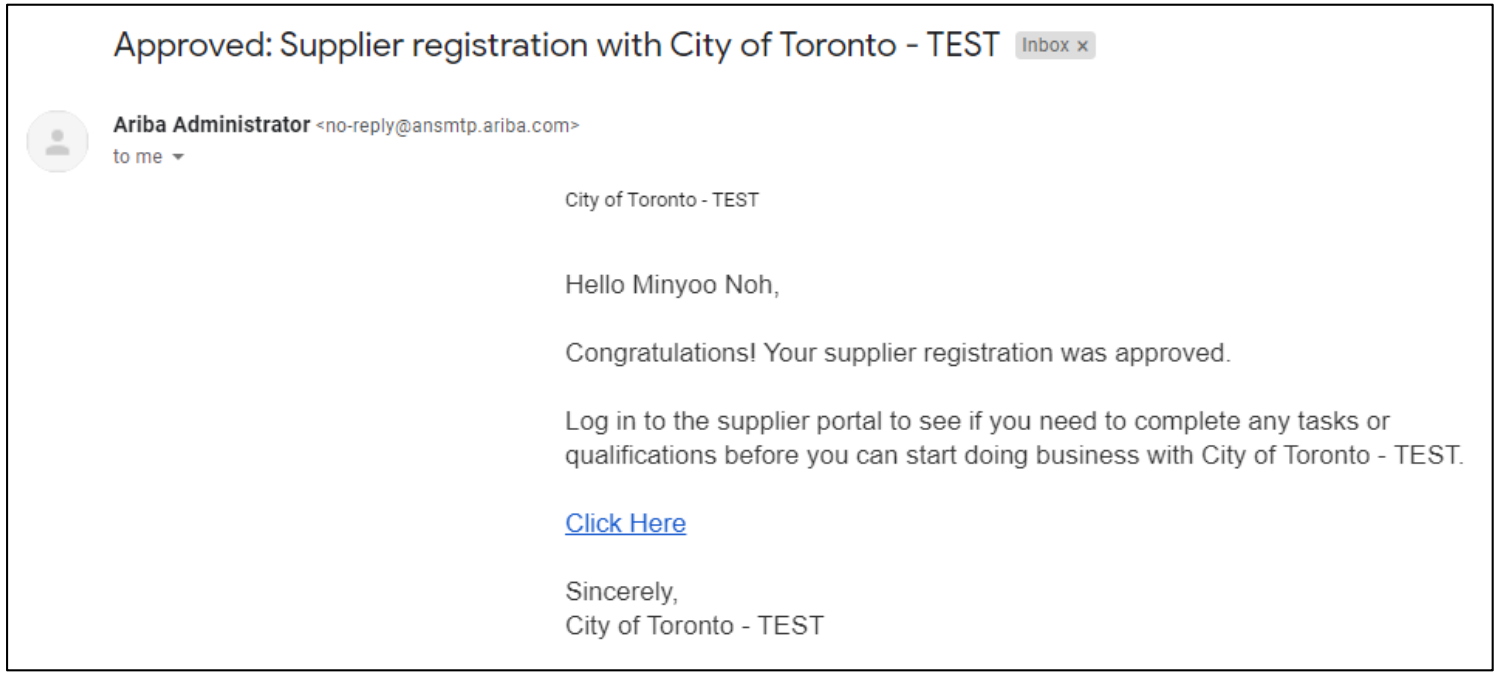
Step 14: Transaction & Tax Information

14. Populate Section 7 – Transaction Information and Section 8 – Tax Information. You will also need to attach documentation to support the tax information provided



Step 15-16: Submit Registration and Await Approval

15. Once you have populated all fields, click ‘Submit Entire Response’ at the bottom of the screen. If you have missed any mandatory fields, an error message will appear. You will also receive an email confirming that the City of Toronto has received your registration information
16. The City will review your registration and contact you if further information/documentation is required. Once your registration is approved, you will receive an email confirming your approval



Approved: Supplier registration with City of Toronto - TEST Inbox ×

Ariba Administrator <no-reply@ansmtp.ariba.com>
to me

City of Toronto - TEST

Hello Minyoo Noh,

Congratulations! Your supplier registration was approved.

Log in to the supplier portal to see if you need to complete any tasks or qualifications before you can start doing business with City of Toronto - TEST.

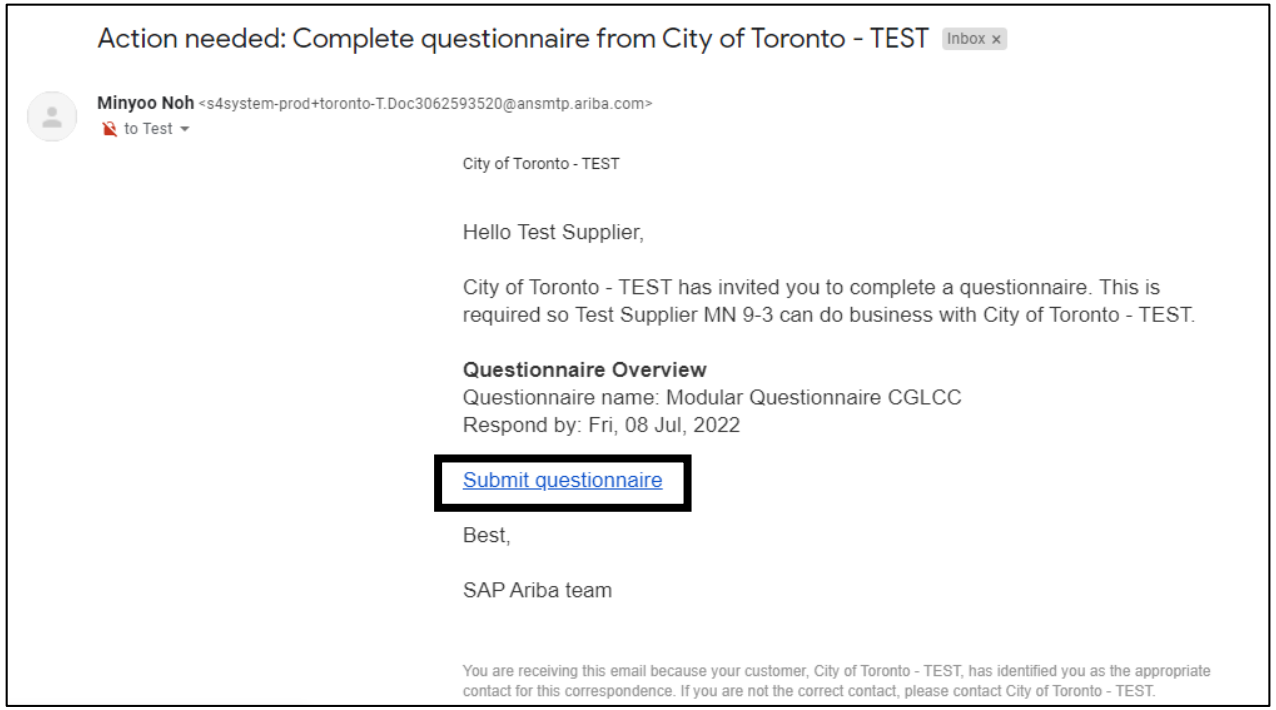
Click Here

Sincerely,
City of Toronto - TEST

Certificate Questionnaires

Step 1: Access the Certificates Questionnaire

1. In the email invitation, click the ‘Submit questionnaire’ hyperlink which will direct you to the Ariba Network Log in page. Log in with your credentials



Action needed: Complete questionnaire from City of Toronto - TEST Inbox ×

Minyoo Noh <s4system-prod+toronto-T.Doc3062593520@ansmtp.ariba.com>
to Test

City of Toronto - TEST

Hello Test Supplier,

City of Toronto - TEST has invited you to complete a questionnaire. This is required so Test Supplier MN 9-3 can do business with City of Toronto - TEST.

Questionnaire Overview
Questionnaire name: Modular Questionnaire CGLCC
Respond by: Fri, 08 Jul, 2022

Submit questionnaire

Best,

SAP Ariba team

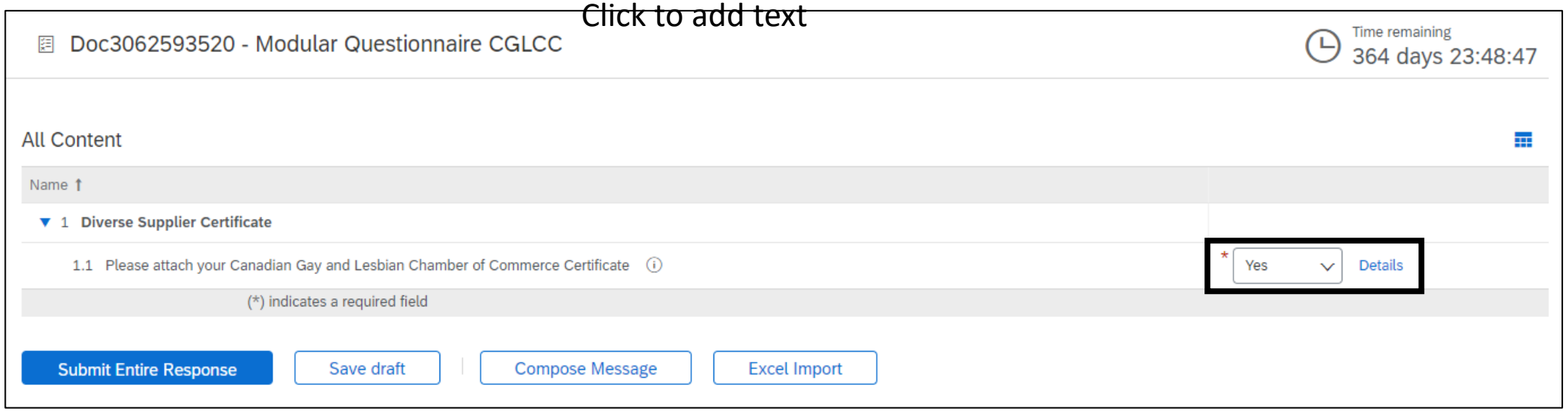
You are receiving this email because your customer, City of Toronto - TEST, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact City of Toronto - TEST.

Step 2: Complete the Certificate Questionnaire

2. Once you have logged in, you will be taken to the Modular Questionnaire. Select ‘Yes’ to Question 1.1, then click ‘Details’ which will appear beside the response

Note: The example shown below is for the Certified Diverse Supplier – Canadian Gay and Lesbian Chamber of Commerce Certificate. However, all modular questionnaires will follow the same format

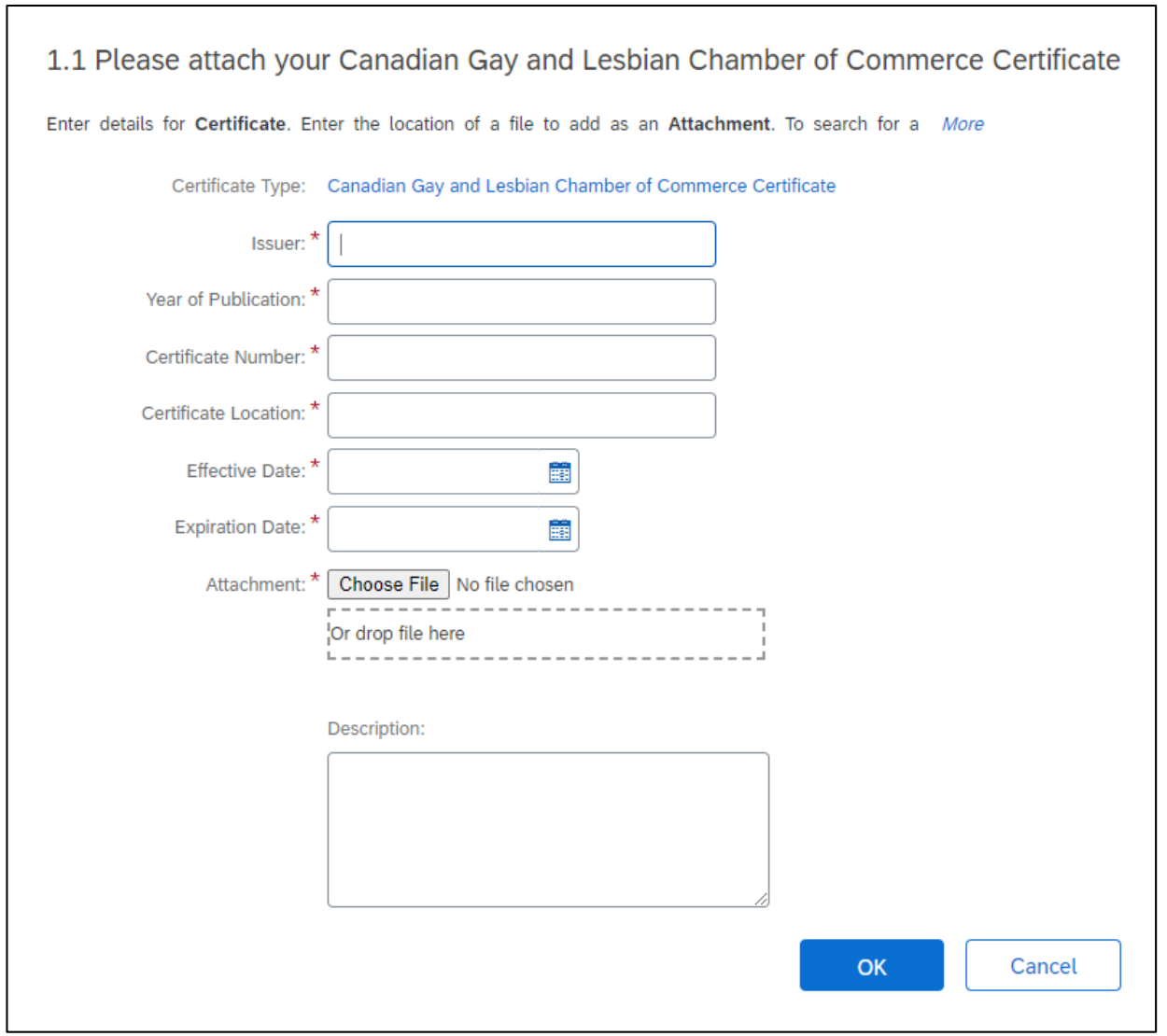
Click to add text



Step 3: Attach Certificate and Populate Details

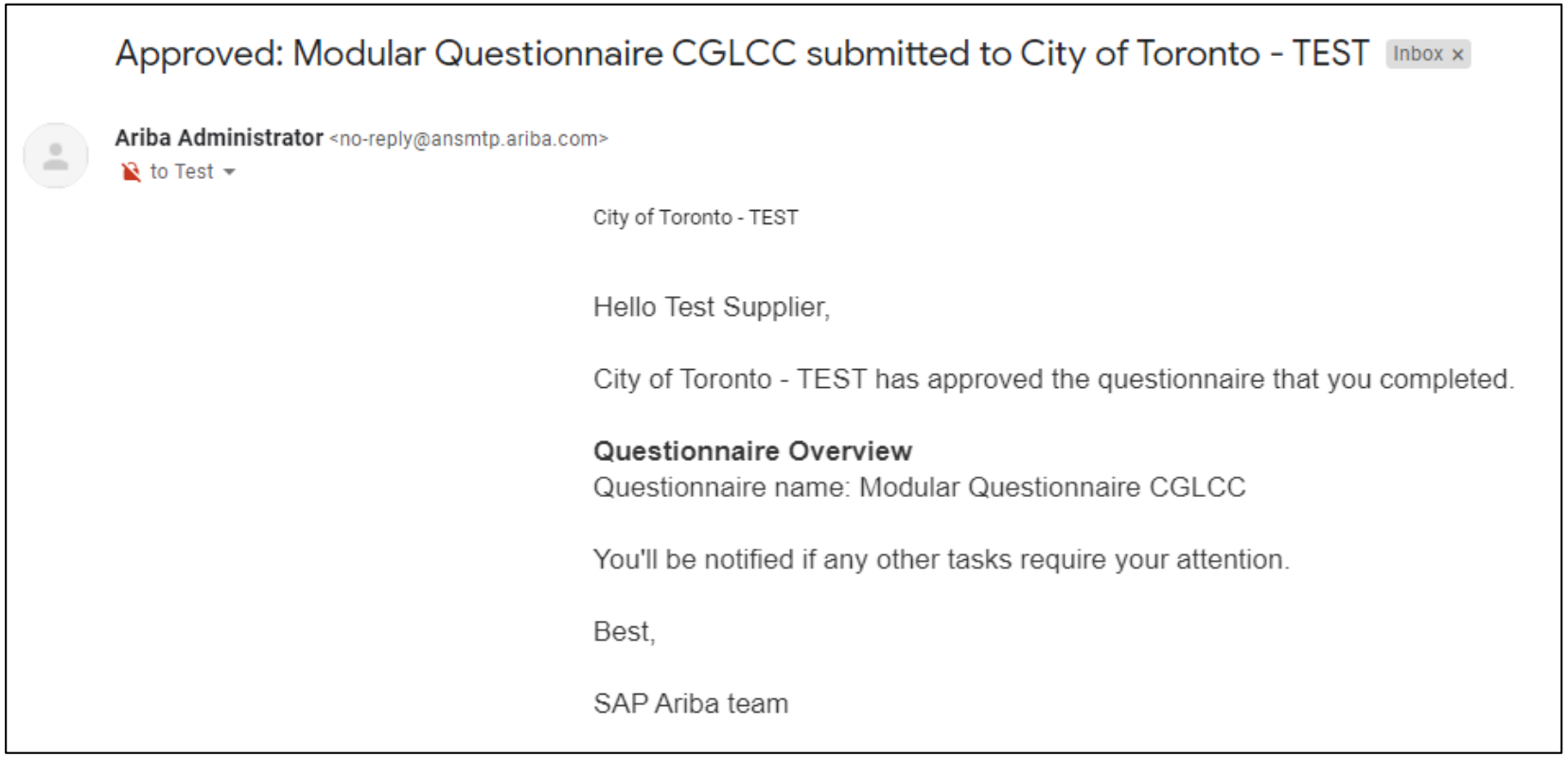
3. On the resulting pop-up, populate all fields:
   A. Issuer
   B. Year of Publication
   C. Certificate Number
   D. Certificate Location
   E. Effective Date
   F. Expiration Date
   G. Attach your Certificate

   Click ‘OK’, then ‘Submit Entire Response’



Step 4: Submit Certificate and Await Approval

4. Click ‘Submit Entire Response’, then ‘OK’. Your certificate will be submitted to the City for approval. If approved, you will receive an email confirmation. The City may also contact you prior to approval if they required additional information



Approved: Modular Questionnaire CGLCC submitted to City of Toronto - TEST Inbox ×

Ariba Administrator <no-reply@ansmtp.ariba.com>
to Test

City of Toronto - TEST

Hello Test Supplier,

City of Toronto - TEST has approved the questionnaire that you completed.

Questionnaire Overview
Questionnaire name: Modular Questionnaire CGLCC

You'll be notified if any other tasks require your attention.

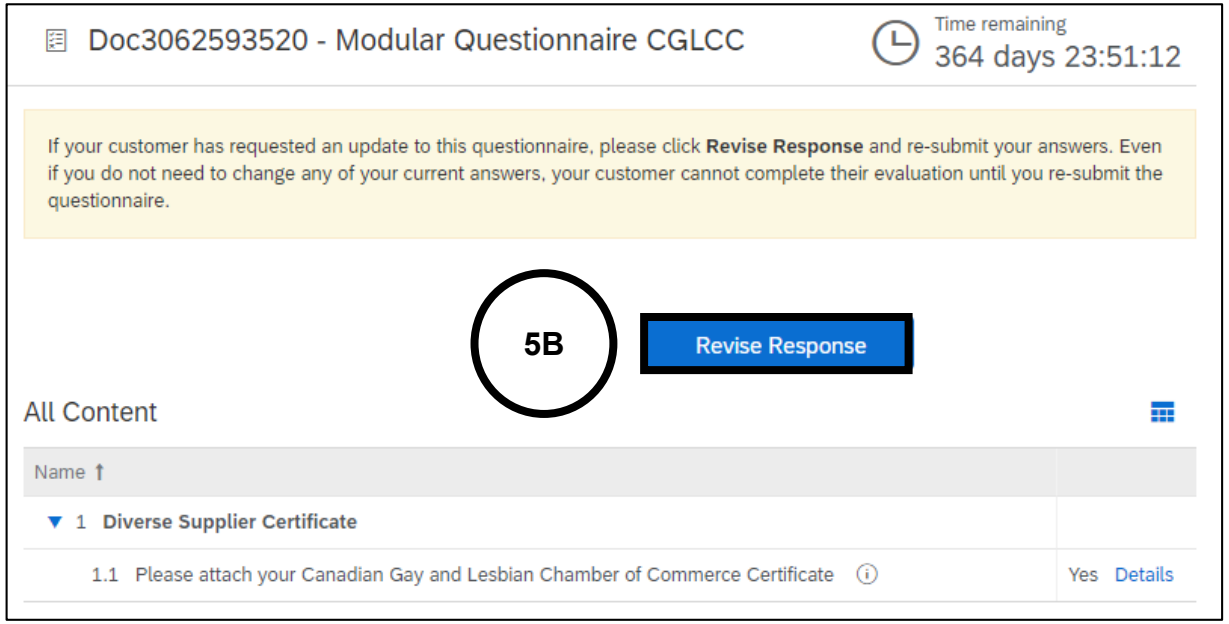
Best,

SAP Ariba team

Step 5: Update Certificate prior to Expiry

5A. You will receive an email when it is time to update your certificate. Click on the 'Click Here' hyperlink within the email and log in with your credentials

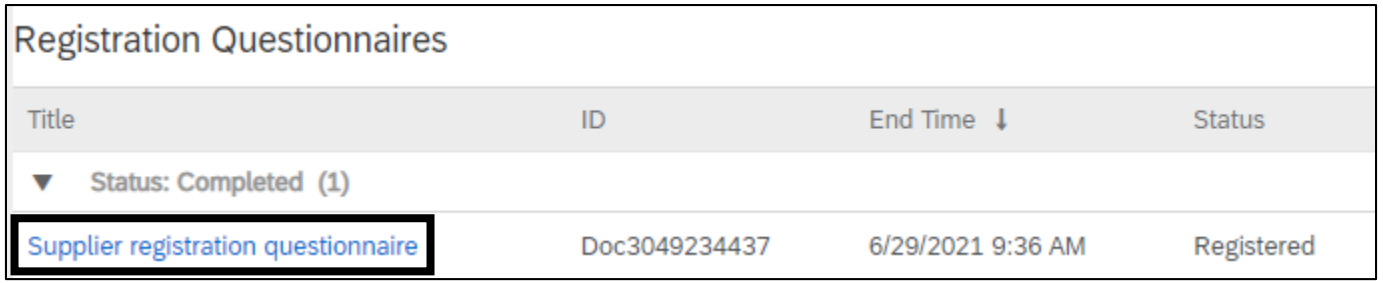
5B. Click 'Revise Response' and 'OK' to update your certificate. Click 'Submit Entire Response' once done



Updating your Information

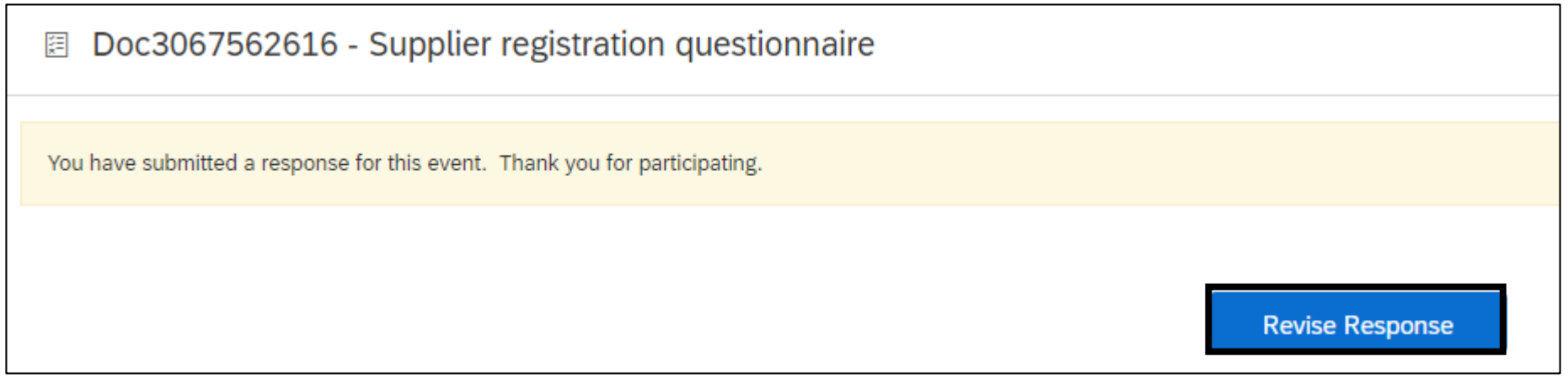
Step 1-2: Sign In and Open Registration Questionnaire

1. To update your information at any time, sign in to Ariba Network
2. In the Ariba Proposals and Questionnaires tab, click on ‘Supplier registration questionnaire’ under Registration Questionnaires



Step 3: Revise Registration Questionnaire

3. Click ‘Revise Response’ then ‘OK’. Update fields as necessary and click ‘Submit Entire Response’ once done. The updated Registration Questionnaire will be submitted to the City for review and approval



Next Steps

- Suppliers are required to complete the registration process by December 2022. Suppliers who do not complete the registration process by December 2022 will not be able to view and bid on City of Toronto solicitations until registration is complete

Performance Evaluation Program and the City

- The Performance Evaluation Program is designed to support the City in managing the oversight of contractors with the objective of ensuring that all projects are delivered in compliance with contract documents and applicable laws and regulations
- The City is also responsible to oversee the expenditure of public funds and securing the best possible results from those expenditures
- Performance Evaluations takes this one step further and facilitates assessment of the Supplier's interim and overall performance on a project so that the performance can be taken into consideration when determining award of future projects
- The spirit of performance measurement is to drive actionable continuous improvement through supplier review meetings and action plans
- This work supports open communication between the City and its Suppliers

Benefits of Supplier Performance Evaluation

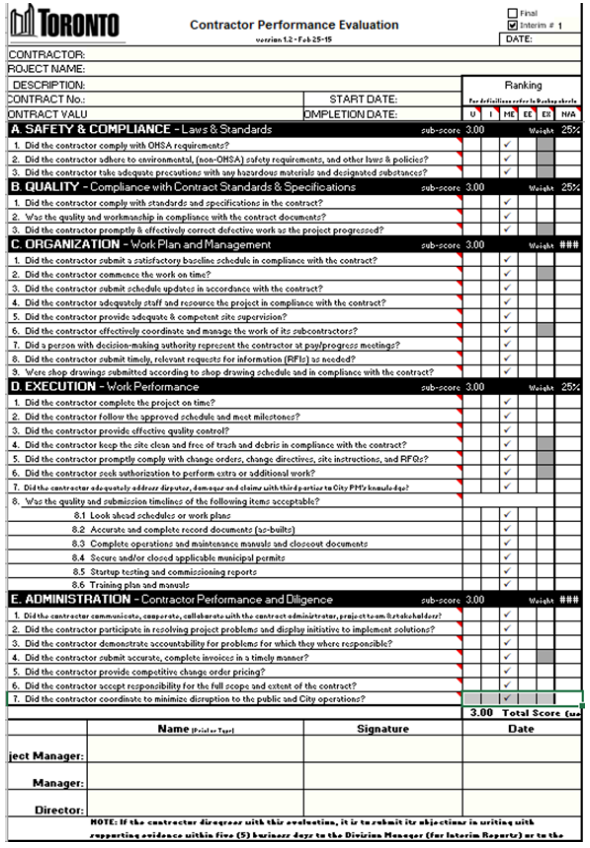
- Clear expectations and standards encourage Supplier responsibility and accountability thereby improving the quality of projects delivered to the City
- Guidance and governance support standardized performance evaluation practises
- Performance monitoring encourages continuous improvement, which may lead Suppliers to improve performance, and strengthen working relationships with the City
- Performance data captured within an organizational centralized repository supports informed decision making on future procurements
- Performance data can be used for future procurement: to supplement a pre-qualification process, by-pass an award or evaluate performance and experience (and/or temporarily suspend a management consultant from submitting a Proposal)
- Certain types of performance evaluations such as those completed for Management Consulting services may be made public subject to disclosure under the *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA")

Types of Performance Evaluations

- To assist in the evaluation of Suppliers, the City has introduced three types of performance evaluation assessments for evaluating service providers performing work on City projects
- **Contractor Performance Evaluation (CPE):**
  - The CPE assists Project Managers in evaluating contractors performing work on City construction projects
- **Professional Services Performance Evaluation (PSPE):**
  - The PSPE is reserved for Engineering and Architectural Services which includes but not limited to:
    - Linear Underground Infrastructure
    - Bridges and Expressway Structures
    - Landscape Architecture
- **Management Consultant Performance Evaluation (MCPE):**
  - The MCPE is for Management Consultant Services which the City has defined as:
    - Any firm or individual providing expert advice/opinion on a non-recurring basis to support/assist management decisions in undertaking planning, organizing and directing activities
    - To assist managers in analyzing management problems and recommending solutions for a defined assignment (can be operational, administrative, organizational or policy in nature); with research and development being investigative study to provide the City with increased knowledge or information

Example of Evaluation Summary Sent to Supplier

- The new performance evaluation summary will have the question rankings displayed as percentages



TORONTO — Contractor Performance Evaluation

version 1.2 - Feb 25-15

☐ Final ☑ Interim # 1

CONTRACTOR:

ROJECT NAME:

DESCRIPTION:

CONTRACT No.: START DATE:

ONTRACT VALU OMPLETION DATE: DATE:

	Ranking					
	U	I	ME	EE	EX	N/A
A. SAFETY & COMPLIANCE - Laws & Standards sub-score 3.00 Weight 25%						
1. Did the contractor comply with OHSA requirements?			✓			
2. Did the contractor adhere to environmental, (non-OHSA) safety requirements, and other laws & policies?			✓			
3. Did the contractor take adequate precautions with any hazardous materials and designated substances?			✓			
B. QUALITY - Compliance with Contract Standards & Specifications sub-score 3.00 Weight 25%						
1. Did the contractor comply with standards and specifications in the contract?			✓			
2. Was the quality and workmanship in compliance with the contract documents?			✓			
3. Did the contractor promptly & effectively correct defective work as the project progressed?			✓			
C. ORGANIZATION - Work Plan and Management sub-score 3.00 Weight ###						
1. Did the contractor submit a satisfactory baseline schedule in compliance with the contract?			✓			
2. Did the contractor commence the work on time?			✓			
3. Did the contractor submit schedule updates in accordance with the contract?			✓			
4. Did the contractor adequately staff and resource the project in compliance with the contract?			✓			
5. Did the contractor provide adequate & competent site supervision?			✓			
6. Did the contractor effectively coordinate and manage the work of its subcontractors?			✓			
7. Did a person with decision-making authority represent the contractor at pay/progress meetings?			✓			
8. Did the contractor submit timely, relevant requests for information (RFIs) as needed?			✓			
9. Were shop drawings submitted according to shop drawing schedule and in compliance with the contract?			✓			
D. EXECUTION - Work Performance sub-score 3.00 Weight 25%						
1. Did the contractor complete the project on time?			✓			
2. Did the contractor follow the approved schedule and meet milestones?			✓			
3. Did the contractor provide effective quality control?			✓			
4. Did the contractor keep the site clean and free of trash and debris in compliance with the contract?			✓			
5. Did the contractor promptly comply with change orders, change directives, site instructions, and RFQs?			✓			
6. Did the contractor seek authorization to perform extra or additional work?			✓			
7. Did the contractor adequately address disputes, damages and claims with third parties to City PM's knowledge?			✓			
8. Was the quality and submission timelines of the following items acceptable?						
8.1 Look ahead schedules or work plans			✓			
8.2 Accurate and complete record documents (as-builts)			✓			
8.3 Complete operations and maintenance manuals and closeout documents			✓			
8.4 Secure and/or closed applicable municipal permits			✓			
8.5 Startup testing and commissioning reports			✓			
8.6 Training plan and manuals			✓			
E. ADMINISTRATION - Contractor Performance and Diligence sub-score 3.00 Weight ###						
1. Did the contractor communicate, cooperate, collaborate with the contract administrator, project team & stakeholders?			✓			
2. Did the contractor participate in resolving project problems and display initiative to implement solutions?			✓			
3. Did the contractor demonstrate accountability for problems for which they where responsible?			✓			
4. Did the contractor submit accurate, complete invoices in a timely manner?			✓			
5. Did the contractor provide competitive change order pricing?			✓			
6. Did the contractor accept responsibility for the full scope and extent of the contract?			✓			
7. Did the contractor coordinate to minimize disruption to the public and City operations?			✓			
3.00 Total Score (out						

	Name (Print or Type)	Signature	Date
ject Manager:			
Manager:			
Director:			

NOTE: If the contractor disagrees with this evaluation, it is to submit its objections in writing with supporting evidence within five (5) business days to the Division Manager (for Interim Reports) or to the

Totals 60.00%

1 **Introduction**

1.1 **Project Title - Upgrades at Ashbridges Bay Treatment Plant**

1.2 **Name of Supplier - ABCDEFG Inc.**

1.3 **Solicitation Number - Doc123456789**

1.4 **Construction Contract Number - 21AB-CD-123-EFG-HI**

1.5 **Scoring Legend**

1.5.1

20% = U (Unsatisfactory)
40% = I (Improvement Needed)
60% = ME (Meets Expectations)
80% = EE (Exceeds Expectations)
100% = EX (Exceptional)
0 = N/A (Not Applicable)

What's Changing?
The 1-5 scale ranking is now presented as a percentage as noted above and is based on the ranking of each section as seen below.

1.6 The evaluation has been electronically approved by the Divisional Manager and, in the case of Final reports, the Divisional Director. One or both will be copied in the e-mail you received carrying this report.

1.7 The evaluator has reviewed and understood the directions on how to complete a Contractor Performance Evaluation, including the Ranking Method.

1.8 Is this an Interim or Final Contractor Performance Evaluation?

2 **SAFETY & COMPLIANCE - Laws & Standards** 60.00%

2.1 Did the contractor comply with OHSA requirements? 60.00%

2.2 Please add any comments or backup information as necessary.

2.3 Please add any additional supporting documents.

2.4 Did the contractor adhere to environmental, (non-OHSA) safety requirements, and other laws & policies? 60.00%

2.5 Please add any comments or backup information as necessary.

2.6 Please add any additional supporting documents.

2.7 Did the contractor take adequate precautions with any hazardous materials and designated substances? 60.00%

2.8 Please add any comments or backup information as necessary.

2.9 Please add any additional supporting documents.

3 **QUALITY - Compliance with Contract Standards & Specifications** 60.00%

3.1 Did the contractor comply with standards and specifications in the contract? 60.00%

3.2 Please add any comments or backup information as necessary.

3.3 Please add any additional supporting documents.

3.4 Was the quality and workmanship in compliance with the contract documents? 60.00%

3.5 Please add any comments or backup information as necessary.

3.6 Please add any additional supporting documents.

3.7 Did the contractor promptly & effectively correct defective work as the project progressed? 60.00%

3.8 Please add any comments or backup information as necessary.

3.9 Please add any additional supporting documents.

4 **ORGANIZATION - Work Plan and Management** 60.00%

4.1 Did the contractor submit a satisfactory baseline schedule in compliance with the contract? 60.00%

4.2 Please add any comments or backup information as necessary.

4.3 Please add any additional supporting documents.

TORONTO

Q&A – 1

Question	Answer
Will the slide deck be made available later?	Yes the slides will be sent as soon as possible when all questions are answered. Ideally within the next two weeks.
Will this be recorded so we can review later if needed?	We are working through if/how to best share a video walkthrough.
If we were invited to the meeting, can we assume we are registered as suppliers?	Yes, our stakeholder list is built on from our supplier database.
Are we able to edit our profile after the registration is submitted?	Yes, you will be able to access your user profile, via the link using your login credentials at your convenience.
When are you expecting to send the registering email?	The registration email will be sent starting October 1st and the deadline to complete the registration process is November 30th.
Can we complete the registration process now?	No, as noted above, the registration email will be sent starting October 1st
Will there be another session to talk about invoicing?	When the Buying and Invoicing module is rolled out the City will be contacting suppliers with a similar type of training.

Q&A – 2

Question	Answer
Will invoicing, previously emailed, now need to be completed through this system? Does City of Toronto require that suppliers submit invoices through Ariba?	No, at this time we are not processing invoices through SAP Ariba. When the Buying and Invoicing module is rolled out the City will be contacting suppliers with a similar type of training.
Is there a process if a category doesn't exist? With the in-depth registration, will we be notified that there are tenders that relate to our categories? I registered, I have not yet received any leads why is this?	SAP Ariba uses the UNSPSC classification scheme for goods and services. If you are having trouble finding your category or are not receiving emails announcing solicitations on the market from City of Toronto please send an email to supplychain@toronto.ca and one of our business analysts will work with you to identify how these situations can be resolved. If there is a category you believe is missing there is a mechanism within the application to forward this concern to Ariba. Adding new codes to the Global standard may take several years and it is advisable to instead email supplychain@toronto.ca and a business analyst will work with you to identify a best match.

Q&A - 3

Question	Answer
What is the email address we should contact to review our account settings to ensure we get matches correctly	Please contact supplychain@toronto.ca
Ariba has Standard Accounts and Upgrade. What is the difference?	Ariba has standard and upgraded accounts that offer different levels of service once Buying and Invoicing is in place. For more information please review the enablement information available in your profile portal.
Are we able to find out how/who registered our company on SAP/Ariba if we no longer have current login details? How do I know if I am registered with the City of Toronto on Ariba if someone from my company had registered us quite a while ago?	Please contact supplychain@toronto.ca for assistance.

Q&A - 4

Question	Answer
Under our registered profile we have an administrator and 2 users set up. Should the Registration update be completed by the administrator only or is each user required to complete it?	The supplier registration questionnaire is sent to a single primary contact at the supplier. The contact, who is to receive the questionnaire, either signs in or signs up on the Ariba network to complete the questionnaire. This contact may be an admin for the supplier in Ariba. There can be multiple supplier admins, but only one registration should be completed.
The diverse Suppliers section, would that include a visible minority group	Yes please see the list on slide 7.
Can there be more than one person as a Administrator?	Yes, there can be multiple supplier administrators. The City will only send one administrator a registration for your Company, this must be decided internally.
How do we find out if we have multiple accounts? or if it is one parent account and have child accounts..	Please contact supplychain@toronto.ca
If we are already registered on Ariba through the Government of Alberta, do we need to register specifically for Toronto?	You may use your existing Ariba Network account, however you will still need to complete the registration questionnaire for the City of Toronto if you want to receive notices for City solicitations coming to market.

Q&A - 5

Question	Answer
Will we have to re-register if we are already linked as a supplier on Ariba with the City?	All suppliers who are already linked to the City of Toronto in the SAP Ariba Sourcing module will still need to complete the registration questionnaire. The registration questionnaire will be emailed to existing City of Toronto suppliers in October 2021.
What are the Health and Safety requirements (such as COR) that are required to be a City of Toronto supplier? Is COR a must for any type of product or service supplied?	Any Health and Safety requirements such as COR and WSIB will be outlined in the specific solicitation document and proof may be required at the time of bid submission. Suppliers will not need to provide proof of COR certification to become registered. For general information on COR, please visit Certificate of Recognition Program.
Is there a list of certificates that suppliers are supposed to have?	Any certificate requirements will be outlined in the specific solicitation document. Prospective suppliers (i.e. does not hold active contract with the City of Toronto) do not need to provide proof of certificates to become registered with the City of Toronto.

Q&A - 6

Question	Answer
Will we then not be seeing solicitations on the Doing Business with the City website?	The Online Call Document System on the Doing Business with the City website will remain active until a new portal is developed.
If we are already registered in Ariba, how do we become a supplier with the City of Toronto?	Before the implementation of SLP in October 2021, suppliers interested in becoming a City of Toronto supplier to access current events can log in with their existing Ariba credentials here.
If a company has multiple divisions that may bid on work with the City, does each division need to set up a separate registration/profile?	No, this is discouraged.
I am currently registered on SAP Ariba with the City of Toronto and the information that you are currently going through is not required. It says our registration is complete.	Yes that is correct as the City has not transitioned to SLP yet. The transition is taking place October 1st and all suppliers will be asked to complete the City of Toronto-specific registration questionnaire which will be sent to existing suppliers starting October 1st 2021.

Q&A - 7

Question	Answer
If we get certificates after our original registration, will these questionnaires come through when we are submitting proposals? Will documents such as COR certificates need to be uploaded for each tender during submission or will this be eliminated since we are uploading it during registration? Once the new questionnaires are launched for suppliers to complete, will our current access to bids be interrupted until the new questionnaires are completed?	Supplier Registration and submission of certificates through the Supplier Lifecycle Performance application are not linked to solicitations requirements. All proposals will stipulate where COR or WSIB certificates are to be uploaded as part of the solicitation. Certificates uploaded as part of the Registration process are done so to provide additional information to the City to help us improve our reporting capacity which informs how we shape our programs and interactions with the supplier community. Access to bids will not be interrupted without warning, Suppliers must complete their registration questionnaire by November 30th.
What effect will these changes have on the promptness of payment from the City?	The SLP module does not impact the invoicing process.

Q&A – 8

Question	Answer
Is this program used for IT staff augmentation? Or is it a separate program? For recruiting IT contractors, will it be going through this program?	The RFSQ process for identifying IT contractors is not changing; any open solicitations will continue to be advertised publicly on the Online Call Document System on the City's website and posted on the Ariba Discovery platform.
Is there cost to enroll? Is there a fee for suppliers to use Ariba?	There is no cost associated to access to solicitation documents. For information on Buying and Invoicing enablement please view your portal profile for Supplier Enablement information.
We get a message that profile completeness is at 95% and it's asking us for DUNS number. Can you please confirm why it may ask us for that?	A DUNS number is not required to become a registered supplier with the City of Toronto. The completeness status of the Ariba profile does not reflect registration status with the City of Toronto.
Why does the City of Toronto require all this information? Do we have to submit all this information if we want to work with the City of Toronto?	All mandatory fields on the registration questionnaire will need to be completed to become a registered supplier with the City of Toronto. Please refer to Slides 3 and 4 for the reason for the change and the benefits to the Suppliers.

Q&A - 9

Question	Answer
How do we ensure that our separate business units are contacted properly from this system?	The primary supplier contact listed on the Supplier profile will be used to contact the supplier.
As an existing supplier there is nothing for us to do at the moment until the questionnaire is sent to us sometime in October, correct?	Yes this is correct.
Who is best for primary supplier contact? Account managers? AP/AR? Business Development?	The primary supplier contact is best suited for the person who is responsible for overseeing procurements in the supplier organization.
Is the City of Toronto Ariba same with Ariba discovery?	The City of Toronto uses Ariba Discovery to advertise and post solicitations. Suppliers need their accounts linked to the City of Toronto in order to access and respond to solicitations, and receive notifications of solicitations on the market.
What information is going to be on the Supplier webpage on the City's website?	The City's Doing Business with the City website will be updated in the near future to reflect updates to the Supplier Registration process.

Q&A - 10

Question	Answer
As registered suppliers, can we view all open opportunities or are we limited to our selection, or by invitation only?	Registered suppliers may view all open City of Toronto opportunities. The City does issue invitational solicitations where permitted by the Purchasing By-law which would be by invitation-only.
How do we change the Primary Contact for our company?	Please refer to Step 3 of this Ariba help link
Do you plan on providing links/notifications to bids related to our services (commodities) for suppliers?	Suppliers can elect to receive email notifications from Ariba when solicitations are posted that match the commodities they have selected. For information on how to turn on notifications, please refer to the Supplier Guide.
Any future communication from City, will it only send to the Company's primary contact email account?	Yes.
Will future seminars like this be available in August and September?	There are no additional sessions for the SLP module scheduled at this time. A recording of this session will be shared in the near future.
Will there be another session to go over the bidding process?	There is no information session for the Sourcing Module scheduled at this time. There are resources for suppliers including the Supplier Guide and mock solicitations available on the Doing Business with the City webpage.

Q&A - 11

Question	Answer
Will the City be emailing suppliers when our certificates (WSIB, COR, etc) are expiring?	Yes, once you have submitted your certificates through the questionnaire, the system will send an automatically-generated email when your certificate is close to expiry, and once it has expired. Suppliers will be able to access the system via the hyperlink within the email and update the certificates.
Will the system track project budget vs project actuals?	No, Ariba is not being used to track project budget at this time.
Will this affect the Vendor of Record process?	No, the Vendor of Record and roster process will remain the same.
How would we be able to apply or get invited to an RFSQ opportunity?	The RFSQ process is not changing; any open solicitations will continue to be advertised publicly on the Online Call Document System on the City's website and posted on Ariba.
Once the questionnaire is completed, will we see all opportunities that apply to our business on Ariba automatically?	Once you are a registered supplier with the City of Toronto, you will be able to access all competitive City of Toronto solicitations. You can elect to receive email notifications from Ariba for opportunities that match your product/service categories.

Appendix A – Supplier Journey via the Supplier Request

Title: Supplier Journey via the Supplier Request

The flowchart begins with a CoT Staff creating a new supplier request for invitational solicitation or Divisional Purchase Order (DPO), and/or a Supplier creating a new supplier request by accessing SLP using the CoT Link to be located on Doing Business with the City landing page.

A. If the Supplier Request was submitted internally, the approval process for the Supplier Request begins. In this step, PMMD Staff receive a notice of a new Supplier Request, and reviews it. The Approval criteria include the Supplier having a valid name, no duplicate records, and compliance with data standards. There are two results:
    i. The Supplier is Approved, and the Supplier receives an email notice of approval
    ii. The Supplier is Denied

B. If the Supplier Request was submitted externally, the approval process for the Supplier Request begins. In this step, PMMD Staff receive a notice of a Supplier Request, and reviews it. The Approval criteria include the Supplier having a valid name, no duplicate records, and compliance with data standards. There are two results:
    i. The Supplier is Approved, “Supplier Request Approved” and supplier receives email notice of approval
    ii. The Supplier is Denied

Appendix B – Supplier Journey Triggers Registration Questionnaire

Title: Approved Request Triggers Registration Questionnaire – Differentiates between Awarded Supplier and Triggers Certificate

Beginning of the flowchart indicates that the Supplier Request is approved for new Suppliers and Legacy Suppliers. Note that registration invitations started being sent to Legacy Suppliers in October 2021 and are ongoing. The registration deadline for the City of Toronto is December 31st, 2022.

1. A Supplier receives the Registration Questionnaire and submits their registration questionnaire. Note that there are four types of Suppliers that can submit the registration questionnaire: Prospective, Historic, Current, and Newly Awarded
2. PMMD Staff and Accounting Services begin the Registration Approval process. PMMD Staff receive an emailed notice of a new Supplier Registration. Registration approval is based on a search of potential duplicates, the presence of banking information, and an adherence to data standards. When the Supplier Registration requires approval, there are three options:
    a) Supplier registration is “Approved”, and one needs to determine if a Questionnaire is required.
        i. If “Yes”, a questionnaire is sent based on three types of questionnaires selected in the registration:
            - If “Diversity” is selected, a Social Procurement Certificate Questionnaire is sent. When it is time to submit information, the certificate questionnaire is verified and approved.
            - If “Insurance” is selected, a WSIB Certificate Questionnaire is sent. When it is time to submit information, the certificate questionnaire is verified and approved.
            - If “COR” is selected, a COR Certificate Questionnaire is sent. When it is time to submit information, the certificate questionnaire is verified and approved.
        ii. If “No”, Supplier is marked as Approved and no questionnaire is sent
    b) Supplier Registration is set to “Resubmit”, and the Supplier must Resubmit an updated Supplier Registration
    c) Supplier Registration is set to “Declined”, because the Supplier declined the code of conduct or there is incomplete information submitted

Appendix C – Supplier Journey Update Survey Send Out Certificate Questionnaire

Title: Supplier Journey Update Survey Send Out Certificate Questionnaire

Flowchart starts with the Supplier receiving a request to update registration. Supplier has been approved and either needs to update a certificate, or has been awarded a contract and needs to update their banking information.

1. Supplier updates their registration questionnaire in SAP Ariba
2. PMMD Staff and Accounting Services begin the approval process for the registration questionnaire update. If banking information is updated, this information will go to Accounting Services via a report to updated ECC. Otherwise, only PMMD is required to approve. When approving the Supplier Registration Update, there are three options:
    a) Supplier Registration Update is “Approved”, and one needs to determine if a Questionnaire is required.
        i. If “Yes”, a questionnaire is sent based on three types of questionnaires selected in the registration:
            - If “Diversity” is selected, a Social Procurement Certificate Questionnaire is sent. When it is time to submit information, the certificate questionnaire is verified and approved.
            - If “Insurance” is selected, a WSIB Certificate Questionnaire is sent. When it is time to submit information, the certificate questionnaire is verified and approved.
            - If “COR” is selected, a COR Certificate Questionnaire is sent. When it is time to submit information, the certificate questionnaire is verified and approved.
        ii. If “No”, the Supplier is marked as Approved, and no questionnaire is sent
    b) Supplier Registration Update requires a resubmission, then the Supplier must Resubmit an updated Supplier Registration and the Supplier returns to Step 1: “Supplier Update Registration Questionnaire”.
    c) Supplier Registration Update is declined because the Supplier declined the code of conduct or there is incomplete information submitted

Thank you!

If you have any questions please send an email to:

supplychain@toronto.ca