



SAP Ariba

Supplier Lifecycle and Performance

Supplier Information Session

Agenda

1. Improving the Supplier Experience
2. Ariba Supplier Life Cycle Performance (SLP)
3. Changes and Benefits
4. Supplier Request
5. Request, Registration, Questionnaires
6. A closer look at the draft Registration Questions
7. Changes in the Contractor Performance Evaluation Report

Improving the Supplier Experience

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?

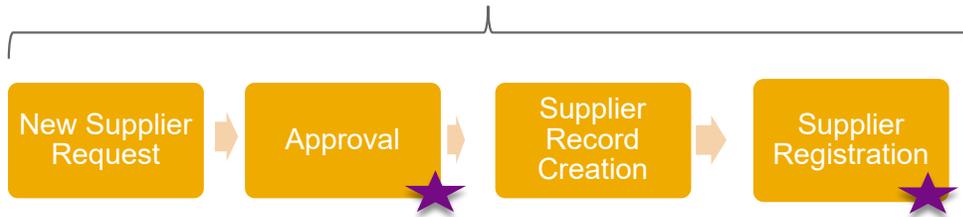
In an effort to support the City's Social Procurement initiatives and utilize the Ariba system existing framework, the addition of the Supplier Lifecycle Performance module helps reduce onboarding times and also supports long term supplier management.

When and how are Suppliers being engaged?

- Broadcast email to Associations – week of July 12th
- Supplier information series July 21st – 30th 2021
- For more information or to register please visit [SLP Information Sessions](#) or contact us at supplychain@toronto.ca to register to participate.

ARIBA SUPPLIER LIFE CYCLE AND PERFORMANCE (SLP)

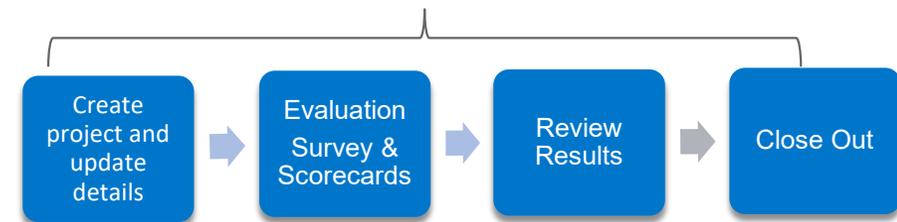
Supplier Onboarding & Registration



Supplier Certificate & Status



Supplier Performance



Supplier Request and Supplier Registration Templates

Preferred Supplier Template

Supplier Performance Management

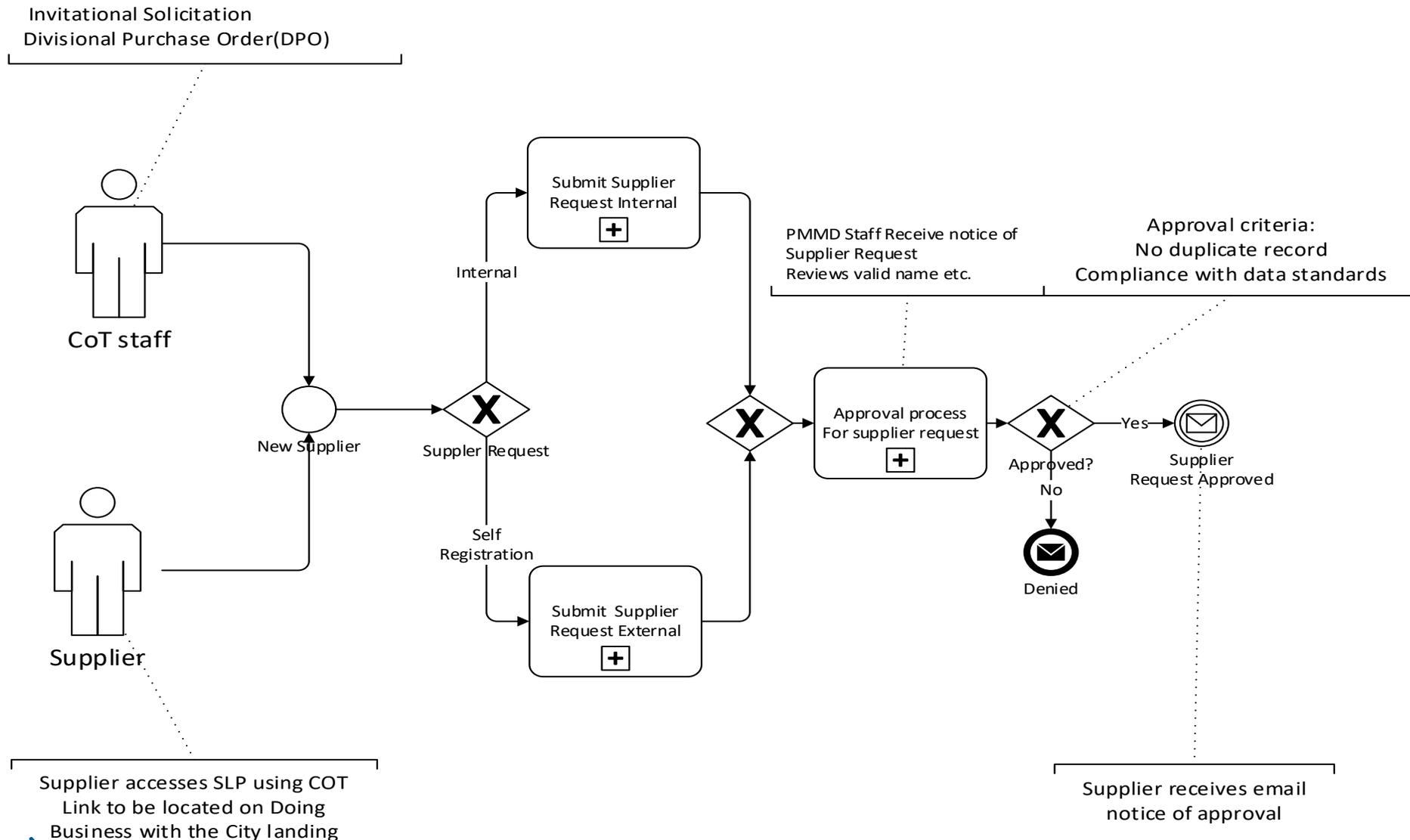
Optional – Automatic Synchronization to ERP

Changes and Benefits for Suppliers

What does the change mean for Suppliers?

- A supplier looking to do business with the City for the first time is encouraged to use a new unique City of Toronto link to initiate a supplier request.
- All suppliers will be able to keep profile information current and accurate using this link to access the intuitive, self-service application.
- Current and active 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 to their profile and 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?

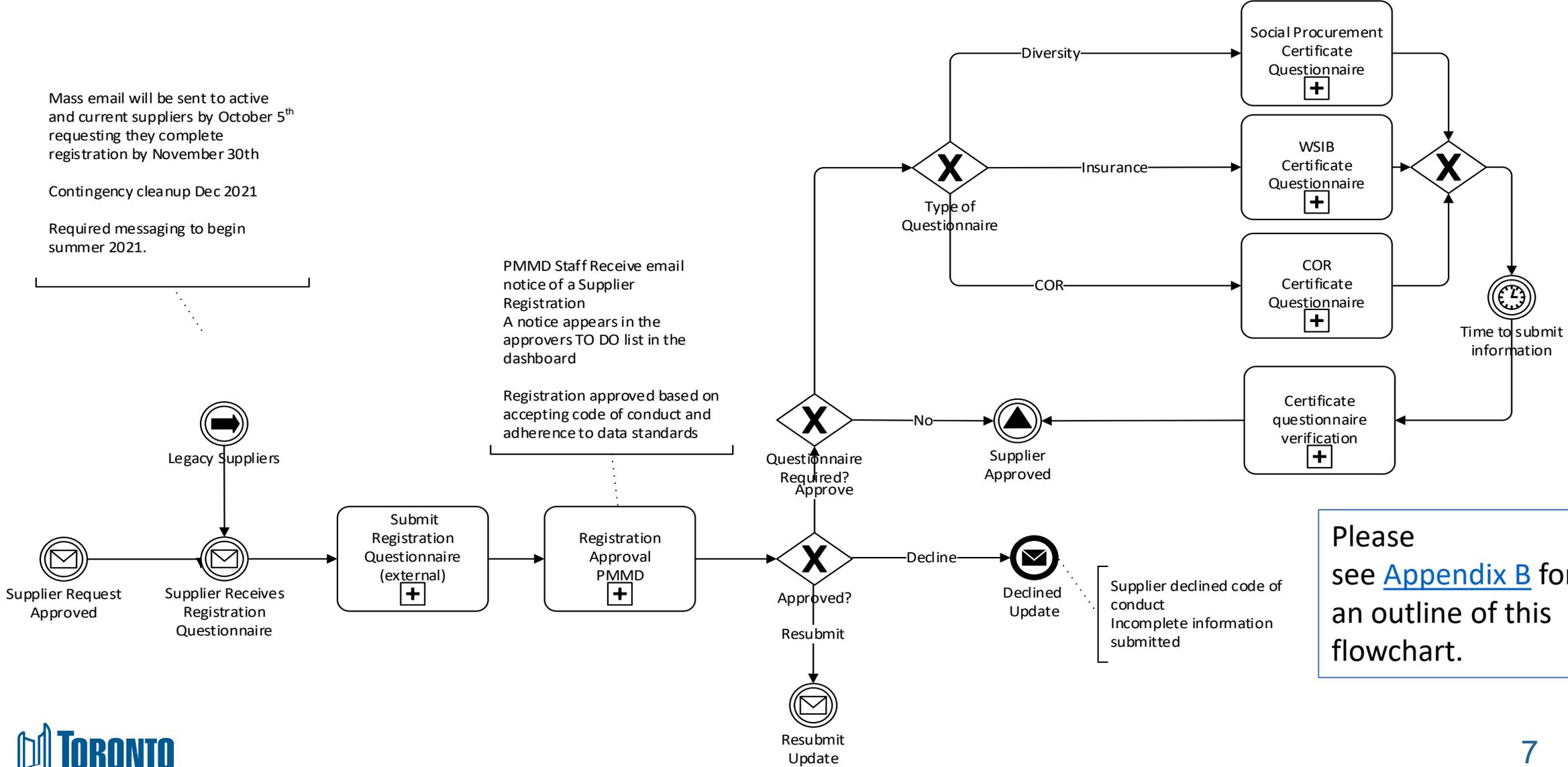
Please see [Appendix A](#) for an outline of this flowchart.

Supplier Journey – Request, Registration, Questionnaires

Mass email will be sent to active and current suppliers by October 5th requesting they complete registration by November 30th

Contingency clean up Dec 2021

Required messaging to begin summer 2021.



Registration Questionnaire External

General Supplier Information

- 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

- Are you a newly or previously awarded supplier? Do you need to submit or update your banking information for payment reasons?

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

EXAMPLE OF EVALUATION SUMMARY SENT TO SUPPLIER

Toronto Contractor Performance Evaluation Final
 Interim # 1

version 1.2 - Feb 25-15 DATE: _____

CONTRACTOR: _____
PROJECT NAME: _____

DESCRIPTION: _____
CONTRACT No.: _____ START DATE: _____
CONTRACT VALUE: _____ COMPLETION DATE: _____

		Ranking					
		<small>For definitions refer to Ranking scale</small>					
		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 RFIs?						
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 timeliness 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 were 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 (max)					

Project Manager: _____
Manager: _____
Director: _____

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

Totals

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)

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

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

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

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.

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.

Appendix A – Supplier Journey via the Supplier Request

Title: Supplier Journey via the Supplier Request

Beginning of the flowchart begins with a new supplier being created by either the CoT Staff or Supplier. Either CoT Staff creates a new supplier request for invitational solicitation or Divisional Purchase Order (CPO), or a Supplier creates a new supplier request by accessing SLP using CoT Link to be located on Doing Business with the City landing page. From the Supplier request,

1. “Internal Registration” goes to “Submit Supplier Request”
 - A. “Approval process for supplier request” begins. In this step, PMMD Staff Receive notice of Supplier Request, Reviews valid name, etc. The Approval criteria: No duplicate record, and compliance with data standards. There are two results:
 - i. Supplier is Approved, “Supplier Request Approved” and supplier receives email notice of approval
 - ii. Supplier is Denied
2. Self-registration goes to “Submit Supplier Request External”
 - A. “Approval process for supplier request” begins. In this step, PMMD Staff Receive notice of Supplier Request, Reviews valid name, etc. The Approval criteria: No duplicate record, and compliance with data standards. There are two results:
 - i. Supplier is Approved, “Supplier Request Approved” and supplier receives email notice of approval
 - ii. Supplier is Denied

Appendix B – Approved Request 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 legacy Suppliers, a mass email is sent to active and current suppliers by October 5th requesting they complete registration by November 30th, contingency clean-up takes place December 2021, and required messaging to begin summer of 2021.

1. “Supplier Registration Questionnaire” step is an external process
2. “Registration Approval” step is completed by PMMD. PMMD Staff receive email notice of a Supplier Registration. A notice appears in the Approver’s “To Do” list in the dashboard. Registration approval is based on accepting the Code of Conduct and adherence to data standards. When the Supplier Registration requires approval, there are three options:
 - A. Supplier Registration is set to “Resubmit” , then the Supplier must Resubmit an updated Supplier Registration
 - B. Supplier Registration is set to “Declined”, because the Supplier declined the code of conduct or there is incomplete information submitted
 - C. Supplier registration is “Approved”. One needs to determine if a Questionnaire is required.
 - i. If “Yes”, a questionnaire is sent based on three types of questionnaires:
 - a) If “Diversity” is selected, Social Procurement Certificate Questionnaire is sent, then when it is time to submit information, the certificate questionnaire is verified and approved.
 - b) If “Insurance” is selected, WSIB Certificate Questionnaire is sent, then when it is time to submit information, the certificate questionnaire is verified and approved.
 - c) If “COR” is selected, COT Certificate Questionnaire is sent, then when it is time to submit information, the certificate questionnaire is verified and approved.

Thank you!

If you have any questions please send an email to :

supplychain@toronto.ca