



# **SAP Ariba Supplier Lifecycle and Performance**

**BCACG Update November 8, 2021**

# Changes to Bidding on City Contracts

The Supplier Lifecycle Performance Module (SLP) launched on October 1, 2021. The cloud based solution provides suppliers with an opportunity to manage and update profile information anytime from anywhere the internet is available. It provides the opportunity to collect relevant supplier profile and performance data that supports the City of Toronto's communication and procurement related programs.

Suppliers who are **currently registered** with the City of Toronto on the SAP Ariba Network will receive an email request to update their supplier information from the Supplier Lifecycle Performance module as part of the new detailed registration process beginning October 1, 2021.

**New suppliers** (who have not previously registered with the City of Toronto), who are interested in viewing and bidding on City of Toronto solicitations, can register by going to the [City of Toronto's Registration Page](#)

For further information and instructions, please visit [the SLP Info Session Guide](#) or the recording can be found on the City of Toronto's [Youtube page](#).

# 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 and new suppliers are asked **to fill out a registration questionnaire** to support the City in our efforts to collect relevant information including a supplier code of conduct agreement.
- Easy and efficient monitoring of **Suppliers' Certificate information and expiration dates** is now available to the City and will help us manage our relationship with you.
- Performance Evaluation Reports will be generated through Supplier Lifecycle Performance and will use a standard **percentage scoring**.

# Supplier Request and Registration

- For **new suppliers** the experience is a **two step process** that includes filling out a request, that is processed using smart search and identifies duplicate records in the system, followed by the receipt of a **registration questionnaire**.
- During the “smart search” verification process the City may send a non-system email (i.e. not from SAP Ariba) within the service response time of 3 days to resolve duplicate account issues.
- If you are a **new supplier** you will either need to create an Ariba Network profile or log into your existing profile on the network to trigger the access to the City of Toronto registration.
- **ALL previously registered suppliers** will receive an email request to “Register to become a supplier with the City of Toronto” that houses a link to your Ariba Network profile.
- Using the link to log into your Ariba Network profile triggers access to the City of Toronto registration.
- You are asked to complete the registration questionnaire as soon as possible to maintain your active status with the City.

# When responding to the Registration Questionnaire

Please review the document types needed to validate this information found in the “help tip text”

## Legal Name Documents

### Legal Name

- a) Copy of the invoice that would clearly display your Supplier name, address, GST No. and contact info
- b) Copy of the application form from the bidder
- c) Articles of Incorporation submitted to the Government within Canada
- d) Master Business License submitted to the Ontario Ministry of Services
- e) Ontario Corporation Form 1
- f) Status of Certificate
- g) Professional Engineers of Ontario Certificate of Authorization
- h) Revenue Agency HST Document
- i) Business Number & Legal Entity Document

## Name Change or Change Address

### Name Change

- j) Letter signed by Legal Rep. of the Supplier’s company or the Legal documentation

### Change Address

- k) Letter signed by an authorized officer from the Supplier’s company which must indicate the new location and effective date of the move.
- l) Master Business License submitted to the Ontario Ministry of Services
- m) Ontario Corporation Form 1
- n) Articles of Incorporation submitted to the Government within Canada

# Supplier Registration Questionnaire: Awarded Supplier

## Awarded Supplier Information

- **Question 5.1** is to be completed if you are a supplier **who currently holds a contract with the City or if you have held a contract with the City in the last five years?**
- This information **is not necessary** if you are a prospective supplier who has not been awarded a contract with the City.
- Updating profile information **at the time of award** ensures the City has the most up to date information and reduces the amount of updates needed by the supplier.

# Questions 5 to 8 in the Registration Questionnaire

## 5.0 Awarded Supplier Information

5.1 Are you a Supplier that currently holds a contract with the City or have you held a contract with the City in the last five years?

5.2 Is your remittance address different from what is currently in your Supplier profile?

5.3 Please provide remittance address in the space provided

## 6.0 Bank Information

6.1 Please note your Bank Code + Transit Number = Bank Key

6.2 Please note either populate your Account Number or IBAN number, not both

6.3 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.

6.4 Transaction Currency

## 7.0 Transaction Information

7.1 E-mail address for purchase orders

7.2 E-mail address for accounts receivable

## 8.0 Tax Information

8.1 Tax number(s) – GST/HST Number

8.2 Please attach official supporting documentation that supports the tax information provided

# TRANSITIONING TO THE NEW CONTRACTOR PERFORMANCE EVALUATION

## Behind the scenes

- Pilot evaluations using existing CPE reports November 2021
- Pilot system evaluations on active Contracts December 2021- January 2022

CONTRACTOR PERFORMANCE EVALUATION		Ranking	
CONTRACTOR		No. of evaluations completed	
PROJECT NAME		0 1 2 3 4 5	
DESCRIPTION		0 1 2 3 4 5	
CONTRACT No.		0 1 2 3 4 5	
START DATE		0 1 2 3 4 5	
COMPLETION DATE		0 1 2 3 4 5	
CONTRACT VALUE		0 1 2 3 4 5	
<b>A SAFETY &amp; COMPLIANCE - Laws &amp; Standards</b> (Maximum 300) (Final 250)			
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>B QUALITY - Compliance with Contract Standards &amp; Specifications</b> (Maximum 300) (Final 250)			
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?			
<b>C ORGANIZATION - Work Plan and Management</b> (Maximum 300) (Final 250)			
1. Did the contractor submit a satisfactory baseline schedule in compliance with the contract?			
2. Did the contractor complete the work on time?			
3. Did the contractor provide adequate updates in accordance with the contract?			
4. Did the contractor adequately staff and resources the project in compliance with the contract?			
5. Did the contractor provide adequate in compliance with the contract?			
6. Did the contractor effectively coordinate and manage the work of its subcontractors?			
7. Did the contractor submit adequate reports to the contractor at project progress meetings?			
8. Did the contractor submit timely information for submission (RFIs) as needed?			
9. Were shop drawings submitted according to shop drawing schedule and in compliance with the contract?			
<b>D OCCUPATION - Work Plan and Management</b> (Maximum 300) (Final 250)			
1. Did the contractor complete the project on time?			
2. Did the contractor provide adequate updates in accordance with the contract?			
3. Did the contractor provide adequate updates in accordance with the contract?			
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 work in accordance with the contract and in accordance with the contract?			
7. Did the contractor submit adequate reports to the contractor at project progress meetings?			
8. Did the contractor submit timely information for submission (RFIs) as needed?			
9. Were shop drawings submitted according to shop drawing schedule and in compliance with the contract?			
<b>E ADMINISTRATION - Contractor Performance and Compliance</b> (Maximum 300) (Final 250)			
1. Did the contractor submit a satisfactory baseline schedule in compliance with the contract?			
2. Did the contractor participate in solving project problems and disputes in a timely manner?			
3. Did the contractor demonstrate accountability for problems for which they were responsible?			
4. Did the contractor adhere to contract, complete baselines in a timely manner?			
5. Did the contractor provide adequate updates in accordance with the contract?			
6. Did the contractor accept responsibility for the full scope and content of the contract?			
7. Did the contractor coordinate to submit drawings to the public and City operators?			

**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

15.1

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?

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?

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?

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?

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?

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?

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?

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.

60.00%

60.00%

60.00%

60.00%

60.00%

60.00%

60.00%

60.00%

60.00%

60.00%

60.00%





# Thank you!

If you have any questions please send an email to :

[supplychain@toronto.ca](mailto:supplychain@toronto.ca)

or call

Supply Chain Help Desk @ (416)-397-4141