

Management Directive

Management Directive #:	
Management Directive Name:	Purchasing Management Directive
Date Approved by CAO or Designated Person:	
Date revision approved by CAO or Designated Person:	
Related SOP, Management Directive, Council Policy	Purchasing Policy

Directive Statement and Rationale:

The Purchasing Management Directive has been established to provide the framework of expectations, and give guidance and direction to City staff to fulfil the operational requirements.

Scope:

The Purchasing Management Directive is intended to govern the manner in which the Corporation of the City of Kawartha Lakes purchases goods and services.

Responsibilities

Directors have responsibility for procurement activities within their Departments and are accountable for all spending within their authority level, according to Table of Authority. The Procurement Division shall provide:

- i. Procurement services and advice to City staff;
- ii. Training to staff that procure goods and services;
- iii. Notice of any amendments/changes to this policy are posted for staff reference;
- iv. Assistance with monitoring compliance to the purchasing policy, management directive and associated procedures;
- v. Assurance that persons interested in doing business with the City are given the opportunity to register or prequalify for future opportunities;
- vi. Assurance that any person competing for a tender or proposal has the opportunity to receive feedback on their submission and submit their concerns about the process;
- vii. Purchase order audits to confirm that the Policy and Directive are being followed.

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1.0 Purchasing Guidelines

- 1.1 Employees shall not purchase any goods or services for personal use in representation of the City.
- 1.2 Employees must not cause any potential vendor to have an advantage or disadvantage in obtaining a contract for the City.
- 1.3 Employees shall ensure that all procurements over \$5,000 (aggregate value) has a purchase order created prior to the items being purchased (unless it falls under 10.0 Procurement Exemption List in the Purchasing Policy).
- 1.4 The funds for the purchase of goods or services must be available within the approved capital or operating budget.
- 1.5 Employees of the City shall comply with the financial and internal controls designed to meet accounting and audit requirements of the City to ensure that those responsible for requisitioning and purchasing goods and services are held accountable for their actions and decisions.
- 1.6 The purchase of goods and services cannot be divided into two or more parts to avoid the provisions of the purchasing policy and management directive (invoice splitting).
- 1.7 Repetitive procurement of goods and services will be audited for the annual aggregate value spent by a Department and/or all Departments. The Procurement Division will assist in determining if a competitive process is required.
- 1.8 There must be segregation of duties with respect to procurement (*internal control designed to prevent error and fraud by ensuring that at least two individuals are responsible for the separate parts of any task (i.e. Purchase and approval)*).
- 1.9 Procurement Division shall, in conjunction with the Director, reject all purchase requisitions for services where the services could result in the establishment of an employee-employer relationship.
- 1.10 The requisitioning division shall be responsible for monitoring, documenting and reporting evidence of unsatisfactory vendor performance. Such evidence will be sent to the Procurement Division for approval and inclusion in the vendor's file.
- 1.11 The requisitioning division will ensure that they have requested updated WSIB and Insurance for each project prior to the work starting as per item 7.7 below.

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- 1.12 A procuring entity shall not impose or consider, in the evaluation of tenders or the award of contracts, local content or other economic benefits criteria that are designed to favour:
 - (a) the goods or services of a particular Province or region, including those goods and services included in construction contracts; or
 - (b) the suppliers of a particular Province or region of such goods or services.
- 1.13 Staff will ensure that when procuring for the City, they will not disclose unit prices to other Vendors only lump sum prices will be revealed. Requests for unit prices will be subject to an FOI request.
- 1.14 Procurement and department staff will ensure that when developing procurement documents where a particular vendor is being referenced to use, they must show that a previous competition has been issued or that there is a current contract in place or a single source has been approved by the CAO or Council prior to the issuance of the document.

2.0 Considerations for Requirements

Designs, specifications and/or requirements of a purchase contract for goods or service will consider:

- 2.1 a commitment to the procurement with due regard to the preservation of the natural environment and the promotion of waste reduction and recycling of waste materials and sustainability for the community in accordance with the City's Sustainable Procurement Policy;
- 2.2 innovation and the use of technology which meet City specifications and industry standards and best practices to ensure efficient and effective processes and practices;
- 2.3 goods and services in support of the City's Strategic Plan supporting the community, the environment and strength of the services performed for the public; and
- 2.4 accessibility criteria and features when procuring goods and/or services.

3.0 Procurement Risk

Procurement risk will be mitigated by:

- 3.1 Sureties for contracts of \$500,000 or under will be determined on an individual basis, where the risk and cost to the City will be high for delays, poor or non-performance of the work or project or non-payment for labour or materials or a potential defaulted warranty on workmanship;

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- 3.2 Sureties for contracts over \$500,000 must have a minimum of 50% labour and material and 50% performance applied;
- 3.3 Insurance specific to the type of service or special risk will be determined in consultation with the Insurance Risk Management Coordinator (i.e. Professional Liability, Omissions and Errors and Environmental Insurance, etc.);
- 3.4 All vendors will be in good standing with the Workers Safety Insurance Board (WSIB). Independent Contractors will provide proof of their status with WSIB;
- 3.5 Police background checks or driver abstracts may be requested for specific contracts;
- 3.6 Suppliers who assist in the development of specifications will not be eligible to bid, whether or not a fee is paid to the Supplier for the services, unless otherwise authorized by the Corporate Services Director (CSD); and
- 3.7 Submissions that are restricted by a statement added to any portion of the submission or a covering letter that alters the intent of the procurement (counter offer) will be rejected.

4.0 Conflict of Interest

- 4.1 All employees or consultants authorized to evaluate competitive procurement process submission(s) or purchase on behalf of the City shall be required to declare that they have no known or perceived conflict of interest to the Procurement Division in writing.
- 4.2 All vendors, including consultants, retained by the City shall disclose to the City prior to accepting an assignment, any potential conflict of interest or pecuniary interest. A declaration of the conflict shall be stated in a letter to the Procurement Division.
- 4.3 If a conflict of interest does exist, the CAO or the CSD may choose not to award or may withhold the assignment from the vendor or employee until the matter is resolved.
- 4.4 If a vendor is retained by another client giving rise to a potential conflict of interest, then the vendor shall inform the CAO or the CSD in a letter of the potential conflict of interest.

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5.0 Financial Considerations

5.1 In advance of releasing a procurement process for a capital project, the budget requirement must be approved by Council.

Procurement awards for contracts valued at an Aggregate Value of \$100,000 or greater must be approved by Council if:

- i. It contains a change in scope;
- ii. It has an irregular result as per Section 8.0;
- iii. The recommendation encumbers future operating budgets; or
- iv. It is a Single or Sole Source;

5.2 **Purchase Orders** that do not have a formal agreement, must be signed by the respondent for them to be a binding contract, no matter the dollar value.

5.3 **Change to a Purchase Order** - Change orders require approval prior to the work being completed and are to be approved according to the table of authority. The cumulative total of all change orders, including the original purchase amount will be considered on the PO when being electronically approved. A new line will be created on the PO, along with a change order form being uploaded to the line.

5.4 **Change in Scope** – (Purchases over \$50,000 aggregate value) Where scope change is beneficial to the City, and it is for deliverables similar in nature to those under contract, approval shall be acquired as follows:

CSD/Treasurer	Up to 10% of the cumulative change and is within the approved budget or \$10,000 over allowance.
CAO	10 – 15% of the cumulative change and is within the approved budget or \$10,000 over allowance.
Council	15+% of the cumulative change or the budget is exceeded by more than the allowable \$10,000.

When considering a change in scope you must ensure that the type of work and original price schedule still applies and that the original document allows for removal or addition of work. Alterations through an amending agreement must ensure that the integrity of the original purchase is maintained.

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- 5.5 **Length and Value of an Agreement/Contract Term** - A contract term may have optional renewal period(s) added to the term for execution at the discretion of the City. Price of a multi-year contract will consider the number of years, the predicted financial market, the predicted cost of living index and most importantly the City's fiscal budget and cost that the tax or user rate base can bear. Approvals for contract amounts shall follow the Table of Authority for the aggregate number of years of the contract.
- a. Renewals must be included in the original report, or another report will be required for the renewal periods to be approved.
 - b. The authority to exercise a renewal option shall be in accordance with the financial limits under the Table of Authority.
 - c. All procurements that will encumber future operating budgets will be reported to Council when the annual aggregate value is over \$100,000. Departments must ensure that funds will be allocated in the appropriate accounts in the future operating budgets.

Options to consider renewal of a contract may occur when:

- i. The supplier's performance in supplying the goods and/or services is considered to have met or exceeded the requirements of the contract;
- ii. In the absence of a renewal clause, the department Director provides the CSD with a written explanation of the reason the renewal is in the best interest of the City, and the two shall agree and a single source report is done.

6.0 Table of Authority

The table of authority provides the approval to purchase a good or service.

- a. Represents the levels of authority with approval to spend for City operations. When a Board or Corporation has the authority to develop their own purchasing policy, their policy and procedures shall prevail.
- b. For funded independent Boards or Corporations (i.e. the Library Board; the Kawartha Lakes Haliburton Housing Corporation), the CEO has the same level of signing authority as the City CAO and the Board has the same level of authority as Council.
- c. The amount of the award shall include the full term of the contract including renewals.
- d. Visa Purchases must follow the Employee Expense Policy for approvals.

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Departmental	≤ \$5,000	Informal Request for Quotation	<ul style="list-style-type: none"> ○ Quotations are suggested. ○ No report required. ○ A purchase order may be issued if required to place an order, with Ts & Cs attached, or the order is near \$5,000. Purchase order signed by the vendor. ○ Agreements, if required, to be signed by the Director and agreement filed with the Clerks.
Manager and Supervisor	≤\$25,000	Informal Request for Quotation	<ul style="list-style-type: none"> ○ Minimum 3 quotes required, and uploaded to PO. ○ A purchase order with Ts & Cs attached will be issued by requisitioning division. ○ Agreements, if required, signed by the Director and agreement filed with the Clerks. ○ If no agreement, PO is signed by Vendor and sent back to the requisitioning division as proof of acceptance.
Director	≤ \$50,000	Informal Request for Quotation	<ul style="list-style-type: none"> ○ Minimum 3 quotes required, and uploaded to the PO. ○ A purchase order with Ts & Cs and/or purchase agreement issued by requisitioning division. ○ Agreements, if required, to be signed by the Director and filed with the Clerks. ○ If no agreement, PO is signed by Vendor and sent back to the requisitioning division as proof of acceptance.
CAO or Corporate Services Director	≤ \$100,000	Formal Procurement Process	<ul style="list-style-type: none"> ○ Purchase Approval Report signed by CSD or designate if within budget. ○ Council report required if encumbers future operating budgets or is an irregular result. ○ Procurement or Department issues PO. ○ Agreements, if required, to be signed by the Director. ○ If no agreement, PO is signed by Vendor and sent back to the requisitioning division as proof of acceptance. ○ scope change to be approved as outlined in Section 5.4
Council , CAO or Corporate Services Director	>\$100,000	Formal Procurement Process	<ul style="list-style-type: none"> ○ Purchase Approval Report signed by CSD or designate if within budget. ○ Council report required if encumbers future operating budgets or is an irregular result (includes exempt items). ○ Procurement or Department issues PO. ○ All agreements signed by the Mayor and City Clerk. ○ If no agreement, PO is signed by Vendor and sent back to the requisitioning division as proof of acceptance. ○ scope change to be approved as outlined in Section 5.4

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7.0 Procurement Process

The dollar values posted are for the budget value, not the anticipated spend (i.e. Budget is \$65,000, but it is anticipated that the quotes will come in under \$40,000. Still requires an Electronic Procurement Request (EPR) as the Budget is over \$50,000).

7.1 **Informal Processes**

- a. **(\$0 - <\$5,000) - No Process Required** – Staff is encouraged to obtain quotes to ensure that they are receiving the best price for the good or service. Staff should take into consideration that if the quote is close to \$5,000, a PO should be considered in the event that a change order is needed..
- b. **(\$5,001 < \$50,000) - Informal Request for Quotation (IRFQ)**–, staff will approach a minimum of three potential vendors seeking price quotations, using the IRFQ provided in SharePoint. A vendor Management Program (Vendor Registration) is in place to assist staff in seeking price quotations. This supply base will help to ensure competition and communication to suppliers/consultants interested in doing business with the City. All departments will have access to the list to select vendors as needed. Staff will release the pricing on quotations, if requested by a vendor after an award has been made, but only to the extent that it does not directly reveal individual unit prices or hourly rates. Pricing sheet should be compiled using estimated quantities. If a Vendor is requesting unit prices or hourly rates, they must be sent to the Clerks to do Freedom of Information Request form.

PO audits will be performed quarterly to ensure compliance to the Policy and Directive. Directors will be notified if staff are found to be in violation and corrective actions will be implemented and further training provided by the Procurement Division. Repeat offences may result in staff having their purchasing privileges suspended.

- c. **Visa Purchases** – Visas (Pcards) are issued by certain employees for the purchase of goods under \$5,000 or to book training and travel arrangements. Pcards cannot be used for services where invoices are issued, these must be paid through Accounts Payable unless authorized by the Treasurer. Visa purchases will be subject to the Employee Expense Policy and the request form must be signed by the Director. Repeat unauthorized useage may result in staff having their purchasing privileges suspended.

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7.2 Formal Procurement Processes (≥\$50,000)

All formal procurement processes will require an EPR form to be sent into the Procurement Division for review prior to any contact with potential vendors. The type of procurement process will be determined between the requesting Department and the Buyer. Unless prior arrangements have been made with the Buyer, EPR's received with missing information (specifications, GL codes, etc.) will be rejected.

7.3 Rosters

Rosters will have an authority level not to exceed \$50,000 per contract. Allowances for higher roster values may be considered, but must have Procurement and the CSD's approval. A Roster list will be used only to pre-approve vendors to be on a list. Department staff must still obtain second stage quotes when there are multiple Companies on the list that can provide the service. This ensures that a competitive price is being obtained.

7.4 Emergency Procurement

When an event occurs where the immediate purchase of goods or services is essential to prevent serious delays, damage or injury, to restore minimum service or to ensure the health and safety of any person, including City staff or residents of the City. The Department must create an emergency (OI) type PO and upload an Emergency Request Form within 5 days of the original occurrence. Purchasing will ensure that the form is approved by Treasury and the CSD. Work may continue to ensure the safety of the project.

A procurement process deemed appropriate to the situation will be used to mitigate the risk of the emergency at hand and will be determined by the CAO or the CSD. Complex, on-going situations will be reviewed as soon as the occurrence has been safely secured and a subsequent procurement process may be used to provide a permanent solution to the consequence of the emergency.

A quarterly report shall be submitted to Council for all Emergency Procurement spending by the Procurement Division, which will include a resolution to Council if funded by reserves if applicable.

7.5 Single Source

OS type PO must be created with the Single/Sole source form uploaded to the PO. The following provides rationale as to why a Single Source would be recommended:

- a. Goods and services are in short supply due to market conditions;
- b. No alternative or substitute good exists that meets the specific or unique technical components or replacement parts for this purchase;

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- c. To ensure compatibility with an existing product, equipment, facility or service required and the vendor has the skills related to an existing knowledge of the nature of the service. This recognizes exclusive rights such as licenses, copyright and patent rights, warranty or guarantees held or to maintain specialized products that must be maintained by the manufacturer or its representatives;
- d. There is only one vendor that can provide the good or service by the specific date required;
- e. Specific standards are adopted by Council;
- f. The subject matter of the requirement is of a confidential or privileged nature and to disclose through a competitive procurement process could compromise security, cause economic disruption or otherwise be contrary to public interest;
- g. Work is required of the same Scope where a vendor has already been secured through a recent competitive procurement process for the same scope of work.
- h. There is documented evidence that the extension or reinstatement of an existing contract for one additional term would prove most cost effective or beneficial;
- i. Only one bid/proposal or none is received through the procurement process and it is impractical to reissue the requirements of the call.

OS type POs will flow to the Procurement Division at \$5001 and will be reviewed for compliance before going to the CAO. Further clarification could be required, and may be denied if found that there are other sources that can provide the item. Single Sources for over \$100,000 must be approved by Council.

7.6 **Sole Source**

OS type PO must be created with the Single/Sole source Form being uploaded to the PO. Procurement and the CAO or designate will approve all Sole sources over \$5001.

- a. There must be proof that this is a true sole source (manufacturer approved retailer)
- b. All negotiations must be carried out by the Procurement Division for goods and services at or over \$50,000.
- c. Sole Sources over \$100,000 must be approved by Council.

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7.7 Procurement of Creative Services

Procurement of creative services, including but not limited to the services listed below, must involve the Communications, Advertising and Marketing (CAM) Manager at the initial stage of the process.

This will provide CAM with an understanding of the scope of the project to be able to determine what degree of CAM involvement is needed. Involvement may include drafting sections of the purchasing document (RFQ/RFP/RFI) and/or being on the evaluation committee. The CAM division may decide not be involved in the procurement, however, the initial discussion at the outset of the purchasing process will serve to make CAM aware of the project and any required support in future stages of the project.

- Marketing and advertising strategy or planning
- Graphic design
- Photo or video production
- Public relations
- Printing

7.8 Debrief of Submissions

For procurement process over \$50,000, the Procurement Division will provide debriefs within 60 days of notification of award. Staff will not speak with vendors regarding a procurement process, but will direct any requests to the appropriate Buyer. Communications between staff and vendors during the process may be deemed as lobbying and could result in disqualification of the vendor.

7.9 Posting of Results

Once an agreement is executed by the City and a respondent, the other respondents may be notified by public posting in the same manner that the document was originally posted.

7.10 Electronic Signatures

Electronic signatures and copies will be treated as originals.

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7.11 Vendor Management Program

The Procurement Division will maintain a Vendor Management Program that all Departments can refer to for previous performance and incident reports. Departments are responsible for ensuring that a Performance Report is completed and sent to the Procurement Division at the completion of each project for inclusion in the Vendor's file.

The Procurement Division will approve vendors to be allowed to do work for the City and provide a list for Department internal use when requesting quotations for work under \$50,000. The information requested is only to ensure that a Company is able to provide WSIB and Insurance and is for minimal amounts. Departments are required to request updated WSIB and Insurance (check with Risk Manager for requirements), for each project, to ensure that coverage is suitable for the work requested.

7.12 Purchase Order

A purchase order will be issued by the requisitioning department to place orders using standard terms and conditions of a purchase or to commit funds. The purchase order will be executed according to the Table of Authority.

7.13 Purchase Agreement

When it is in the best interest of the City to have a purchase agreement, it will be executed according to the Table of Authority and the original shall be filed with the Clerk's office. Any amending agreements will also be filed with Clerks.

Vendor Communications

Every procurement document will allow for a question and answer period. Vendors may ask questions in writing during this time, and only this time, and only with the individual noted in the procurement document. Should the vendor's questions result in the need to amend the procurement document, this will be addressed by the issuing Department in the form of an addendum to all competitors. Questions posed after the deadline may not be answered.

7.14 Black Out Period

The blackout period is the period of time immediately following the release of the procurement document until the final award of the bid. Vendors that are found to be communicating with staff, other than the individual named in the procurement document, at anytime during the process, will result in the Vendor being disqualified from the process.

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7.15 **Forfeit of an Award**

If a selected vendor withdraws his offer, the rules in the competitive procurement document will apply and the Procurement Division may disqualify the vendor from participating in any future City procurement processes for a period of time. The City may retain any sureties submitted.

7.16 **Construction Projects**

Large construction projects must take into consideration as to who will be writing the specifications, who will be handling the project management, etc. These aspects must be clearly defined before the EPR is completed or the Buyer may delay the release of the project to ensure the proper procurement document is being used.

7.17 **Lobbying**

A vendor may be disqualified from a process if found to be engaging in lobbying with any elected official or City staff member for such purposes as to sway the results of an award of a procurement process.

7.18 **Lame Duck**

In the case of Restricted Acts (Lame Duck), as it applies within Section 275 of the Municipal Act 2001, as amended, delegation of Council's purchasing authority will be given to the CAO. The CAO will report, to the new Council, purchases authorized during this delegated authority.

7.19 **Coin Toss**

In the event that there is a tie between vendor submissions, a coin toss will be implemented. Vendors will be made aware of the coin toss, and will be allowed to attend if desired. The coin toss will be done between the Treasurer and the City Solicitor or their delegates.

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8.0 Irregular Results

a. **Irregular Result of a Competitive Procurement Process**

Irregular results of a competitive procurement process require that the selection of the respondent for an award be approved by Council. The results of a competitive procurement process are considered to be irregular when any of the following occurs:

- all responsible and responsive submissions exceed the budget by more than \$10,000.00 and additional funds are required; and/or
- An award of the contract to the Top Ranked Respondent is considered to not be in the best interest of the City.

9.0 Standardization of Equipment

The City will endeavour to standardize goods and services through a competitive process whenever possible and must be in compliance with legislation. The Procurement Division will work with the Department/Division to determine the best procurement process for standardization. This Purchasing Policy will take precedence over any other Policy or Management Directive with regards to standardization.

Departments that wish to standardize must work with Purchasing to develop an RFP document that will allow multiple vendors to submit their specifications. The evaluation committee will review each submission, which may include testing to fully determine which one meets the City's needs.

10.0 Exemption Clarifications

- 10.1 If the procurement falls within the exemption list, no competitive process is required.
- 10.2 Purchase orders may be issued according to the table of authority if required;
- 10.3 Purchases that are exempt, but over \$100,000 and encumber future operating budgets must go to Council for approval.

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10.4 "Employment Agencies" includes:

- Recruitment
- Income
- benefit payments
- premiums
- disability
- Workers compensation and
- Professional licensed services

11.0 Major or Minor Irregularity

For the purposes of this directive a submission could have either a minor or major irregularity:

- a. A "major irregularity" is a deviation from the competitive procurement process that affects the price, quality, quantity or delivery, and is material to the award. If the deviation is permitted, the person could gain an advantage over competitors. The Procurement Division may reject any offer submitted, which contains a major irregularity. The person will be notified of the rejection due to the major irregularity.
- b. A "minor irregularity" is a deviation from the competitive procurement process request, which affects form, rather than substance. The effect on the price, quality, quantity or delivery is not material to the award. If the deviation is permitted or corrected, the person would not gain an unfair advantage over competitors. The Procurement Division may permit the person to correct a minor irregularity to make the submission compliant.
- c. The Procurement Division together with the requisitioning division will evaluate all submissions and may be required to disqualify a vendor's submission. The disqualified vendor will be advised immediately and/or prior to Council award. A formal letter will be issued and a debriefing offered after the award.

12.0 **Disposal of Assets**

- a. Departments shall submit, to the Building and Property Division, a Surplus Declaration Form of surplus goods including furniture, office equipment, supplies and other goods which are no longer used. Building and Property will advertise in SharePoint for other Departments to obtain the item if desired. If the item does not get placed internally within 90 days, the items will be offered to staff through internal auction. Items that are not placed internally or purchased through the City's internal auction will be sent to the City's Re-Use Centre.

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- b. In the case of surplus vehicles, medical or specialized equipment, no matter the estimated value of the items, the Director shall determine with the Procurement Division the method of disposal to be used.

Some of the methods may include but not limited to:

- Sale by Tender;
- Local Auction House;
- Donation to a not for profit agency;
- Government Auction.

Employees and elected officials of the City may bid on items provided:

- They do not possess nor do they try to ascertain relevant insider information that would influence their offer;
- They remove themselves from submitting an offer on items that may be construed as a conflict of interest; or
- They comply with all the requirements of the public sale.

13.0 Compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The City is committed to the highest possible standard for accessibility. Supplier(s) must be capable to recommend and deliver, as appropriate for each requirement, Accessible services consistent with the *Ontario Human Rights Code (OHRC)*, and in accordance with the Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005, c. 11. (AODA and with O. Reg. 191/11: Integrated Accessibility Standards enacted under the AODA to ensure that public stakeholders can participate and contribute equally. Suppliers are required to comply with all relevant/applicable and any future additions or modification to legislation as they become enacted to Accessibility standards and regulations.

The City is committed to the highest possible standard for accessibility. Supplier(s) must be capable to recommend and deliver, as appropriate for each requirement, Accessible services consistent with the *Ontario Human Rights Code (OHRC)*, and in accordance with the Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005, c. 11. (AODA and with O. Reg. 191/11: Integrated Accessibility Standards enacted under the AODA to ensure that public stakeholders can participate and contribute equally. Suppliers are required to comply with all relevant/applicable and any future additions or modification to legislation as they become enacted to Accessibility standards and regulations.

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Pursuant to section 7 and section 80.49 of O. Reg. 191/11, Integrated Accessibility Standards Regulation, made under the AODA, Contractors who provide goods, services or facilities on behalf of the City shall ensure that all of their employees, agents, volunteers, or others for whom they are responsible, receive training on the requirements of the accessibility standards referred to in the Integrated Regulation and on the Human Rights Code as it pertains to persons with disabilities.

Accessible Documents - Unless determined by the City to not be practicable, contractors shall ensure that any information, products, deliverables and/or communication (as defined in the Integrated Regulation) produced pursuant to a Contract shall be in conformity with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA and shall be provided in accessible format upon request. Studies, Reports, and/or Plans that result from this request must be created and provided to the City in an accessible format compatible to Adobe Acrobat XI (11), or Microsoft Office 2010, or higher.

Accessibility Resources – Information on how to create accessible documents can be found on the Microsoft Office Website in the Office Accessibility Center – Resources for people with disabilities or by clicking on the following link <https://support.office.com/en-us/article/Office-Accessibility-Center-Resources-for-people-with-disabilities-ecab0fcf-d143-4fe8-a2ff-6cd596bdbc6d>.

Facilitators - Consultants who facilitate a public open house or otherwise seek/receive feedback on behalf of the City shall ensure that all communication, equipment and materials take into account people's disabilities so that all in attendance may participate equally as outlined in the AODA legislation. This includes but is not limited to:

- i. Holding events in venues that are physically accessible;
- ii. Communicate in a format that allows an individual to receive/provide all information in an alternate format;
- iii. Communicate at all opportunities that documents are available in accessible formats and communication supports, provide contact information for these requests and be prepared to provide this accommodation;
- iv. Utilize the City's assistive listening equipment (available from IT Department);
- v. Ensure that the event aligns with the City's Accessibility Policies and Procedures.

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Self-Serve Kiosks - The Integrated Accessibility Standards Regulation under the AODA requires that accessibility features be incorporated when designing, procuring and acquiring self-service kiosks. A kiosk is defined in this legislation as an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both. The vendor/supplier must demonstrate how the kiosks will comply with the Integrated Regulation, AODA requirements.

Built Environment - The Design of Public Spaces Standards under the integrated Accessibility Standards Regulation and the [Accessibility Design Standards for City facilities and outdoor spaces](#) must be included in the design and build process by contracted professionals when building or renovating, regardless of project size for all City owned, operated or leaded facilities and outdoor spaces.

14.0 Records Retention

Procurement Division is responsible for the collection, retention and proper storage of all records in accordance with all applicable legislation and City by-laws and shall work in consultation with the City Clerk’s Office to ensure all *Municipal Freedom of Information and Protection of Privacy Act* rules are met.

Revision History:

Revision	Date	Description of changes	Requested By