To hear the audio for this presentation:

please call 416-212-8010 or 1-866-602-5423, and enter access code 2564577#

WEBINAR WILL BEGIN AT 1:30

How to Do Business with the Ontario Government
A Few Notes Before We Get Started

To hear audio: call 416-212-8010 or 1-866-602-5423, access code 2564577#

To ask questions: please use Q&A feature – send questions to “All Panelists”

Please keep smart phones away from land lines

Will answer as many questions as possible during webinar, others in writing afterwards

This presentation available upon completion of questionnaire

Doing Business email: doingbusiness@ontario.ca
To hear the audio for this presentation:

please call 416-212-8010 or 1-866-602-5423, and enter access code 2564577#
## Who Does what?
### Procurement in the Ontario Government

<table>
<thead>
<tr>
<th>Ministry of Government and Consumer Services Supply Chain Ontario</th>
<th>Infrastructure Ontario</th>
<th>Other Government Agencies</th>
<th>Broader Public Sector (Education and Health Sectors)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assists ministries to procure IT, goods and services</td>
<td>TBS is the policy owner for OPS/BPS Procurement Directives</td>
<td>Policy owner for accommodation and real property procurements</td>
<td>Responsible for its own policy</td>
</tr>
<tr>
<td>Establishes enterprise contracts for common goods &amp; services for ministries - (mandatory) and agencies/PFO entities (opt)</td>
<td>ARB is policy owner for advertising related procurements</td>
<td>Co-ordinates accommodation and leasehold improvements for OPS and major capital construction projects for OPS and BPS</td>
<td>Procure for own agency</td>
</tr>
<tr>
<td></td>
<td>Oversight of ministry specific procurement</td>
<td>Attracts investment capital for major infrastructure projects</td>
<td>Operate as independent entities</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Some have commercial mandates (e.g. LCBO, Presto)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Subject to the BPS Procurement Directive</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Responsible for its own policy</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Procure for own entity</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Some participate in buying groups</td>
</tr>
</tbody>
</table>
To maximize your chances of being successful in obtaining business with the Ontario government, you should know about:

- Ontario Public Service Procurement Process
- How to Access Procurement Opportunities
- Vendor of Record Arrangements
- How to Prepare a Bid Response
- How to Market to the Ontario Government
Procurement Policy Overview

The government of Ontario has two key procurement directives: one for the Ontario Public Service (OPS) and the other for the Broader Public Sector (BPS).

The Directives are designed to support procurement processes in the OPS and BPS that are open, transparent and fair as well as achieve value for money.

The OPS Procurement Directive applies to goods, services, information technology and consulting services and to all ministries, IT clusters and certain agencies.
Both Directives are built on the principles in Ontario’s procurement-related trade obligations under:

- The Canadian Free Trade Agreement - effective July 1, 2017 which replaced the Agreement on Internal Trade
- The Ontario – Quebec Trade and Cooperation Agreement
- The World Trade Organization Agreement on Government Procurement
- The Canada – European Union Comprehensive Economic and Trade Agreement
The Canadian Free Trade Agreement (CFTA) is an intergovernmental trade agreement signed by Canadian Ministers that entered into force on July 1st, 2017.

THE CANADIAN FREE TRADE AGREEMENT (CFTA)

NEWS RELEASES

MAY 15, 2017
Panel To Hear Trade Dispute Between Artisan Ales Consulting Inc. And The G...
Competitive procurement processes must be fair, transparent, open, and advertised publicly using an electronic tendering service to solicit bids for procurement contracts valued at:

- $25,000 or more for goods acquisitions; and,
- $100,000 or more for services and construction acquisitions

Procurements below these thresholds do not have to be advertised using an electronic tendering service.

For consulting services, a competitive procurement process must be used for all consulting procurement contracts, regardless of value.

The Daily Commercial News and the Ministry of Transportation Registry, Appraisal and Qualification System (RAQS) may be used to advertise construction acquisitions.
Where do I find Procurement Opportunities?

On the ONTARIO TENDERS PORTAL

In 2014, BravoSolution became Ontario’s new designated electronic tendering service provider replacing MERX Networks

- Services include access to Ontario government open procurement opportunities such as Requests for Bids for goods or services

- Electronic submission of bids is being implemented

- Vendors will no longer be required to purchase a subscription to access and review procurement documents. Vendors can read all our procurement documents free of charge, prior to deciding whether or not to bid.

- The new electronic tendering service is available at ontario.ca/tenders
## Opportunities Screen

### Current Opportunities

<table>
<thead>
<tr>
<th>Organization</th>
<th>Project Reference</th>
<th>Project Title</th>
<th>Work Category</th>
<th>Listing Expiry Date (dd/mm/yyyy hh:mm)</th>
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<tbody>
<tr>
<td>Government of Ontario</td>
<td>OSS_00590101</td>
<td>Internet Provisioning Services</td>
<td>Other</td>
<td>30/05/2016 11:00</td>
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<tr>
<td>Government of Ontario</td>
<td>OSS_00581935</td>
<td>Sleep Rock Investigation of Soil &amp; Groundwater Contamination Remediation Options</td>
<td>Other</td>
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<td>Corridor User Surveying and Data Collection High-Occupancy Toll (HOT) Pilot</td>
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<td>Weekly School Bus Transp Serv for Special Needs Students for Prov/Dem Schools</td>
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<td>Blower Package</td>
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<td>RFP 16137 - Domestic Water Supply and Sanitary Plumbing Systems Replacement at G</td>
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<td>RFP 16151 - Domestic Water and Sanitary Piping Risers Replacement at Islington</td>
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<td>RFP 16184 DHW System Upgrade @ 1-15 Field Sparroway and 2-10 Tree Sparroway</td>
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<td>RFP_16175</td>
<td>RFP 16175 Preventive Maintenance Services, Demand Repairs For Fan Coil and PTAC</td>
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<td>Toronto Community Housing</td>
<td>RFP_16176</td>
<td>RFP 16176 Replacement For Residential Furnaces and Domestic Hot Water</td>
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<td>Government of Ontario</td>
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<td>HVMS02514 - Ophthalmic Ultrasound A Scan Unit</td>
<td>Other</td>
<td>31/05/2016 12:00</td>
</tr>
</tbody>
</table>
Tips for a Stress Free Tender

- Read all supporting documentation thoroughly
- Always respond at least a day earlier than the close date
- Use the secure messaging tool
- Only upload attachments when requested
- Answer all relevant questions
- Follow all instructions
- Keep your username and password safe
- Save your work regularly!

OTP Technical Support

8:00 am to 8:00 pm ET - Monday to Friday

Toll Free phone: 866.722.7390
Direct Phone: 484.335.4586

eTenderhelp_CA@bravosolution.com
Procurement Consultation

Potential vendors and/or industry associations may be consulted prior to an actual procurement to provide advice or information relevant to the procurement through:

- Request for Information (RFI)
- Vendor consultations prior to the release of the Request for Bids (RFB), or
- Draft RFB released for comment

There is no procurement award from any of these consultation processes

When the procurement process starts, all discussions with ministries must cease, except through designated contact
The most common procurement documents issued by Ontario are:

- Request for Bids (RFB)
- Request for Qualifications (RFQ)
- Request for Services (RFS) issued under a Vendor of Record Arrangement (VOR)
Request for Bids (RFB): means a procurement document that requests a response from potential vendors to supply goods or services to meet government business need(s). The RFB may include specific requirements, terms and conditions. Evaluation criteria may either be focused on price alone, or price and other factors.
Request for Services (RFS) means the document used during the second stage selection process to request submissions from a vendor (or vendors) listed on a services Vendor of Record arrangement.
Vendor of Record (VOR) Arrangements

One or more qualified vendors are authorized to provide goods/services for a defined time period on defined terms and conditions, including pricing, as set out in the VOR agreement.

Arrangements are established to reduce procurement costs, administrative redundancy and overhead when there is a need for the same goods/services.

Arrangements may be used by the entire government, multi-ministries or a single ministry (VOR arrangements typically run 3 to 4 years in duration).

Use of arrangements is mandatory for the OPS and optional for approved Provincially Funded Organizations (PFO).
How to Qualify for a VOR Arrangement

Monitor Ontario Tenders Portal for VOR Request for Bid (RFB) opportunities in your area of business

Download RFB document(s) from Ontario Tenders Portal and submit your proposal on-line

If successful, you will receive master agreement to sign to become a qualified vendor on the VOR arrangement

Note: please carefully review the RFB evaluation criteria requirements as well as the terms & conditions of the master agreement
Supply Chain Ontario Website
## List of VOR Arrangements

### Hardware

<table>
<thead>
<tr>
<th>Arrangement ID</th>
<th>Description</th>
<th>Date</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSS-00380585</td>
<td>Scanners, Large Format Printers and Services</td>
<td>08/21/2018</td>
<td>OPS/PFO</td>
</tr>
<tr>
<td>OSS-00456717</td>
<td>Telephone Equipment Maintenance Services</td>
<td>10/31/2017</td>
<td>OPS/PFO</td>
</tr>
<tr>
<td>OSS-00457979</td>
<td>Managed Print Services</td>
<td>01/31/2018</td>
<td>OPS/PFO</td>
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<tr>
<td>OSS-00466131</td>
<td>Desktop Management Services and Products (DMSP-03)</td>
<td>05/07/2018</td>
<td>OPS/PFO</td>
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<tr>
<td>OSS-00522747</td>
<td>IT Security Products and Services</td>
<td>01/27/2019</td>
<td>OPS/PFO</td>
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### Services

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<tr>
<th>Arrangement ID</th>
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</thead>
<tbody>
<tr>
<td>OSS-00377058</td>
<td>Supply &amp; Delivery Of Electronic Tendering Services</td>
<td>10/31/2018</td>
<td>OPS/PFO</td>
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<tr>
<td>OSS-00382899</td>
<td>Web Collaboration Solutions and Services</td>
<td>09/30/2018</td>
<td>OPS/PFO</td>
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<tr>
<td>OSS-00415819</td>
<td>Paging and Mobile Devices and Services</td>
<td>01/31/2020</td>
<td>OPS/PFO</td>
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<tr>
<td>OSS-00430429</td>
<td>Task-based I&amp;IT Services</td>
<td>09/30/2018</td>
<td>OPS/PFO</td>
</tr>
<tr>
<td>OSS-00437059</td>
<td>IT Research Subscription Services</td>
<td>06/30/2018</td>
<td>OPS/PFO</td>
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<td>OSS-00445976</td>
<td>Network Access Services</td>
<td>06/14/2021</td>
<td>OPS/PFO</td>
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<tr>
<td>OSS-00461242</td>
<td>I&amp;IT Solutions Consulting Services</td>
<td>12/31/2018</td>
<td>OPS/PFO</td>
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### Software

<table>
<thead>
<tr>
<th>Arrangement ID</th>
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</thead>
<tbody>
<tr>
<td>MGS-IBM-VLA-001</td>
<td>VLA</td>
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<td>OPS/PFO</td>
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<tr>
<td>MGS-ORACLE-VLA-002</td>
<td>MGS-ORACLE-VLA-002</td>
<td>03/31/2021</td>
<td>OPS/PFO</td>
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<tr>
<td>OSS-00341966</td>
<td>Software-as-a-Service Enterprise Project and Portfolio Management Solution</td>
<td>04/30/2018</td>
<td>OPS/PFO</td>
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<tr>
<td>OSS-00466433</td>
<td>Business Analytics, Data Integration and Quality</td>
<td>05/31/2018</td>
<td>OPS/PFO</td>
</tr>
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</table>
Vendor of Record Program: Three Year Outlook – 2017

Vendor of Record Program: Three Year Outlook 2017 (part 2 of 3)

<table>
<thead>
<tr>
<th>Category - Description</th>
<th>Client Users</th>
<th>Vendor of Record Program**</th>
<th>Estimated Electronic Tendering*</th>
<th>Estimated Contract Start Date</th>
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<tbody>
<tr>
<td>Quarter 3</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Replacement – Employee Assistance Program Services</td>
<td>OPS</td>
<td>OSS-00245988</td>
<td>Feb-2017</td>
<td>Aug-2017</td>
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<tr>
<td>Replacement – Tasked Based I&amp;IT Services VOR</td>
<td>OPS &amp; BPS</td>
<td>OSS-00430429</td>
<td>Mar-2017</td>
<td>Sept-2017</td>
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<td>Open/Refresh # 3 – Management Consulting (If extension implemented)</td>
<td>OPS &amp; BPS</td>
<td>OSS-00426611</td>
<td>Mar-2017</td>
<td>Sept-2017</td>
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<td>Quarter 4</td>
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<td>Environmentally Responsible Print and Copy Paper</td>
<td>OPS &amp; BPS</td>
<td>OSS-00389633</td>
<td>Jan-2017</td>
<td>Nov-2017</td>
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</tbody>
</table>

Tendering documents may include Requests for Information (RFI).
**Indicates current VOR arrangement number. Number will be changed upon creation of replacement RFP.
Vendors doing business with the Ontario Government may be required to obtain security screening checks and receive security clearance before contracts can be awarded and work undertaken.

Vendors will be advised in the procurement document if security screening is a requirement for a specific assignment.

Questions about the security screening component of the procurement process can be directed to the designated procurement contact.
Tax Compliance

To do business with Ontario, a vendor must be in compliance with their provincial tax obligations.

The procurement documents will include the Tax Compliance Declaration Form, that gives the ministry the right to confirm your tax status with the Ministry of Finance (MOF).

The Ministry of Finance will advise the procuring ministry whether the tax compliance verification was successful.

You will be asked to address the matter, if the Ministry of Finance indicates that the tax compliance verification was not successful.

The contract will not be awarded until Ontario tax obligations are met.
Procurement Process

Typical procurement process includes:

• Consultation
• Issue Request for Bids
• Question and answer period
• Bid submission
• Bid closing
• Bid evaluation
• Conditional selection
• Award
• Debriefing
Questions & Answers

Review the procurement documents carefully. There are usually one or more opportunities to seek clarification of information presented in the procurement document.

- There will be a designated person to address questions within a period of time specified in the procurement documents.

- There may be a vendor meeting where a presentation and question and answer period will also occur. For some procurements, there may be a site tour.

- All questions and answers are issued as addenda (modifications in eRFB) to the procurement documents and are available to all vendors who accessed the original documents.

Tip: Do not contact anyone other than the designated procurement contact as this could jeopardize the procurement process.
Bid Submission

Entering the procurement process can be a binding situation. For many procurements, you are agreeing with the terms and conditions, including the Agreement, at the time you submit your response. In procurement law this is called Contract A

- Typically, for these procurements there will be a period of irrevocability. For complex procurements this can be 6 months or more. During this period of irrevocability, you may not change any elements of your response regardless of market changes that may occur over the timeframe (e.g. gas prices)

Tip: For complex procurements, ensure your response can withstand anticipated market changes over the period of irrevocability
Bid Evaluation

The procurement documents will describe what is required and how your response will be evaluated. Evaluation can include mandatory eligibility requirements, rated requirements and pricing requirements.

The vendor with the highest ranked response considering all the evaluation requirements will be successful.

Tip: Be clear in your responses. We cannot evaluate what is not submitted in your responses even if you have done business with a ministry in the past.
Award

The successful vendor will be notified following the evaluation and will be asked to satisfy any outstanding requirements of the procurement (e.g. proof of insurance). The ministry will then enter into an agreement with the vendor.

Once the agreement is signed by the ministry, all vendors who submitted bids will be notified of the contract award and offered a debriefing.

Contract award notifications will also be published in the same manner the procurement was originally posted.
Debriefing

Vendors are entitled to know why their bid was not successful. Vendors who participate in procurements valued at $25,000 or more are offered an opportunity for a debriefing.

Debriefings are valuable to vendors because they provide vendors the opportunity to learn the strengths and weaknesses of their bid responses. The objective of a debriefing is to help vendors learn how to submit more competitive bids in the future.
Tips for Writing Effective Proposals

Review opportunities - decide to bid or not to bid

Conduct preliminary assessment

- Is my company capable of offering the goods/services requested?
- Does my company meet the evaluation criteria?
- Does my company accept all the terms and conditions?
- Does my company accept the basis of payment or pricing methods?
- Is my company capable of winning the contract against the competition?
Best Practices for Bidding

Review all key details and dates included in Part 1 of the RFB

Ensure that your bid is structured as set out in Part 2 – Contents of a Complete Bid. This can also be used as a checklist to assist in bid preparation

Review the deliverables in detail to ensure that you understand the ministry’s business requirements

Ensure that all mandatory requirements set out in the Bid such as certifications or bonding are included with the bid, if requested

Respond to all rated requirements regardless of points value

Review the terms and conditions of the Bid

All OPS procurements are covered by the Accessibility for Ontarians with Disabilities Act (AODA) accessible procurement requirements, regardless of value
Requirements

Pricing

• The procurement document will tell you:
  – what costs should be included in your response (e.g. delivery, travel, maintenance)
  – how to present these costs (e.g. per unit, total cost) in your response
The Procurement Document will include a Form of Agreement (or Contract) that you will be required to sign.

The Form of Agreement is a legal agreement that will also be signed by the ministry if you are successful.

 Unless indicated in the procurement document, the Form of Agreement cannot be amended.
Marketing to the Ontario Government
Take Advantage of Public Information

Information about the government’s mandate, programs, priorities, and budget cycle are available through documents like the budget, Throne Speech, ministry business plans, and press releases – all of which can be found on the government’s website.

The more you learn about our priorities, challenges and needs, the better you will be able to position your organization to do business with the government.

This information will also help you to determine who is most likely to be in the market for your goods or services. You can then use use the Ontario government directory: http://www.infogo.gov.on.ca
INFO-GO Website

Government of Ontario Employee and Organization Directory

Search for:  Employee  Organization

name, description, phone, address

All Organizations  Search

Browse by Organization
- Lieutenant Governor
- Legislative
- Independent Offices of the Legislative Assembly
- Ministries, Secretariats and Offices
- Agencies
- Executive Council
- OPS Councils and Committees
- Coordinator Groups
FOR VENDORS

Sell Your Products and Services To The Public Sector Market

The Ontario Government spends billions of dollars each year on goods, services and construction from 51,000 vendors, most of which are located in Ontario. Learn how to become one of these vendors.

eTendering Registration

FOR PUBLIC SECTOR BUYERS

Broader Public Sector Supply Chain Secretariat

Access Ontario Government Vendor of Record Program

The Ontario Government has contracted with vendors to supply a variety of goods and services which are accessible to public sector buyers in Ontario.

Register As Buyer | Login

Forgot Your Password?

Announcements

- SUPPLY ONTARIO – Reverse Trade Show
- Update - May 1, 2017: Purolator Service Delivery During Collective Bargaining
- Supply Chain Ontario’s Vision 2020
- Consultation on the draft revised Ontario Public Service (OPS) Procurement Directive
- Ethical Apparel Procurement - Responsible Manufacturers Information Report
- eTendering System
Canadian Free Trade Agreement

www.cfta-alec.ca

DOING BUSINESS

ONTARIO

DOING BUSINESS WITH THE ONTARIO GOVERNMENT:

Please visit www.ontariotenders.bravosolution.com to access tender notices for procurement opportunities with the Ontario government. Tender notices may also be published in the Globe and Mail for goods and services procurement opportunities and the Daily Commercial News for construction procurement opportunities. Ontario does not maintain any corporate source lists. Any ministry source lists must be advertised openly through a request for qualification process.

FOR ANY INQUIRIES OR COMPLAINTS, PLEASE CONTACT:

Inquiries
Supply Chain Ontario, Ontario Shared Services
Ministry of Government and Consumer Services
Government of Ontario
Tender notices for procurement opportunities within Ontario’s broader public sector

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<tr>
<td>Construction</td>
<td><a href="http://www.dcnonl.com">www.dcnonl.com</a></td>
</tr>
<tr>
<td>Workplace Safety and Insurance Board</td>
<td><a href="http://www.merx.com">www.merx.com</a></td>
</tr>
<tr>
<td>Workplace Safety and Insurance Board (construction)</td>
<td><a href="http://www.biddingo.com">www.biddingo.com</a></td>
</tr>
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<td><strong>CROWN CORPORATIONS AND GOVERNMENT ENTERPRISES</strong></td>
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<td>Ontario Lottery and Gaming Corporation</td>
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<td>Construction</td>
<td><a href="http://www.dcnonl.com">www.dcnonl.com</a></td>
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<td>Niagara Public Purchasing Committee</td>
<td><a href="http://www.nppc.ca">www.nppc.ca</a></td>
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<td><a href="http://www.nppc.ca/tendersmore.aspx">www.nppc.ca/tendersmore.aspx</a></td>
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Additional Information

Resources and Contact Information for:
Ministry of Government and Consumer Services
Ontario Shared Services
Supply Chain Ontario
Website: ontario.ca/supplychain
Email: doingbusiness@ontario.ca

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