



Procurement Practices for the Acquisition of Goods & Services

What are procurement practices?

Procurement practices apply to all goods and services including the purchase of new equipment (e.g., overhead lifts), repairs or upgrades to Bellwoods' supportive housing sites (e.g., elevators; balconies; lighting), and the purchase of service agreements with outside parties to support client service delivery (e.g., use of PSW agency staff).

What is Bellwoods' process for procurement?

Bellwoods has clearly defined expectations that support its procurement (purchasing) activities. These expectations are set-out in policies that help ensure that standard processes and documentation practices are utilized. As a not-for-profit, publicly-funded organization procurement of all goods and services must:

- Ensure that a fair, open and transparent process is consistently applied in requesting and evaluating proposals from prospective vendors;
- Meet the organization's legal and ethical obligations while striving to meet industry best procurement practices; and,
 - Obtain overall best value while fulfilling obligations to ensure appropriate levels of quality and service.

In most cases, procurement processes include a three-phased approach:



Phase 1: Pre-Procurement Phase

This phase includes development of a written Request for Proposal (RFP) for a formal bidding process. The RFP sets-out the requirements and limits of contracts that vendors are invited to bid on.

Phase 2: Procurement Phase

This phase includes distribution of the RFP to allow interested proponents an opportunity to bid on a contract. A strict RFP closing date is defined. After the closing date, all proposals are reviewed and assessed against a pre-determined rating scale. The final phase of the rating process is the evaluation of the bid costs. This enables all RFPs to be reviewed objectively with regard to evaluating the mandatory requirements set within the contract first.

Phase 3: Award Phase

This phase includes offers to selected agencies and signing of the official contract. The contract is a legal document that clearly defines the scope of services being purchased, the term of the contract, cancellation or termination clauses, and other legal requirements required for the particular contract.





By way of example, Bellwoods engages in a regular process to contract with external agencies to provide PSW staff to fill gaps in service delivery, as required. The last procurement process for selecting external PSW agencies took place in January 2020. Key requirements outlined in the call for proposals included the following considerations:

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Demonstrated experience in the supply and delivery of support services.

Ability to provide certified (skilled and competent) PSW staff to meet Bellwoods' schedule and service requirements.

Ability to assign a designated Supervisor for the training and education of agency staff, and that staff are trained in all the required skills specified by Bellwoods.

Completion of a "Vulnerable Sector Screening" by the agency of all their staff assigned to work at Bellwoods.

Commitment to work together with Bellwoods to conduct a full investigation when complaints or incidents take place.

Where possible, Bellwoods provides agency staff with an orientation to its sites and/or clients directly and/ or in training materials and manuals that have been developed for agency staff. All agency staff are expected to abide by Bellwoods policies and procedures and are provided with a copy of related policies.