Procurement Policy

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Table of Contents

Procurement Introduction 3

Definitions 4

Guidelines Procurement Methods and Threshold Structure 5

Non-Competitive Procurement and Emergency Procurement 6

  Non-competitive procurement 7

  Emergency procurement 8

Contract Amendments and Scope Control 9

Cooperative Procurement and Procurement Through Participation in an Existing Contract ("Piggyback") 11

Ontario and Canadian Procurement Preference 11

Procurement restrictions 12

Trade Agreement Compliance 12

Segregation of Duties 13

Evaluation Process 14

Best value 15

Procurement Oversight and Internal Compliance Review 15

Bid Irregularities and Non-Compliant Submissions 16

Standing Arrangements and Vendor of Record Procurement 16

Supplier Communication During Procurement 17

Vendor Complaint and Bid Protest Process 18

Supplier Debrief Process 19

Supplier Suspension and Ineligibility 19

Confidential Information and Procurement Record Protection 20

Procurement Schedule Planning 21

Accessibility in Procurement 21

Alternative Format Support 22

Compliance 24

Procurement Policy

Procurement Introduction

This policy is established under the authority of the Municipal Act, 2001, which authorizes municipalities to acquire goods and services, enter contracts, delegate administrative authority, and establish policies governing the expenditure of municipal funds.

Procurement within the Town shall operate through a defined structure that separates policy authority, financial control, procurement administration, and operational service delivery in order to protect the integrity and accountability of municipal procurement.

Council establishes the procurement policy framework and approves the financial authority within which procurement decisions occur through the municipal budget and capital planning processes. Council retains authority to approve contract awards that exceed the delegated financial limits established in this policy.

The Chief Administrative Officer is responsible for ensuring that procurement activities across the organization comply with this policy and that procurement practices support the operational needs of the municipality while maintaining appropriate financial controls.

The Treasurer serves as the senior administrative authority responsible for procurement compliance and financial oversight. This responsibility includes monitoring procurement practices, confirming budget availability, maintaining procurement documentation standards, and ensuring procurement activities remain aligned with municipal financial policies, applicable trade obligations, and statutory requirements.

Departments are responsible for identifying operational requirements and defining the technical specifications necessary to deliver municipal services. Procurement processes are administered through the designated procurement authority to ensure fairness, consistency, and procedural compliance.

Procurement processes shall be administered by the requesting department, which is responsible for preparing documentation, defining requirements, and coordinating the evaluation process. Finance retains final approval authority and is responsible for confirming compliance with this policy, budget availability, and applicable approval thresholds.

Where the Town maintains a centralized procurement function, that function is responsible for administering competitive procurement processes, maintaining procurement templates, coordinating evaluation procedures, and preserving procurement records.

Procurement authority is delegated through this policy and may not be exercised outside the financial approval limits established herein or in a manner inconsistent with the statutory authority of the municipality.

Definitions

"Consulting services" means services provided by an individual or firm with specialized expertise who provides strategic advice, analysis, or recommendations to support decision-making, and who is not responsible for implementation or operational execution.

"Direct Purchase" means a procurement method whereby the Town acquires goods and/or services directly from a supplier without obtaining multiple quotations or conducting a competitive process, typically for low-value, routine, or operational requirements within established monetary thresholds.

"Request for Quotation (RFQ)" means a structured, competitive procurement method used to solicitate pricing and terms where the complexity, value, or risk warrants a formal solicitation from multiple qualified suppliers for goods and/or services where requirements are clearly defined.

"Request for Proposal (RFP)" means a structured, competitive procurement method used to solicitate pricing and terms where the complexity, value, or risk warrants a formal solicitation from multiple qualified suppliers for goods and/or services where the Town is seeking a solution to a defined need.

"Request for Tender (RFT)" means a formal, competitive procurement method used to solicit sealed bids from qualified suppliers for the provision of goods, services, or construction, where the requirements, specifications, and terms and conditions are clearly defined.

"Professional Services" means services provided by qualified individuals or firms to perform specific technical or professional tasks, often requiring certification or licensing, where the service provider is responsible for delivering defined outputs under the direction of the Town.

"Public competitive procurement" means a formal procurement process in which the Town publicly solicits bids from qualified suppliers through an open and transparent invitation, such as a Request for Tender (RFT), Request for Quotation (RFQ), or Request for Proposal (RFP), for the acquisition of goods, services, or construction.

"Written quotation process" means an informal, competitive procurement method used to request pricing and terms from multiple qualified suppliers (typically three, where reasonably available) for the provision of goods and/or services.

Guidelines

Procurement Methods and Threshold Structure

The Town shall apply the following procurement thresholds as the standard framework for competitive procurement:

Estimated Value	**Procurement Method**	**Approval Authority**
Up to $15,000	Direct purchase	Department Head with Finance oversight
$15,000 – $39,999	Written quotation process (typically three, where reasonably available)	Department Head with Finance oversight
$40,000 – $79,999	Informal requests for quotes (RFQ) or requests for	Department Head with Finance oversight

	proposals (RFP) - (typically three, where reasonably available)	
$80,000 – $999,999	Public competitive procurement	CAO and Treasurer (goods and services) Council (Consulting services)
$1,000,000 and above	Public competitive procurement	Council

Procurement thresholds apply to the total anticipated value of the requirement, including all known extensions, renewals, optional components, and related purchases that form part of the same operational requirement at the time the procurement is initiated.

Procurements shall not be subdivided, structured, or otherwise fragmented to avoid the application of procurement thresholds, competitive procurement requirements, or delegated approval authorities established under this policy.

Departments initiating procurements shall determine the estimated value of the requirement during procurement planning and shall apply the procurement method corresponding to that value. The Treasurer or designated procurement authority shall confirm the procurement method and verify budget availability prior to the issuance of solicitation documents for procurements subject to competitive processes.

Where a procurement requirement spans multiple years or includes optional extensions, renewals, or staged work assignments, the full potential value of the requirement shall be used when determining the applicable procurement method and approval authority.

Non-Competitive Procurement and Emergency Procurement

Competitive procurement is the standard method through which the Town acquires goods, services, consulting services, and construction. Competitive processes protect the integrity of municipal procurement by promoting fairness, transparency, and value for public funds.

Certain circumstances may arise where a competitive procurement process is not reasonably practicable or where urgent operational requirements require immediate action. In such cases, the Town may authorize non-competitive procurement provided that the circumstances meet the conditions defined in this policy and that appropriate approval and documentation requirements are satisfied.

Non-competitive procurement

Non-competitive procurement may be authorized where a competitive process would not reasonably produce a different or more effective outcome due to the nature of the requirement or the conditions under which the procurement must occur.

Non-competitive procurement may include either a sole source procurement or a single source procurement.

A sole source procurement occurs where only one supplier can provide the required goods, services, consulting services, or construction. Circumstances that may justify a sole source procurement include situations where proprietary technology, exclusive rights, compatibility requirements, or the absence of alternative suppliers prevent meaningful competition.

A single source procurement occurs where multiple suppliers may exist in the marketplace, but operational, technical, or economic considerations support selecting a specific supplier without conducting a full competitive process.

Non-competitive procurement may be considered under circumstances including, but not limited to:

- where only one supplier is reasonably capable of providing the required goods or services;
- where compatibility with existing equipment, systems, or infrastructure is necessary to avoid technical or operational disruption;
- where the procurement relates to proprietary software, licensing, or equipment that can only be supplied or serviced by the original vendor or an authorized distributor;

- where continuation with an existing supplier is necessary to complete work already underway and changing suppliers would create substantial duplication of cost or unacceptable operational risk;
- where a competitive procurement would not reasonably produce a materially different outcome due to the specialized nature of the requirement.

Non-competitive procurement must not be used for the purpose of avoiding competitive procurement thresholds or bypassing the intent of this policy.

Prior to proceeding with a non-competitive procurement, the initiating department must prepare written documentation describing the operational requirement, the circumstances justifying the non-competitive approach, and the basis upon which the supplier was selected.

The Treasurer or designated procurement authority shall review the justification to confirm that the circumstances meet the requirements of this policy and that sufficient documentation exists to support the procurement decision.

Approval of non-competitive procurement shall occur through the delegated financial authority structure established in this policy.

Emergency procurement

An emergency procurement may be authorized where an unforeseen event creates an immediate risk to public safety, essential municipal services, municipal infrastructure, or municipal property and where the time required to conduct a competitive procurement process would create unacceptable operational consequences.

Emergency procurement authority may be exercised in circumstances including:

- situations where immediate action is required to protect public health or safety;
- events that threaten the continuation of essential municipal services;
- circumstances where municipal infrastructure, facilities, or equipment have failed or been damaged and require immediate repair or replacement;
- emergencies arising from natural events, infrastructure failure, or other unforeseen operational disruptions.

Where an emergency procurement is necessary, the responsible department may obtain the goods or services required to stabilize the situation and restore essential operations.

Emergency procurement shall be limited to the goods or services reasonably necessary to address the immediate operational risk. Where the ongoing requirement extends beyond the immediate emergency response, a competitive procurement process shall be initiated as soon as practicable.

The department initiating an emergency procurement must document:

- the nature of the emergency condition;
- the reason a competitive procurement process could not reasonably be conducted;
- the supplier selected and the basis for that selection; and
- the goods or services obtained to address the emergency.

Emergency procurement decisions shall be reported to the Treasurer or designated procurement authority as soon as practicable following the event.

Where the value of the emergency procurement exceeds the delegated administrative authority established under this policy, the Chief Administrative Officer shall be informed and Council may be notified through the appropriate reporting process.

Documentation and Post-Procurement Review

All non-competitive and emergency procurements must be documented in the procurement file to demonstrate the circumstances that justified the procurement method used.

Documentation shall include the justification for the procurement approach, the approval authority exercised, and the contractual arrangements entered into with the supplier.

The Treasurer or designated procurement authority may periodically review non-competitive and emergency procurements to confirm compliance with this policy and to identify circumstances where operational planning improvements may reduce the need for such procurements in the future.

Contract Amendments and Scope Control

Contracts awarded through a procurement process establish the scope, pricing structure, and commercial terms under which the Town acquires goods, services, consulting services, or construction. Amendments to existing contracts must therefore be managed in a manner that preserves the integrity of the original procurement process and prevents material changes that would have altered the outcome of the competition.

Contract amendments may be authorized where operational circumstances require adjustments to the contract that remain consistent with the original scope, intent, and commercial structure of the procurement.

Contract amendments may include adjustments to quantities, scheduling, operational details, or other modifications necessary to support the effective delivery of the contracted work. Amendments must not materially change the nature of the goods, services, consulting services, or construction originally procured.

Where a proposed amendment would introduce new work, substantially alter the scope of the contract, or create a requirement that would reasonably have attracted additional competition had it been included in the original procurement, the requirement shall be treated as a new procurement and must proceed through the appropriate procurement method established in this policy.

Departments responsible for contract administration may recommend contract amendments where operational circumstances require adjustments to the contract. Prior to approval of an amendment, the initiating department must confirm that:

- the amendment remains consistent with the scope and intent of the original procurement;
- the amendment does not materially alter the nature of the goods, services, consulting services, or construction originally procured; and
- sufficient budget authority exists to support the amendment.

All contract amendments that involve a financial adjustment shall be reviewed in relation to the original contract value and any previously approved amendments to determine the cumulative value of the contract.

Where the cumulative value of approved amendments causes the total contract value to exceed the delegated financial authority originally used to approve the contract award, the amendment shall be approved by the authority corresponding to the revised contract value under the delegated approval structure established in this policy.

Contract amendments shall be documented in writing and must clearly describe the nature of the amendment, the reason the amendment is required, the financial impact of the amendment where applicable, and the approval authority authorizing the change.

The Treasurer or designated procurement authority may review contract amendments to confirm that the amendments remain consistent with the original procurement and that the amendment process has not been used to expand the scope of the contract in a manner that circumvents the competitive procurement requirements established in this policy.

Where contract amendments are found to materially alter the scope of the original procurement or to have been used to avoid competitive procurement requirements, the matter may be reviewed by the Treasurer or Chief Administrative Officer to determine whether corrective administrative action is required.

Contract amendments form part of the procurement record and shall be retained with the procurement file in accordance with the Town's records management requirements.

Cooperative Procurement and Procurement Through Participation in an Existing Contract ("Piggyback")

The Corporation may participate in Cooperative Purchasing where it is in the best interest of the Corporation to do so and the policies of the cooperative purchase venture are consistent with the Corporation's Procurement Policy.

Where other government agencies have included a Piggyback clause in their Bid Request, and with the Contractor(s) approval, the Corporation may Piggyback on other government agencies Contracts, where it is in the best interest of the Corporation to do so. The Corporation may also allow other government agencies to Piggyback Contracts established by the Corporation with the approval of the Corporation's selected Contractor(s).

Ontario and Canadian Procurement Preference

The Buy Ontario, Buy Canadian Act, 2025 establishes a framework enabling the Province of Ontario to issue directives requiring public sector organizations to prioritize Ontario or Canadian businesses in public procurement. The legislation is intended to strengthen domestic economic participation in government purchasing by allowing preferential procurement measures to be applied where consistent with applicable trade agreements.

Where legislation, regulation, or formal directives issued under the Buy Ontario, Buy Canadian Act, 2025 apply to the municipal sector, the Town shall incorporate those requirements into its procurement practices in accordance with applicable law and any relevant trade agreement obligations.

Where permitted under applicable trade agreements and procurement legislation, the Town may consider policies or directives that support or prioritize Ontario or Canadian suppliers in the acquisition of goods, services, consulting services, or construction.

Any such measures shall be implemented in a manner that maintains the principles of fairness, transparency, and accountability that govern municipal procurement.

Where provincial or federal procurement directives require reporting, compliance measures, or vendor eligibility restrictions, the Town shall incorporate those requirements into its procurement practices and administrative procedures as necessary to maintain compliance.

The Treasurer or designated procurement authority may establish administrative procedures or guidance to support the implementation of applicable provincial or federal procurement directives within the procurement framework established by this policy.

Procurement restrictions

Where procurement restrictions are issued by the Province of Ontario or the Government of Canada through legislation, regulation, or formal directive, the Town may apply those restrictions within its procurement processes where applicable and where consistent with relevant trade agreement obligations.

Trade Agreement Compliance

Certain municipal procurements are subject to trade agreements to which Canada or Ontario is a signatory. These agreements establish rules governing public sector procurement in order to promote transparency, fairness, and open access to suppliers from participating jurisdictions.

Trade agreements applicable to municipal procurement may include the Canadian Free Trade Agreement (CFTA), the Canada–European Union Comprehensive Economic and Trade Agreement (CETA), and other applicable domestic or international procurement agreements.

Where procurement values meet the thresholds established under applicable trade agreements, the Town shall conduct procurements in a manner consistent with the obligations established under those agreements.

Procurement activities subject to trade agreement obligations shall be conducted in accordance with the principles of non-discrimination, transparency, and open access to qualified suppliers from jurisdictions covered by the applicable agreement.

The Treasurer or designated procurement authority may establish administrative procedures or guidance to ensure that procurement processes remain consistent with applicable trade agreement obligations.

Segregation of Duties

Procurement activities shall be structured to maintain separation between key responsibilities in order to protect the integrity, transparency, and accountability of municipal procurement.

Responsibility for defining operational requirements, administering procurement processes, evaluating submissions, approving contract awards, and administering resulting contracts shall be assigned to different roles wherever practicable.

The initiating department is responsible for identifying the operational requirement, defining the scope of work or specifications, confirming that budget authority exists for the procurement, preparing and issuing solicitation documents, managing supplier communications, receiving submissions, and ensuring the procurement process complies with this policy.

Evaluation committees are responsible for reviewing compliant submissions and applying the evaluation criteria established in the solicitation documents.

Approval of contract awards shall occur only through the delegated financial authority structure established under this policy.

The Treasurer shall exercise financial oversight of procurement activities conducted under this policy, including verification of budget authority, compliance with procurement thresholds, and adherence to the financial approval authorities established by Council.

Contract administration is the responsibility of the initiating department, which shall monitor supplier performance, approve payments, and ensure that contract amendments remain consistent with the scope and intent of the original procurement.

Procurement responsibilities shall be assigned so that no individual exercises control over multiple procurement decision points where such control could compromise procurement integrity or reduce transparency.

Evaluation Process

Evaluation of procurement submissions shall be conducted through a structured process to ensure fairness, consistency, transparency, and adherence to the evaluation criteria identified in the solicitation documents.

Evaluation committees shall consist of **a minimum of two members and a maximum of five members** from the purchasing department and/or other departments heads and shall be appointed prior to the closing of the procurement process.

Before accessing supplier submissions, all evaluation committee members shall sign **conflict of interest and confidentiality declarations** confirming that no interests exist that could influence the evaluation and acknowledging that procurement submissions and evaluation discussions constitute confidential municipal records.

Evaluation shall occur in the following stages:

Stage 1 – Mandatory Compliance Review
Submissions shall be reviewed to confirm compliance with the mandatory requirements identified in the solicitation documents. Submissions failing mandatory requirements shall be deemed non-compliant and shall not proceed to further evaluation.

Stage 2 – Technical and Rated Evaluation
Compliant submissions shall be evaluated and scored against the evaluation criteria and weighting disclosed in the solicitation documents. Evaluation criteria and scoring methodology shall be established prior to issuance of the solicitation and shall not be altered following the closing of the procurement.

Evaluators shall review and score submissions independently prior to any evaluation committee discussion.

Stage 3 – Consensus Confirmation
Following completion of independent scoring, the evaluation committee shall meet to review the scoring results and confirm the final evaluation outcome and recommendation for award. Consensus discussions shall be documented.

All evaluation materials, including individual scoring records, consensus results, and the final evaluation recommendation, shall be retained as part of the procurement record supporting the procurement decision.

Best value

Procurement decisions shall be made on the basis of best value to the Town. Best value does not necessarily mean the lowest price and may consider quality, technical merit, lifecycle cost, reliability, delivery timelines, service capacity, operational compatibility, maintenance requirements, and other factors relevant to the operational requirement.

Where factors other than price are considered, the solicitation documents shall identify the evaluation criteria and their weighting, and shall describe how those criteria will be assessed. Evaluation criteria may include rated technical proposals, demonstrated experience, implementation approach, service capability, or other measurable factors relevant to the requirement. Evaluation committees shall apply the disclosed criteria and weighting consistently when reviewing submissions.

The determination of best value, including the criteria applied, the scoring results, and the rationale supporting the award recommendation, shall be documented as part of the procurement record.

Procurement Oversight and Internal Compliance Review

The Town shall maintain internal oversight mechanisms to ensure procurement activities are conducted in accordance with this policy, applicable legislation, and any relevant trade or regulatory obligations.

The Treasurer or designated procurement authority is responsible for monitoring procurement activities to confirm compliance with procurement thresholds, delegated approval authorities, procurement methods, documentation requirements, and competitive procurement obligations established under this policy.

Procurement documentation shall be maintained in a manner that permits independent review of procurement decisions by authorized oversight bodies. Internal or external audit authorities may conduct reviews of procurement activities to confirm policy compliance, evaluate procurement practices, and identify areas where procedural improvements may be required.

Where non-compliance with this policy is identified, the matter may be reviewed by the Treasurer or Chief Administrative Officer to determine whether corrective administrative action is required to restore compliance and prevent recurrence.

Bid Irregularities and Non-Compliant Submissions

Procurement submissions must comply with the mandatory requirements of the solicitation document.

Irregularities in procurement submissions shall be classified as either minor irregularities or major irregularities.

Minor irregularities are administrative or clerical errors that do not materially affect the substance of the submission and may be waived at the Town's discretion. Examples include minor formatting errors, incomplete contact information, or similar administrative issues.

Major irregularities are deviations that materially affect the procurement process and normally result in disqualification. Major irregularities include late submissions, failure to submit mandatory forms, alteration of required pricing structures, or failure to meet mandatory technical requirements.

Submissions that contain pricing structures that are materially unbalanced or structured in a manner that creates financial risk to the Town may be rejected.

The Town reserves the right to seek clarification of submissions where such clarification does not alter the substance of the proposal or provide the proponent with an unfair competitive advantage.

Standing Arrangements and Vendor of Record Procurement

The Town may establish standing arrangements or vendor-of-record lists through competitive procurement processes where goods or services are required on a recurring or ongoing basis.

Standing arrangements identify suppliers who have been pre-qualified to provide defined goods or services for a specified period under predetermined terms, conditions, and pricing structures. The establishment of a standing arrangement does not guarantee work to any supplier but creates a list of qualified suppliers from which departments may obtain services as required.

Once a standing arrangement has been established, departments may issue purchase orders or work assignments against the arrangement without conducting a separate procurement process, provided the requirement falls within the scope, value limits, and terms of the arrangement.

Where multiple vendors are included within a standing arrangement, the method used to allocate work shall be defined at the time the arrangement is established. Work assignments may be issued through secondary competition among qualified vendors, a rotational assignment process, or another documented allocation method designed to maintain fairness and transparency.

Standing arrangements shall specify the duration of the arrangement, any available renewal options, maximum value limits where applicable, and the procedures governing call-ups or work assignments issued under the arrangement.

Use of standing arrangements must remain consistent with the scope and intent of the original procurement. Requirements that materially exceed the defined scope or value limits of the arrangement shall be subject to a new procurement process.

Supplier Communication During Procurement

During an active procurement process, all communication between the Town and potential suppliers shall occur only through the designated procurement contact identified in the solicitation documents.

Suppliers must submit questions or requests for clarification through the process specified in the procurement documents and within the stated submission deadlines. Questions received after the deadline may not be considered where responding would compromise the fairness or schedule of the procurement process.

Responses to supplier inquiries, clarifications to the solicitation, or changes to procurement requirements shall be issued through formal addenda distributed to all potential proponents through the same method used to advertise or distribute the procurement documents. Addenda form part of the procurement documents and must be acknowledged by proponents where required.

Town employees, officers, and elected officials shall not engage in informal discussions with suppliers regarding an active procurement. Suppliers who attempt to obtain information outside the formal procurement communication process may be directed to the designated procurement contact and the interaction may be documented as part of the procurement record.

Information provided outside the formal procurement communication process shall not be considered authoritative or binding upon the Town. Only information issued through formal procurement documents or addenda shall be relied upon by proponents when preparing submissions.

Vendor Complaint and Bid Protest Process

Suppliers who believe a procurement process has been conducted in a manner inconsistent with this policy or the solicitation documents may submit a formal complaint regarding the conduct of the procurement.

Complaints must be submitted in writing to the designated procurement authority within the timeframe specified in the procurement documents or, where none is specified, within a reasonable period following notification of the procurement outcome. The complaint must describe the concern and identify the aspects of the procurement process believed to be inconsistent with the stated requirements.

Upon receipt, the Town shall conduct an administrative review to determine whether the procurement process complied with this policy and the solicitation procedures. The review may include examination of procurement documentation, evaluation records, procurement communications, and evaluation procedures.

The review shall be conducted by the Treasurer or designated procurement authority who was not directly involved in the evaluation of the procurement where practicable.

Following the review, the Town shall provide the complainant with a written response summarizing the findings and confirming whether the procurement process complied with the applicable requirements.

Submission of a complaint does not suspend the procurement process unless the review identifies a material procedural concern requiring corrective action.

Supplier Debrief Process

Following the award of a procurement, unsuccessful proponents may request a debrief to obtain a summary of how their submission was evaluated relative to the criteria identified in the solicitation documents.

Debrief requests must be submitted within the timeframe specified in the procurement documents or, where no timeframe is specified, within a reasonable period following notification of the procurement outcome.

Debriefs shall be conducted by the procurement authority responsible for administering the procurement and may include representatives from the evaluation committee where appropriate.

The purpose of the debrief is to provide proponents with a general understanding of how their submission performed against the published evaluation criteria. Debriefs may include discussion of the submission’s strengths and areas where the proposal did not achieve higher evaluation scores.

Debriefs shall not disclose confidential information relating to other proponents, proprietary information contained within competing submissions, or detailed evaluation materials such as individual evaluator scoring sheets or internal evaluation discussions.

Debrief discussions do not alter the outcome of the procurement process and are intended solely to improve supplier understanding of the evaluation process and support fair and transparent procurement practices.

Supplier Suspension and Ineligibility

The Town may declare a supplier ineligible to participate in procurement processes where the supplier has engaged in conduct that undermines the integrity, fairness, or reliability of municipal procurement.

Grounds for suspension may include fraud, collusion, misrepresentation, attempts to improperly influence procurement decisions, submission of false information during a procurement process, or repeated failure to perform contractual obligations.

Where concerns arise, the matter shall be reviewed by the Treasurer or designated procurement authority, who may consider procurement records, contract performance history, and other relevant information.

If suspension is determined to be appropriate, the decision shall be documented and communicated to the supplier in writing, including the basis for the decision and the duration of the suspension.

Suspension periods may be temporary or indefinite depending on the severity of the conduct. Records of suspension decisions shall be maintained as part of the Town's procurement documentation and may be referenced in future procurement evaluations where relevant to supplier eligibility.

Confidential Information and Procurement Record Protection

All procurement submissions, evaluation materials, correspondence, and internal documentation generated during a procurement process shall be treated as confidential municipal records until the process is concluded through contract award or cancellation.

Confidential procurement information includes supplier submissions, pricing information, evaluation scoring sheets, evaluator notes, evaluation discussions, internal recommendations, approval documentation, negotiation records, and procurement planning materials.

Access to procurement documentation shall be limited to individuals directly involved in the procurement process or exercising oversight responsibilities under this policy, including evaluation committee members, procurement administration staff, financial oversight authorities, senior administration, and authorized auditors.

Employees, officers, and elected officials shall not disclose confidential procurement information to suppliers or external parties during an active procurement unless such communication occurs through the formal process identified in the solicitation documents. All supplier communication during an active procurement must occur through the designated procurement contact.

Procurement files must contain sufficient documentation to demonstrate the procurement requirement, method selected, solicitation issued, submissions received, evaluation results, approval authority for award, and the executed contract with any amendments.

Procurement records shall be retained in accordance with the Town's records management by-law and maintained in a manner that protects confidential commercial information and prevents unauthorized access or alteration.

Following contract award, procurement information may be disclosed in accordance with municipal transparency requirements and applicable access-to-information legislation. The absence of adequate procurement documentation shall be treated as a failure of process regardless of outcome and may be subject to review by the Treasurer or designated procurement authority.

Procurement Schedule Planning

Departments initiating procurements expected to exceed competitive procurement thresholds, or involving complex goods, services, or construction, shall prepare a procurement schedule as part of the procurement planning documentation.

The schedule shall identify the anticipated timeline for key stages of the procurement lifecycle, including preparation of specifications or scope of work, internal review and approval of procurement documents, issuance of the solicitation, supplier question periods and addenda, submission closing date, evaluation period, approval of award by the appropriate delegated authority, and anticipated contract start date.

Departments shall coordinate procurement schedules with the Treasurer or designated procurement authority to ensure sufficient time for supplier response, evaluation, and administrative approvals. Where Council approval is required, procurement schedules must account for Council meeting cycles and report preparation timelines.

Procurement schedules must be established early enough to avoid non-competitive procurement arising from foreseeable operational time pressures. Where inadequate planning results in avoidable emergency or non-competitive procurement, the matter may be reviewed by the Treasurer or Chief Administrative Officer.

Procurement schedules shall be retained as part of the procurement record and may be subject to compliance or audit review.

Accessibility in Procurement

The Town shall ensure that goods, services, consulting services, facilities, and public infrastructure acquired through municipal procurement processes consider accessibility requirements in accordance with applicable accessibility legislation and municipal accessibility standards.

Departments initiating procurements shall assess whether accessibility features or accessibility-related requirements apply to the goods, services, consulting services, or facilities being acquired. Where applicable, accessibility requirements shall be incorporated into the specifications, scope of work, or evaluation criteria associated with the procurement.

Where it is not practicable to incorporate accessibility requirements into a procurement, the initiating department shall document the reasons accessibility considerations could not reasonably be included.

Accessibility requirements identified during procurement planning shall be reflected in the resulting contract and monitored as part of contract administration where applicable.

Accessibility considerations incorporated into procurement planning and documentation shall form part of the procurement record and may be reviewed through procurement oversight or audit processes.

Alternative Format Support

The Town shall, on request, provide this document, or the information contained in this document, to any person in an accessible format or with communication support ;

- in a timely manner that considers the person's accessibility needs due to disability; and
- at a cost that is no more than the regular cost charged to other persons.

The Town shall consult with the person making the request to determine the suitability of an accessible format or communication support.

The time required to transfer the information depends on the chosen medium, size, complexity, quality of source material and the number of documents to be converted. Information will be provided as soon as possible taking into consideration the factors noted above.

Requests for alternative formats or supports may be submitted to the Town verbally (in person or by telephone) or in writing (handwritten, delivered, website, or e-mail) as follows:

- Communicating with the department Director responsible for providing the goods and services about which they require an alternative format
  - by mail posted to 600 Higginson Street, Hawkesbury ON K6A 1H1
  - by e-mail, addressed directly to the department Director
  - by completing a request for information specific to the department in question, via the Town's website's contact page, or the Town's mobile application's request module
  - by telephone, 613 632-0106
  - by making an appointment to meet in-person with the department Director
- Communicating with the Town Clerk
  - by mail posted to 600 Higginson Street, Hawkesbury ON K6A 1H1
  - by e-mail, addressed to infogreffe@hawkesbury.ca
  - by completing a request for information to the Clerk's Office, via the Town's website's contact page, or the Town's mobile application's request module
  - by telephone, 613 632-0106
  - by making an appointment to meet in-person with the Clerk at Town Hall

Compliance

In the event of a policy violation, the Town can investigate and determine the appropriate corrective measures. The Town is committed to reviewing its policies in compliance with legislative requirements.