

CHATHAM-KENT LAMBTON ADMINISTRATIVE SCHOOL SERVICES

Procedure:	Purchasing
Reference:	CC-PRO-001-2017
Adopted:	Nov 17, 2017
Revised:	



Administrative Procedures:

These administrative procedures are consistent with Broader Public Sector (BPS) Procurement Directive for all designated broader public sector organizations as provided for under the Broader Public Sector Accountability Act, 2010 and shall govern the principles and practices used in conducting the purchasing operations of CLASS. These administrative procedures are derived from and are designed to align with the purchasing administrative procedures of both boards.

1.0 Responsibility

- 1.1 The General Manager of CLASS is entrusted with budgetary authority and will ensure that staff are aware of and adhere to these procedures.
- 1.2 The General Manager of CLASS, is responsible for ensuring all Supervisory Officers entrusted with budgetary authority are in-serviced on the purchasing policy and procedures of CLASS.

2.0 Methods of Procurement

Goods and/or services shall be procured using the following methods:

- **Purchasing Cards** – CLASS has established a corporate credit card program for designated personnel who must complete and sign the Purchasing Card Individual Cardholder Application Form and forward to the General Manager for approval. The cardholder must prepare a monthly summary of purchases charged to the card and forward along with original receipts to the General Manager for approval. Charges to the card shall follow the approved Purchasing Card Program Procedure Manual. Pre-approval by the General Manager is required for purchases made by the Finance Administrator.

CHATHAM-KENT LAMBTON ADMINISTRATIVE SCHOOL SERVICES

- **Purchase Orders/Payment Requisition Forms** – Vendor quote for the acquisition of goods and/or services is obtained by the Requesting Officer, brought forward to the General Manager for authorization, then to the Finance Administrator to issue a purchase order. Where an occasion exists that goods and/or services were acquired on credit, official proof of acquisition is brought forward to the General Manager for authorization, then to the Finance Administrator to issue payment as requisitioned.

- **Request for Quotations (RFQ), Requests for Proposals (RFP) and Request for Tenders (RFT)** – When the scope of a purchase exceeds a fixed dollar amount; or to secure volume pricing; or to implement regular maintenance plans; or to procure items of a capital nature, CLASS requires a formal process to comply with policy objectives.

All rules governing Purchasing Cards, Purchase Orders and Payment Requisitions will be established by the General Manager in consultation with the Operations Committee. Receipts must be submitted as prescribed by the General Manager when requesting reimbursement.

3.0 Segregation of Duties

The following roles shall be segregated:

Role	Explanation	Who
Approval of Budget(s)	Final approval of annual budget(s)	Operations Committee
Requisition	Request Goods and/or Services	Requesting Staff
Purchase Authorization	Authorize that funding is available to cover cost of the Goods and/or Services	General Manager
Commitment	Authorize the release of the order to the supplier	Finance Administrator
Receipt	Verify that the order was physically received, correct and complete	Individual who requested the Goods and/or Services
Payment Authorization	Authorize release of payment to the supplier	General Manager
Payment Issue	Release of payment to the supplier	Finance Administrator

CHATHAM-KENT LAMBTON ADMINISTRATIVE SCHOOL SERVICES

4.0 Approval Authority and Procurement Thresholds

Approval of purchasing supplies and/or services is based on the total estimated dollar value, including any agreed-up renewals, and exclusive of applicable taxes.

The total purchase value may not be reduced to circumvent the approval process.

4.1 Goods, Non-Consulting Services and Construction: The following dollar thresholds indicate the purchasing process to be followed when acquiring supplies and services, including the corresponding approval authorities.

Total Value (pre-tax)	Purchasing Process	Approval Authority
\$0 - < \$3,000	P-Card, Purchase Order or Requisition (minimum 1 quote)	General Manager
\$3,000 - < \$10,000	Purchase Order or Requisition (minimum 1 quote)	General Manager
\$10,000 - < \$25,000	Request for Verbal Quotes (minimum of 3 quotes)	General Manager
\$25,000 - < \$100,000	Request for Written Quotes (minimum of 3 quotes)	General Manager/ Operations Committee
> \$100,000	Open Competitive Request for Written Quotes (minimum of 3 quotes)	Operations Committee
> \$250,000 for major projects	Open Competitive Request for Written Quotes (minimum of 3 quotes)	Board of Directors

4.2 Consulting Services: A consultant means a person or entity that under an agreement, other than an employment agreement, provides expert or strategic advice and related services for consideration and decision-making.

Prior to commencement, any procurement of consultant services must be approved in accordance with the guidelines in the table below:

Total Value (pre-tax)	Purchasing Process	Approval Authority
< \$100,000	Open Competitive Request for Written Quotes (minimum of 3 quotes)	Operations Committee
> \$100,000	Open Competitive Request for Written Quotes (minimum of 3 quotes)	Board of Directors

CHATHAM-KENT LAMBTON ADMINISTRATIVE SCHOOL SERVICES

4.3 Exceptions:

- a. Operations Committee shall have approval authority for the following acquisitions where the total value is less than \$100,000:
 - i. Banking services
 - ii. Insurance
 - iii. Employee benefit contracts
 - iv. Professional services (including, but not limited to, legal, audit/accounting)
- b. Board of Directors shall have approval authority over all real estate transactions, is not obligated to accept the lowest Bid and reserves the right to reject any and all Bids submitted.

4.4 Emergency Purchases: Emergencies are defined as circumstances or situations beyond anyone's control which have the potential of effecting health, life or safety of students or other personnel, or result in undue financial losses. In the case of emergencies, the General Manager has the authority to obtain goods and/or services in the most open market procedure expeditiously possible.

Documentation explaining the nature of the situation and the actions taken will be forwarded to the Operations Committee for approval.

5.0 **Competitive Procurement Methods**

5.1 Request for Quotes (RFQ) - When obtaining quotes, a summary of the quotes on a "Purchasing Quotes Form" along with a copy of the quotes must be forwarded to the Finance Administrator.

The individual with budgetary authority will select the lowest price quote where quality and conditions are similar. An effort should be made to obtain price quotes on similar goods and/or services.

Where it is not possible to obtain three quotes, a "Purchasing Waiver Form" must be completed outlining a valid reason why the required number of competitive price quotations could not be obtained. The form along with the purchase documentation (i.e. invoice) must be forwarded to the Finance Administrator.

5.2 Information Gathering Mechanisms – Formal processes such as a Request for Information (RFI) or Request for Expression of Interest (RFEI) may be used to gain a better understanding of what is available in the marketplace

CHATHAM-KENT LAMBTON ADMINISTRATIVE SCHOOL SERVICES

or to assess the capacity of a supplier community. The time and effort required to conduct these mechanisms should be taken into consideration.

A response to RFI or RFEI must not be used to pre-qualify a potential supplier and must not influence the chances of participating suppliers from becoming the successful proponent in any subsequent opportunity.

- 5.3 Request for Supplier Qualifications (RFSQ) – Used to gather information about supplier capabilities and qualifications in order to pre-qualify suppliers for an immediate product or service need or to identify qualified candidates in advance of expected future competitions.

Terms and conditions of the RFSQ document must contain language that disclaim any obligation of CLASS to call on any supplier to provide goods or services as a result of pre-qualification.

- 5.4 Request for Tender (RFT) – May be used when the specifications of the required products or services is known by the originating person or department and there are more than one possible suppliers. The successful supplier is normally determined by price, but ability to satisfy the necessary time requirements may be considered as well.

- 5.5 Request for Proposal (RFP) – May be used when consider a variety of factors in addition to price when awarding a contract.

6.0 Competitive Procurement

Advertising and Posting

- a. The acquisition of goods and/or services with an estimated value greater than \$100,000.00 excluding taxes shall be obtained using a competitive process and may require/include vendor pre-qualification.
- b. Tenders are required to be posted on a nationally available electronic tendering system and CLASS's website. Time period for posting will be based on the complexity of the project while meeting BPS CETA and CFTA requirements. All bids will be sealed and received on or before the specified closing date and time, and will be opened by the Tender Opening Committee.

All bids will be evaluated and approved in consultation with Purchasing and the requisitioning Department Manager or designate.

- c. Calls for competitive procurement must be advertised according to the time-periods defined in CETA Article 19.10 and meet the requirements

CHATHAM-KENT LAMBTON ADMINISTRATIVE SCHOOL SERVICES

of CFTA/BPS. Any addenda must be issued at least seven days prior to the closing date of the Bid and posted in the same manner as the original Bid advertisement.

- d. The bid submission date and closing time must be clearly stated in the competitive procurement documents. Competitive procurement closing dates are to be set on a calendar day (Monday to Friday, excluding provincial and national holidays). Submissions delivered after the closing time will not be considered.

7.0 Competitive Procurement Process

- 7.1 Evaluation Team – Competitive procurement processes require an evaluation team responsible for reviewing and rating the compliant bids.

Evaluation team members must be made aware of the restrictions related to utilization and distribution of confidential and commercially sensitive information collected through the competitive procurement process and refrain from engaging in activities that may create or appear to create a conflict of interest. Evaluation team members must sign a conflict-of-interest declaration and non-disclosure of confidential information agreement.

Each evaluation team member must complete an evaluation matrix, rating each of the submissions. Records of evaluation scores must be retained for audit purposes. Evaluators must ensure that everything they say or write about submissions is fair, factual, and fully defensible.

- 7.2 Opening of Tenders or Proposals – Each Bid must be stamped as it arrives with the date, time, location, company name and contact information. Bids are not to be opened until after the competitive process has closed.

Only Tenders or Proposals received prior to the closing date and time will be opened for consideration. Submissions received after the published closing date and time will be considered late. Late submissions will not be accepted and will be returned to the supplier unopened accompanied with a letter of explanation.

Tenders or Proposals for major projects will be opened formally by the General Manager or designate and at least one witness who is a CLASS employee or officiate.

Tenders or Proposals must be opened, Bid amounts recorded, sureties and other requirements of the RFT or RFP confirmed (if applicable). When the

CHATHAM-KENT LAMBTON ADMINISTRATIVE SCHOOL SERVICES

Bid is assessed as compliant, evaluation of the bid by the Evaluation Team will be allowed.

- 7.3 Evaluation of Bids - All information regarding timelines of bids, bid receipts, evaluation criteria, evaluation methodology and process, selection process, tie score process, fixed evaluation criteria, evaluation matrix, conflict of interests, and dispute resolution process are contained within the terms and conditions of the individual bid specifications.

Evaluation methods and processes to be used in assessing the bidder's submission must be fully disclosed. Mandatory and any technical standards that need to be met must be identified and should be kept to a minimum to ensure that no bid is unnecessarily disqualified. The evaluation criteria cannot be changed or altered once the competitive process begins, with the exception of an addendum sent to all suppliers prior to bid closing. Evaluation criteria must be approved by an appropriate authority prior to commencement of the competitive procurement process.

CLASS must then select only the highest ranked submissions that meet all mandatory requirements set out in the related procurement documents. Alternative strategies or solutions, not specifically requested in the original procurement documents, will not be accepted unless expressly requested in the original procurement documents.

CLASS is entitled to ask bidders for clarification on their bid as long as it does not change their bid in any way.

Where bids are received in response to a solicitation but exceed CLASS's budget, are not responsive to the requirement or do not represent fair market value, a revised solicitation can be issued in an effort to obtain an acceptable bid. If no bids are acceptable and it is not reasonable to go through any other method, CLASS may choose to negotiate directly with a chosen supplier.

Bidders will be notified of the rejection of their bids in writing as soon as practicable after completion of the evaluation. With the exception of any pricing that was made publicly available at the time of a public opening, all submission evaluation details are subject to Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

Evaluation records of procurement process must be fair, factual, full defensible, auditable and kept on file in the Board's Corporate Files.

Bids will be evaluated according to all relevant criteria contained in each particular Bid. CLASS intends to evaluate Bids based on price, product

CHATHAM-KENT LAMBTON ADMINISTRATIVE SCHOOL SERVICES

quality, past performance, delivery and payment terms of any combination or additions thereof, at its sole discretion. CLASS reserves the right to evaluate pricing offered based on the combined total cost of the items tendered or separately.

Evaluation of Bids include:

- a. Bid is appropriately received (submissions that are delivered after the closing time will not be opened).
- b. Bid meets all mandatory requirements (compliant vs. non-compliant).
- c. Bid meets optional/desirable requirements, including addenda.
- d. Schedule compliance.
- e. Skills/experience and capability.
- f. Price/quality/value analysis.
- g. Weights, sub-weights for rated requirements.
- h. Reference checks, oral interviews, demonstrations.
- i. Any and all other criteria as listed within the Bid.

CLASS will require suppliers, when applicable, to declare a conflict of interest with each Bid submitted. Any conflict of interest during procurement activities applicable to all employees, advisors, external consultants or suppliers must be considered.

Consultants that are hired by CLASS must be aware of the conflict of interest created when a consulting organization is involved in the development of the competitive documents and also has the ability to fulfill the procurement needs that are being contemplated in those competitive documents. CLASS must be very clear and insist on documented agreements that any consultants involved in developing the competitive documents cannot be involved in the creation of a response to those competitive documents.

7.4 Non-Discrimination – CLASS will select Bids based on criteria contained within the Bid and shall not discriminate or exercise preferential treatment in awarding a contract to a supplier as a result of a competitive procurement process.

7.5 Bid Irregularities – A deviation from the Bid request affecting the price, quality, quantity, or delivery is material to the award. Any Bid which contains a major irregularity must be rejected.

7.6 Contract Award – Upon request by CLASS, a Bidder who is under consideration for the award of a contract shall promptly submit satisfactory evidence of financial resources, experiences of the organization and its staff,

CHATHAM-KENT LAMBTON ADMINISTRATIVE SCHOOL SERVICES

and equipment available for the performance of the contract. In addition, a technical question and answer interview may be conducted, if deemed necessary, to clarify or verify the Bidder's Tender or Proposal.

The award of any Bid or any part thereof will be made in writing and may be subject to the successful Bidder entering into a contract satisfactory to CLASS. Upon acceptance of the Bid by CLASS, the Bid will constitute a valid and binding contract including the conditions, specifications and form of the Bid. Supplier signatures must be obtained before obtaining CLASS designate signature.

The contract must be finalized using the form of agreement/contract that was released with the procurement document. If it appears to CLASS that the Tender or Proposal will be adversely affected because timely signing of a contract acceptable to CLASS will not take place, CLASS reserves the right to award the contract to the next ranked qualified Bidder. Appropriate terminology regarding cancellation/termination clauses, vendor debriefing notification and protocol, dispute resolution process and arbitration are contained within Bid specifications and terms and conditions.

For purchases valued at \$100,000 or greater, CLASS must post, in the same manner as the procurement documents were posted, the names(s) of the successful supplier(s). Contract award notification must occur only after the agreement between the successful supplier(s) and the organization has been executed. The contract award notification must include the agreement start and end dates, including any options for extension.

The name of the successful Bidder(s), start and end dates, including any options for extension will be posted on CLASS's web-site. Information provided must comply with MFIPPA.

For purchases valued at \$100,000 or greater, CLASS must inform all suppliers who participated in the procurement process of their entitlement to a debriefing.

Where market conditions are such that price protection cannot be obtained for goods and/or services having an annual total value in excess of \$100,000, the General Manager or designate shall obtain competitive prices for short term commitments until such time as reasonable price protection and fair marketing pricing is restored.

The term of the contract agreement and any options to extend must be set out in the procurement documents (Bid documents). Changes to the term of the contract may change the procurement value. Prior written approval by the General Manager is necessary before changing contract start and end dates. Extensions to the contract beyond what is set out in the procurement document are considered non-competitive procurements and CLASS must seek appropriate approval authority prior to proceeding.

CHATHAM-KENT LAMBTON ADMINISTRATIVE SCHOOL SERVICES

- 7.7 Procurement Documentation and Records Retention - All acquisition processes shall be documented and kept on file. All procurement documents, as well as any other pertinent information for reporting and auditing purposes, must be maintained for a period of seven years and be in recoverable form if requested.
- 7.8 Environment - Every effort shall be made to competitively procure, whenever possible, environmentally appropriate and ecologically sound products while giving vendors fair and equitable access to CLASS business.
- 7.9 Bidder's Recourse and Bid Protest Procedures - By contacting the General Manager or designate, unsuccessful Bidders will have an opportunity for a debriefing session. The debriefing will provide a Bidder with a critical review of the unsuccessful Bid and of what, in the opinion of CLASS, were its particular strengths and weaknesses. The "Vendor Debriefing" form must be completed. CLASS must not disclose information concerning other suppliers, as it may contain confidential third party organization proprietary information subject to the mandatory third party exemption under the MFIPPA. If a supplier makes such a request, CLASS must advise the supplier that a formal Freedom of Information request be submitted.

8.0 Contract Management

Procurements and the resulting contracts must be managed responsibly and effectively. Payments must be made in accordance with provisions of the contract. All invoices must contain detailed information sufficient to warrant payment. Any overpayments must be recovered in a timely manner.

Assignments must be properly documented. Supplier performance must be managed and documented, and any performance issues must be addressed.

To manage disputes with suppliers throughout the life of the contract, CLASS should include a dispute resolution process in their contracts.

For services, CLASS must:

- Establish clear terms of reference for the assignment. The terms should include objectives, background, scope, constraints, staff responsibilities, tangible deliverables, timing, progress reporting, approval requirements, and knowledge transfer requirements.
- Establish expense claim and reimbursement rules compliant with the Broader Public Sector Expenses Directive and ensure all expenses are claimed and reimbursed in accordance with these rules.

CHATHAM-KENT LAMBTON ADMINISTRATIVE SCHOOL SERVICES

- Ensure that expenses are claimed and reimbursed only where the contract explicitly provides for reimbursement of expenses.

All awards for contracts requiring prepayments must have prior approval from the Operations Committee. Exceptions to this procedure should only be agreements for software and service maintenance agreements where the industry standard is to pay in advance.

9.0 Exceptions to the Competitive Process

When an exception to the competitive process is necessary, formal documentation must be completed to support and justify the decisions. This documentation must be approved by the General Manager in consultation with the Operations Committee, and may be used as supporting documentation in the case of a competitive dispute.

7.1 Single Sourcing - Where unforeseen situation of urgency exists, the goods and services may be acquired from a specific vendor.

7.2 Sole Sourcing – When only one vendor is able to meet the requirements of a procurement, the goods and services may be acquired from that specific vendor. In such cases, the purchase must be preauthorized.

7.3 Cooperative and Collaborative Purchasing – Government collaborative sourcing initiatives such as the Ontario Education Collaborative Marketplace (OECM) award tenders in accordance with the BPS Procurement Directive, which eliminate the competitive procurement requirement at the CLASS level. When it is the advantage, CLASS shall participate in partnership with its member boards, other school boards and public agencies (ie. CKLAG, Broader Public Sector Group, etc.). When purchasing awarded items from the respective vendors, the purchase must be preauthorized.

7.4 Non-Negotiable Supplies – Other services that are deemed necessary and for which their value is not open to negotiation include public utilities i.e. Hydro, Water and Natural Gas.

10.0 Freedom of Information

All proposals submitted to CLASS become the property of CLASS and as such are subject to the provisions of the *Municipal Freedom of Information and Protection of Privacy Act* regarding information which may be provided in confidence. Bidders must clearly state, in their Bids, if disclosure of any portion of the Bid would cause injury to the company. Any information submitted by any vendor that is to be considered confidential must be clearly marked as such.

CHATHAM-KENT LAMBTON ADMINISTRATIVE SCHOOL SERVICES

11.0 Conflict of Interest

A "Conflict of Interest" exists where the decisions made and/or the actions taken by CLASS could be, or could be perceived to be, affected by financial or business interests of the decision maker or the person's family or business associates.

CLASS is responsible and accountable for using good judgement in the exercise of its duties and must:

- a. disclose in writing any conflict of interest in a purchasing decision to their supervisor; and
- b. avoid situations that may present a conflict of interest while dealing with persons or organizations doing business or seeking to do business with CLASS.

Where a conflict of interest arises, it will be evaluated by members of the Operations Committee and an appropriate mitigating action will be taken. Members of the Operations Committee are governed by the Municipal Conflict of Interest Act.

CLASS reserves the right to:

- solely determine whether any situation or circumstance constitutes a conflict of interest;
- disqualify prospective suppliers from a procurement process due to a conflict of interest;
- prescribe the manner in which a supplier should resolve a conflict of interest.

12.0 Definitions

Accountability means the obligation of an employee, agent or other person to answer for or be accountable for, work, action or failure to act following delegated authority.

Agreement means the formal written document that will be entered into at the end of the procurement process.

Approval Authority means the authority delegated by CLASS to a person designated to occupy a position to approve on its behalf one or more procurement functions.

Award means the notification to a proponent of acceptance of a proposal, quotation or tender that brings a contract into existence.

CHATHAM-KENT LAMBTON ADMINISTRATIVE SCHOOL SERVICES

Bid means a proposal, quotation or tender submitted in response to a solicitation from a contracting authority. A bid covers the response to any of the three principal methods of soliciting bids, i.e., Request for Proposal, Request for Tender and Request for Quotation.

Bid Protest means a dispute raised against the methods employed or decisions made by a contracting authority in the administration of a proposal, tender, or quotation process.

CLASS mean Chatham-Kent Lambton Administrative School Services.

Competitive Procurement means a set of procedures for developing a procurement contract through a bidding or proposal process. The intent is to solicit fair, impartial, competitive bids.

Conflict of Interest means a situation in which financial or other personal considerations have the potential to compromise or bias professional judgment and objectivity. An apparent conflict of interest is one in which a reasonable person would think that the professional's judgment is likely to be compromised.

Contract means an obligation, such as an accepted offer, between competent parties upon a legal consideration, to do or abstain from doing some act. It is essential to the creation of a contract that the parties intend that their agreement shall have legal consequences and be legally enforceable. The essential elements of a contract are an offer and an acceptance of that offer; the capacity of the parties to contract; consideration to support the contract; a mutual identity of consent or consensus ad idem; legality of purpose; and sufficient certainty of terms.

Debriefing means a practice of informing a supplier why their bid was not selected upon completion of the contract award process.

Electronic Tendering System means a computer-based system that provides suppliers with access to information related to open competitive procurements.

Evaluation Criteria means a benchmark, standard or yardstick against which accomplishment, conformance, performance and suitability of an individual, alternative, activity, product or plan is measured to select the best supplier through a competitive process. Criteria may be qualitative or quantitative in nature.

Evaluation Matrix means a tool allowing the evaluation team to rate supplier proposals based on multiple pre-defined evaluation criteria.

Evaluation Team means a group of individuals designated/responsible to make award recommendation. The evaluation team would typically include representatives from CLASS and subject matter expert(s). Each member participates to provide business, legal, technical and financial input.

CHATHAM-KENT LAMBTON ADMINISTRATIVE SCHOOL SERVICES

General Manager means the head of operations at CLASS.

Goods means moveable property (including the costs of installing, operating, maintaining or manufacturing such moveable property) including raw materials, products, equipment and other physical objects of every kind and description whether in solid, liquid, gaseous or electronic form, unless they are procured as part of a general construction contract.

Goods and Services/Goods or Services means all goods and/or services including construction, consulting services and information technology.

Information Technology means the equipment, software, services and processes used to create, store, process, communicate and manage information.

Invitational Competitive Procurement means any form of requesting a minimum of three (3) qualified suppliers to submit a written proposal in response to the defined requirements outlined by an individual/organization.

Non-discrimination means fairness in treating suppliers and awarding contracts without prejudice, discrimination or preferred treatment.

Offer means a promise or a proposal made by one party to another, intending the same to create a legal relationship upon the acceptance of the offer by the other party.

Procurement means acquisition by any means, including by purchase, rental, lease or conditional sale, of goods or services.

Procurement Card (P-Card) means an organizational credit card program primarily used for low-cost, non-inventory, non-capital items, such as office supplies. The card allows employees to obtain goods and services without going through the requisition and authorization procedure. P-cards may be set up to restrict use to specific purchases with predefined suppliers or stores, and offer central billings.

Procurement Value means the estimated total financial commitment resulting from procurement, taking into account optional extensions.

Purchase Order (PO) means a written offer made by a purchaser to a supplier formally stating the terms and conditions of a proposed transaction.

Request for Expressions of Interest (RFEI) means a document used to gather information on supplier interest in an opportunity or information on supplier capabilities/qualifications. This mechanism may be used when CLASS wishes to gain a better understanding of the capacity of the supplier community to provide the services or solutions needed. A response to a RFEI must not pre-qualify a potential supplier and must not influence their chances of being the successful proponent on any subsequent opportunity.

CHATHAM-KENT LAMBTON ADMINISTRATIVE SCHOOL SERVICES

Request for Information (RFI) means a document issued to potential suppliers to gather general supplier, service or product information. It is a procurement procedure whereby suppliers are provided with a general or preliminary description of a problem or need and are requested to provide information or advice about how to better define the problem or need, or alternative solutions. A response to an RFI must not pre-qualify a potential supplier and must not influence their chances of being the successful proponent on any subsequent opportunity.

Request for Proposal (RFP) means a document used to request suppliers to supply solutions for the delivery of complex products or services or to provide alternative options or solutions. It is a process that uses predefined evaluation criteria in which price is not the only factor.

Request for Supplier Qualifications (RFSQ) means a document used to gather information on supplier capabilities and qualifications, with the intention of creating a list of pre-qualified suppliers. This mechanism may be used either to identify qualified candidates in advance of expected future competitions or to narrow the field for an immediate need. CLASS must ensure that the terms and conditions built into the RFSQ contain specific language that disclaims any obligation on the part of CLASS to call on any supplier to provide goods or services as a result of the pre-qualification.

Requisition means a formal request to obtain goods or services made within an Organization, generally from the end-user to the procurement department.

Segregation of Duties means a method of process control to manage conflict of interest, the appearance of conflict of interest, and errors or fraud. It restricts the amount of power held by any one individual. It puts a barrier in place to prevent errors or fraud that may be perpetrated by one individual.

Services means intangible products that do not have a physical presence. No transfer of possession or ownership takes place when services are sold, and they (1) cannot be stored or transported, (2) are instantly perishable, and (3) come into existence at the time they are bought and consumed.

Supplier/Vendor means any person or organization that, based on an assessment of that person's or organization's financial, technical and commercial capacity, is capable of fulfilling the requirements of procurement.