Procurement Standards

Shared Support Services Southeastern Ontario (3SO) is responsible for procurement on behalf of Providence Care. 3SO’s procurement practices are governed by the following policy statement:

When procuring goods, services and facilities, 3SO on behalf of its member hospital organizations will incorporate accessibility criteria and features. Where applicable, procurement documents will specify the desired accessibility criteria to be met and provide guidelines for the evaluation of proposals in respect of those criteria. Where it is impractical for 3SO to incorporate accessibility criteria and features when procuring or acquiring specific goods, services or facilities, the Director of Strategic Sourcing & Procurement will provide a written explanation, on request.

3SO includes the following language in requests for proposal, information, qualifications etc. which initiate the bidding process to ensure that respondents demonstrate commitment and compliance to the AODA:

The Proponent should identify its familiarity with this legislation and the related Accessibility Standards for Customer Service (Ontario Regulation 429/07) and, if it deals with members of the public or others on behalf of the Purchaser, what training and policies it has in place and its procedure to respond to complaints relating to accessibility to services.

3SO includes the following language in actual contractual agreements to ensure accountability for compliance to the AODA:

The Supplier is familiar with the Accessibility for Ontarians with Disabilities Act and the related Accessibility Standards for Customer Service (Ontario Regulation 429/07). The Supplier has a policy in place to comply with these Laws, has provided training to Supplier Personnel, and has in place a procedure to respond to complaints relating to accessibility to services.