

Toronto Community
Housing Corporation
Strategic Procurement
931 Yonge Street, 6th Floor
Toronto, Ontario
M4W 2H2
Telephone Number (416) 981-4000
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August 6, 2009

Dear Sir/Madam:

Re: RFP 07/09 - Integrated Pest Management Services

ADDENDUM # 1

The following six (6) pages, including cover, represent information pertaining to the above mentioned RFP.

Proponents are required to submit as part of their submission a completed Toronto Community Housing Corporation Purchasing Card Program Form herewith attached as Schedule 7.

All other matters of the RFP remain the same.

This Addendum now forms part of this RFP and proponents are reminded that receipt of all Addenda must be acknowledged on item 3 (c) Declarations of the RFP Submission Form (Form A).

Yours truly,

Ruth Allder
Acting Senior Purchasing Officer
Strategic Procurement
Toronto Community Housing Corporation

COMPLETE AND SUBMIT THIS SECTION WITH YOUR BID - SCHEDULE 7

TCHC Purchasing Card Program

PART I – Purchasing Card

YES NO

Do you accept the Mastercard Purchasing Card (PCard) for the payment of goods and services ordered?

If yes, complete Section A. If no, complete Section B.

SECTION A

(a) Bank _____

(b) Mastercard Merchant No(s). _____

(c) Is Billing Information Level 3? * See Appendix A attached for explanation of levels*

If you currently accept PCard, please provide three (3) references from companies preferably on a level 3 billing basis which are using the PCard payment process when placing orders for goods and services. (include with your Bid Submission Form)

SECTION B – NON-PCARD OR LEVEL 1 AND 2 VENDORS

If you do not accept MasterCard or currently process only level 1 or 2 transactions, are you prepared to register with an acquirer of your choice, purchase and install the required equipment and process orders for TCHC as a **level 3 provider** and have the program operational within 45 days from the date of notification of award of this contract by TCHC?

PART II - Internet Ordering

Section 1

Do you have an Internet site operating for on-line ordering?
If no, please complete Section 2 below.

If yes, is your on-line ordering Internet site a secure site?
Please specify security level or type _____

Does your on-line ordering site accept Mastercard for payment?
If no, are you willing to set up payment by Mastercard on a Level 3 basis?

PLEASE INCLUDE IN DUPLICATE WITH THE SUBMISSION FORM AN INFORMATION PACKAGE, TEMPLATES AND USER GUIDE DETAILING YOUR ON-LINE ORDERING SYSTEM.

Section 2

Will you be setting up on-line Internet ordering in the near future?
If yes, please indicate your projected start date _____

If no, will on-line ordering be implemented within the next two (2) years?

TCHC reserves the right to accept or reject any bid. TCHC may award the contract to a bidder based on the tender submission price and evaluation including but not limited to the information provided in Part I and Part II as noted above.

REQUIREMENTS AND RESPONSIBILITIES FOR PURCHASING CARD PROGRAM

OVERVIEW OF PCARD PROCESS

- (a) TCHC has implemented a PCard program, which is included in Bid documents, where applicable, and will be included as part of the evaluation process when determining the award of the contract.
- (b) Please complete Part I on the PCard Bid Submission Form. Failure to complete this section on the submission form may render the tender "Null and Void" at the sole discretion of the TCHC.
- (c) It is understood and agreed to by the successful bidder that within 45 days from the date of notification of award of this contract by TCHC, the successful bidder will be expected to process and bill orders on Level 3 basis through the Pcard program.
- (d) It is the bidder's responsibility to consider all aspects associated to process PCard orders including but not limited to transaction costs, on Level 3 basis to TCHC by the acquirer of your choice. To obtain the required on-line/software equipment to support Level 3 billing information, please contact your bank or our service provider BMO for further information at 416-232-2391 ext. 4120 on such matters as cost of processing software.
- (e) TCHC cardholders will be using the PCard currently serviced by BMO for the procurement and payment of goods and services, which is the preferred method for TCHC. The PCard is intended to replace, wherever possible, purchase orders and other conventional invoice procedures covering low dollar value purchases/payments and for standing agreements.
- (f) PCards have been issued to designated TCHC employees to facilitate the purchase and payment of goods and services required for conducting day-to-day government business. A designated employee with a Pcard can place an order for any pre-negotiated goods or services, and the Supplier will process the order through the PCard. The Pcard has the word "Corporate Purchasing" marked on it, along with the employee's name, our company's name or company initials and expiry date. The designated employee signature shall appear on the back of the card where a physical card is issued.
- (g) It is the Supplier's responsibility, whenever they deemed it necessary, to contact the BMO for authorization whenever the Pcard is used or presented (in person, via phone, fax or on-line ordering) to prevent fraudulent use of the card.
- (h) The Supplier will receive payment from BMO for the goods or services provided approximately within 24 to 48 hours.
- (i) The Supplier shall provide adequate training to their designated staff to ensure all general terms and requirements of the TCHC Pcard Program are met.
- (j) The Supplier shall provide a priced confirmation of all orders processed through the Pcard to the cardholder. All documentation for orders charged to the PCard indicate the cardholders name, date and location and clearly states that it was "**Paid by Mastercard, Do Not Pay**".
- (k) The Supplier shall provide a priced packing slip, for all orders processed through the Pcard. If a priced packing slip cannot be provided, a pro forma invoice or statement to match with the packing slip is required.

REQUIREMENTS AND RESPONSIBILITIES FOR PURCHASING CARD PROGRAM

- (l) The Supplier shall submit to the particular cardholder any backup documentation, as such cardholder requires, e.g. proof of receipt for goods shipped.
- (m) Each cardholder shall be responsible for verification for all orders requested from the Supplier by way of the PCard.

Dispute of Orders and Payments

- (n) The Supplier shall resolve any disputes/discrepancies with the designated cardholder ensuring returns etc. are credited to the proper cardholder account within 2 business days of final resolution or before the next monthly statement period (30 days).
 - i. It is understood and agreed to by the Supplier that any errors, omissions, discrepancies concerning charges to cardholder accounts/billings applied by the supplier for goods or services delivered must be reported immediately to the cardholder.
 - ii. It is understood and agreed to by the supplier that TCHC and their employees will not be held responsible for unpaid charges including but not limited to orders which were not processed, errors or omissions to individual cardholder accounts/billings by the supplier for goods or services delivered, that are not resolved with the cardholder, or reported to TCHC Pcard Coordinator within **90 days** of the original date of order.
- (o) The Supplier will be required to provide the following information on the Level 3 billing information, including but not limited to, TCHC account information provided by cardholders, line item detail, product code, GL accounts, quantity, unit price, extended price, unit of measure, taxes.
- (p) Currently, the minimum hardware requirements for Level 3 consist of 486 computer, Windows 95/98/NT, high resolution monitor, 28.8 Baud US Robotics modem, 32 MB RAM and 200 MB available hard drive space. Contact Bank of Montreal at 416-232-2391 ext. 4120 for further information on the latest systems requirements for the PCard.
- (q) It is understood and agreed by the supplier that the TCHC and/or the Pcard Co-ordinator may during the Term of the Contract to alter or modify any payment processes described in this tender.
- (r) The supplier shall provide usage reports for purchasing card transactions as requested by Purchasing.
- (s) The Supplier shall submit monthly billings to Community Housing Unit (CHU) or any other location as designated by the TCHC for approval and processing **for any order placed by methods *including* the Pcard.**
- (t) **The Supplier shall supply any receipts requested by the Bank of Montreal in regards to any disputes or discrepancies by the TCHC cardholder**

Internet Ordering (Complete Part II of the PCard Bid Submission Form)

- I. TCHC is interested in dealing with bidders that have the capability of handling on-line Internet ordering to be used in conjunction with the Pcard Program. This would allow designated cardholders to place orders, approve, track, control and print orders directly from their computer.
- II. The Supplier would provide a complete on-line catalogue, customer specific pricing, customized ordering, approval and payment options, blocking, inventory availability, and access to detailed product information through a secure site set up on the internet.

APPENDIX A

BMO ePurchasing Solutions

Some suppliers will need to establish MasterCard acceptance capabilities and modify their billing process in order to accommodate payment via MasterCard.

This may require suppliers to upgrade their existing credit card acceptance capabilities since the TCHC wants to capture level 3 data.

Multi Levels of Transaction Data

Level 1 Data

- Provides basic information about each transaction such as merchant name and total amount.

Level 2 Data

- Expands on the basic Level 1 data including actual tax, plus customer code (if entered);
- Data is captured by the supplier via enhanced point-of-sale terminal, telephone IVR or BMO Procure2Pay.

Level 3 Data

- Provides comprehensive information right down to line item detail of what was purchased;
- Data capture and transmission via BMO Procure2Pay, PC application or supplier's direct file transmission.

APPENDIX A

BMO ePurchasing Solutions

The following chart outlines the type of information that could be captured at point-of-sale:

DATA ELEMENT	LEVEL 1	LEVEL 2	LEVEL 3
Cardholder Information	X	X	X
Transaction Amount/Date	X	X	X
Currency Code/Conversion	X	X	X
GST/HST/PST Amount – Calculated	X		
GST/HST/PST Amount - Paid		X	X
Customer Code		X	X
Merchant Name	X	X	X
U.S. Merchant Type Code	X	X	X
Merchant Tax ID		X	X
Merchant Postal Code		X	X
Merchant Province Code			X
Ship from Postal Code			X
Ship to Postal Code			X
Freight Amount			X
Duty Amount			X
Destination Country Code			X
Alternate Tax Amount			X
Item Product Code			X
Item Description (35 characters)			X
Item Quantity (no decimals)			X
Item Unit of Measure			X

- **Enhanced Level 3 Data.** Captured via Procure2Pay, these include Item Description (up to 75 characters), Item Quantity (decimals allowed), Tax %, Ship to Province.