



Policy	Sustainable Procurement Policy
Approved By:	Council
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Policy Holder:	Director of Financial Services

SUSTAINABLE PROCUREMENT POLICY

POLICY:	The Policy outlines authorization and competition requirements for procuring goods, services, and construction-related projects for The Corporation of the District of Oak Bay.
PURPOSE:	<p>This Policy establishes the responsibilities and accountability associated with the efficient, economical, socially, and environmentally responsible acquisition of goods and services in order to:</p> <ul style="list-style-type: none"> • Encourage competition in the market; • Obtain the best value for goods, services, equipment or construction-related projects; • Ensure fairness, integrity, accountability and transparency throughout the procurement process; • Ensure all purchases are properly approved and authorized; • Leverage limited public resources to achieve strategic community outcomes; and, • Comply with all applicable provincial and federal laws, municipal bylaws and policies, and domestic and international trade agreements.

1. MANAGEMENT OF THE POLICY

- 1.1.** This Policy is managed by the Department of Financial Services. All modifications to this Policy must be reviewed and approved by Council. This Policy applies to all employees, officers and other designated persons acquiring goods, services, and construction-related projects on behalf of the District of Oak Bay.

2. OBJECTIVES AND PRINCIPLES

2.1. Guiding Principle

This Sustainable Procurement Policy is guided by the principle of probity, meaning all activities are undertaken in a fair, ethical, and prudent manner. 'Value for money' in the procurement of goods and services is encouraged.

2.2. Local Suppliers

The District supports local businesses by encouraging local purchasing decisions. Where permitted by trade agreements applicable to the District, if after considering the evaluation criteria and all submissions are considered equal, geographical location will be the deciding factor based on the following order:

- 1) Within the District of Oak Bay
- 2) Within the Capital Regional District
- 3) Within the Province of British Columbia
- 4) Within Canada
- 5) Outside Canada

2.3. Sustainable Purchase Practice

The District considers the environmental, social, and economic value of the goods and services being purchased. The District's intent is to shift spending away from goods and services that negatively impact the environment and society, towards goods and services that are more environmentally sound and socially beneficial.

The District will seek opportunities to encourage and influence markets for environmentally and socially preferable goods through: employee education; supporting pilot testing of potential new goods; and, adopting innovative good standards, specifications, and contracts where possible.

2.4. Carbon Reduction

To reduce carbon footprints the District will, where feasible, will purchase goods and services that represent a non-carbon alternative, are carbon neutral, or that minimize greenhouse gas emissions. The District will work collaboratively with suppliers to advance environmental performance of goods and services.

2.5. Compliance

Both the District and its suppliers are required to adhere to the District's declared legal commitments. There are many forms of commitments, and/or contracts made by the District, ranging from a purchasing card transaction, to a purchase order, or to a formally executed contract. The appropriate form of commitment/contract is determined by the dollar value of the specific transaction and is set out in the *Schedule of Purchasing Authorities* attached to and forming part of this Policy.

2.6. Monitoring and Reporting

Application of the District's Sustainable Procurement Policy will be regularly monitored and reviewed by the Director of Financial Services. All purchases over \$25,000 will be reviewed for compliance with this Policy. Regular reports to Committee of the Whole will include a list of individual purchases made over \$25,000 and a summary of Direct Award Purchases made (if any).

3. RESTRICTIONS

3.1. Restrictions, Prohibitions and Exceptions

The following activities are prohibited:

- 1) The division of contracts or purchases to avoid the requirements of this Policy;
- 2) Committing the District without the appropriate authority to do so. For constraints, refer to the *Schedule of Purchasing Authorities* attached to and forming part of this Policy;
- 3) Purchase by the District of any goods or services for personal use by or on behalf of any member of Council, appointed officers, employees of the District or their immediate families unless specifically authorized by Council;
- 4) Purchase by the District of any goods or services from any member of Council, appointed officers, employees of the District or their immediate families or from any other source that could result in a conflict of interest;
- 5) The purchase of any District-owned goods by a member of Council, appointed officers, employees of the District or their immediate families;

- 6) Soliciting or accepting money, loans, credits, or prejudicial discounts, or the acceptance of gifts, entertainment, favours, or services is prohibited where it might influence, or appear to influence, purchasing decisions;

Note: District staff with direct or indirect interest in a vendor or potential vendor must disclose such interest in writing in order to ensure there are no adverse consequences from such conflict.

- 7) Personal credit cards are not to be used for District purchases where a District credit card (PCard) is available;
- 8) Making commitments to other parties or acquiring items through an agreement which extends beyond approved funding availability (i.e., 5-year Financial Plan).

4. AUTHORITY, ROLES AND RESPONSIBILITIES

4.1. Authorities and Spending Limits

Persons undertaking purchase actions must have formal authorization to do so. All goods and services are to be acquired in accordance with this Policy unless authorized on an exception basis by District Council.

The Director of Financial Services holds the statutory responsibility of financial administration, including the expenditure of municipal money for the acquisition of goods and services. This officer is responsible for the day-to-day administration of this *Sustainable Procurement Policy* and for the employment of such practices, processes, procedures, and methods as are determined appropriate to the efficient and effective operation of purchasing activities.

4.2. Roles and Responsibilities

Purchasing activities are decentralized to department managers and key staff who are delegated the responsibility and authority for acquiring goods, equipment, services and construction for all operational and capital requirements as per the *Schedule of Purchasing Authorities* attached to and forming part of this Policy and the District's current delegation bylaw (*Delegated Authority of Administrative Function Bylaw, Amendment Bylaw No. 4758, 2020*), as amended or replaced from time to time.

4.3 Directors and Managers Responsibilities

Directors are responsible to ensure that their staff understand and comply with this *Sustainable Purchasing Policy* and to:

- 1) Ensure that all purchases are performed in accordance with this Policy;
- 2) Ensure that all paper & electronic purchase requisitions properly include:
 - a. Description of the materials and services requested,
 - b. Budget availability,
 - c. Appropriate general ledger account coding,
 - d. Proper approval, including appropriate signatures,
 - e. Proper competition in compliance with Policy;
- 3) Conduct all business transactions in an ethical and professional manner;
- 4) Ensure that funds have been provided in the approved budget for the proposed expenditures and that the purchase will not result in a budgetary overage;
- 5) Issue “standard” District approved template documents. The Department of Financial Services will retain responsibility for providing document numbering, process tracking and maintaining document files. Where departments issue their own documents, they must ensure that the Department of Financial Services is informed for coordination purposes;
- 6) Ensure that the District is able to meet its obligations within the terms of the contract and that it is likely the other party can meet their obligations;
- 7) Ensure that any contract complies with WorkSafe BC legislation, labour legislation, employee collective agreements, tax legislation and other legislative and regulatory requirements;
- 8) Ensure the Department of Financial Services staff are informed of, and involved in, all competitive procurement processes as required by this Policy.

4.4. The Department of Financial Services Responsibilities

The Department of Financial Services provides support to all municipal staff and acts on behalf of the District as authorized by Council in accordance with the *Schedule of Purchasing Authorities* attached to and forming part of this Policy.

- 1) Financial Services will be responsible for issuing a Request for Information (RFI), Request for Expressions of Interest (REI), Request for Qualifications (RFQ), Invitation to Quote (ITQ), Request for Proposal (RFP), and an Invitation to Tender (ITT) when requested or where no one department assumes sole ownership.
- 2) Additional responsibilities of the Department of Financial Services include:
 - a. Participating in competitive procurement administration, evaluation, contract selection and award decisions from time to time;
 - b. Monitoring compliance with this Policy;
 - c. Checking authorized purchase orders;
 - d. Maintaining records of business transactions as required;
 - e. Disposing of all assets as required, including surplus and scrap;
 - f. Providing qualified vendors the opportunity to receive Requests for Information, Quotations, Tenders and Proposals;
 - g. Writing and issuing the contractual agreement with end users (i.e., purchase order, blanket order, letter of award for contracts);
 - h. Reviewing WorkSafe BC clearances; and
 - i. Reviewing insurance requirements.

5. CRITICAL PROCEDURES

- 5.1.** Approvals and all required documents shall be in place prior to commitment, delivery and/or invoice for goods and/or services.
- 5.2.** Cheque requisitions are to be used for items that must be paid quickly due to their nature. Cheque requisitions must be authorized by the Department Director and have supporting documentation attached to them. If the documentation is not available because a supplier requires payment on delivery, then the documentation must be forwarded to the Department of Financial Services once it is available. The information to be included on the cheque requisition is as follows:
 - 1) Name and address of supplier,
 - 2) Vendor number,
 - 3) Description of goods or services,

- 4) General ledger account number to be charged,
- 5) Tax status of the purchase,
- 6) Signature of person requesting the cheque,
- 7) Signature of Department Director or designate.

5.3. Purchase orders (when required) are produced manually or using the District's financial software. The purchase order should be signed by the actual requester, and a second signature is required if the first individual does not have budget acquisition authority to cover the purchase.

5.4. Amendments to a contract must be authorized in accordance with the *Schedule of Purchasing Authorities* attached to and forming part of this Policy.

5.5. Requests for information about a contract or procurement must be directed to and reviewed by the District's Freedom of Information and Protection of Privacy Head. District staff administering the contract or procurement shall provide input as to whether any requested information should not be disclosed pursuant to the provisions of that Act.

5.6. Expenditure dollar amounts indicated in the *Schedule of Purchasing Authorities* attached to and forming part of this Policy exclude refundable Government Sales Tax (GST), because municipalities receive a proportionate refund of GST.

5.7. Employee Credit Card Use

District employees who have been issued an employee credit card are authorized to purchase goods and services in accordance with the *Schedule of Purchasing Authorities* attached to and forming part of this Policy, provided all purchases are made in accordance with the District's *Corporate Purchasing Card Policy*. As per District Policy, all Purchasing Card users must sign the *Cardholder Agreement* form before a corporate credit card will be issued.

5.8. Petty Cash

Petty cash funds may be established for departments in amounts approved by the Director of Financial Services and not exceeding \$1,500 in any one department.

5.9. Standard Terms and Conditions of Purchase

The District maintains standard terms and conditions of purchase that are used for all purchases and supplemented from time to time as required.

5.10. Purchase Orders

Purchase orders shall be issued for purchases of goods and services over \$2,000 unless exempted by this Policy.

6. CODE OF CONDUCT, CONFLICT OF INTEREST AND NON-DISCLOSURE AGREEMENTS

- 6.1.** No member of Oak Bay Council, District employee or volunteer shall have any direct or indirect pecuniary interest in any competitive procurement or the arrangement for the supply of goods, services, or construction to the District. If a conflict exists, it must be disclosed to the District by the person submitting the bid, quote or proposal or supplying the goods, services, or construction.
- 6.2.** All competitive procurement documentation must include a section that requires suppliers to disclose any actual or potential conflicts of interest and existing business relationships it may have with the District, its elected or appointed officials or employees.

7. METHODS OF PROCUREMENT

- 7.1.** Methods of procurement for goods and services should be competitive where possible in order to reduce costs to the public through marketplace competition, encourage innovation and efficiencies, and demonstrate the application of fair, transparent and open selection criteria by:
- 1) Providing a range of goods and services to the user in the right quantity, quality, timeliness and value;
 - 2) Using a process which is simple, clear and well-explained to users, vendors and the public;
 - 3) Promoting total value concepts – full costing which considers the full range of costs including acquisition, maintenance, replacement, disposal and training costs associated with goods or services;
 - 4) Promoting sustainable procurement best practices in the acquisition, use and disposition of goods, services, assets and infrastructure in consideration of:
 - a. Environmental impact; promoting goods and services that make lesser or negligible demands on non-sustainable resources and avoiding those which adversely affect air, water or terrestrial environments,
 - b. Economic and financial impact: total cost of ownership and, corporate responsibility, and

- c. Social impact: ethical and social well-being and healthy communities;
- 5) Encouraging the most open procurement process practical. Open procurement is available to all qualified or pre-qualified bidders or proponents, providing full disclosure of criteria and considerations used for:
- a. Qualifying vendors,
 - b. Determining equivalency,
 - c. Measuring quality, and
 - d. Distributing potential cost savings between vendor and purchaser (value analysis);
- 6) Allowing for flexibility within limits to promote accountability and allow for unanticipated and unplanned circumstances.

7.2. The level of external competition required for purchases is based on the dollar value and nature of the specific purchase. The cost associated with administering a competitive process should be proportionate to the benefit received as a result of the competition. For example, the cost of advertising certain small good purchases would exceed the cost of the good. Conversely, the District would only incur the expense of competitive procurement process for large purchases.

7.3. Non-competitive methods of procurement may be used in the circumstances outlined in this Policy and in accordance with the *Schedule of Purchasing Authorities* attached to and forming part of this Policy.

7.4. Methods for Gathering Market Information

Used to gather initial information or interest from the market in order to better inform the next steps in the procurement process. There are several types of methods, the most common of which are:

1) Request for Information (RFI)

A solicitation document used to obtain general information about goods, services, or suppliers. It is an information request, not binding on either the supplier or the purchaser, and is often used prior to specific requisitions for items;

2) Request for Expression of Interest (REI)

An invitation for suppliers to express interest in a particular project, good or service, providing in general terms, ideas that will meet the requirements;

3) Request for Qualifications (RFQ)

Usually refers to the pre-qualification stage of the procurement process. Only those proponents who successfully respond to the RFQ and meet the qualification criteria will be included in the subsequent invitation to tender or request for proposals process.

7.5. Competitive Methods of Procurement

Usually characterized by the solicitation of bids and proposals through a public process. There are several types, the most common of which are:

1) Request for Proposal (RFP)

An invitation for suppliers to submit a proposal on a specific good or service. It is typically used when there are alternative ways to meet a specific need. The supplier is invited to propose what they consider the best way of meeting the District's need. The RFP process brings structure to the procurement decision and allows the risks and benefits to be identified clearly upfront. The RFP purchase process is lengthier than others, so it is used only where its advantages outweigh any disadvantages and delays caused;

2) Invitation to Quote (ITQ)

An invitation for suppliers to submit prices for specific goods or services. An ITQ process typically includes information regarding payment terms, quality level per item, and contract length, in addition to the price per item. ITQ is an opportunity for suppliers to competitively price the chosen solutions;

3) Invitation to Tender (ITT)

An invitation that solicits competitive bids. Tenders are appropriate when there are detailed specifications for the good or service, such that tenders can be evaluated against clearly stated criteria and specifications. The bids are provided without condition;

4) Cooperative Ventures

The District will participate with other government agencies or public authorities such as the Greater Victoria Joint Purchasing Group in

cooperative acquisition ventures where it is in the best interests of the District to do so and will follow the procedures set out by the agency responsible for the venture and not those detailed in the *Sustainable Procurement Policy* attached to and forming part of this Policy.

Partnerships in the form of contractual arrangements between the District and external organizations that set out an agreed-upon exchange of cash, goods and /or services that have a direct measurable value, and where public funds are used to acquire the respective items, shall be approved by District Council.

7.6. Non-Competitive Methods of Procurement

- 1) **Direct Contract Award (Sole Supplier) Purchases** A direct contract award may be made without competitive procurement process under the following circumstances and in accordance with the *Schedule of Purchasing Authorities* attached to and forming part of this Policy, and subject to compliance with any applicable trade agreements as discussed below:
 - a. To ensure compatibility with existing goods, to recognize exclusive rights, such as exclusive licenses, copyright and patent rights, or to maintain specialized goods that must be maintained by the manufacturer or its representative,
 - b. Where competition is precluded due to the application of any Act or legislation or other legal consideration (such as patent rights/copyrights),
 - c. Where the nature of the requirement is such that it would not be in the public interest to solicit competitive bids, quotes, or proposals as in the case of security of confidential matters,
 - d. Where there is an absence of competition for technical reasons and the goods or services can be supplied only by a particular supplier and no alternative or substitute exists,
 - e. For the procurement of goods or services the supply of which is controlled by a supplier that is a statutory monopoly,
 - f. For work to be performed on property by a contractor according to provisions of a warranty or guarantee held in respect of the property or the original work,
 - g. For a contract to be awarded to the winner of a design contest,

- h. For the procurement of a prototype of a first good or service to be developed in the course of a particular contract for research, experiment, study or original development, but not for any subsequent purchases,
- i. For the purchase of goods under exceptionally advantageous circumstances,
- j. For the procurement of real property, and
- k. Where previous work of a supplier or contractor has resulted in that supplier or contractor having a unique understanding and knowledge of local systems and circumstances; and where the awarding of a contract to another supplier or contractor would cause the District to incur additional expense because of their lack of this understanding and knowledge; then the locally experienced and knowledgeable supplier or contractor may be used as the sole supplier of related goods and services upon the approval of Council.

2) Urgent and Emergent Situations

A direct contract award may be made without competitive procurement process under the following circumstances and in accordance with the *Schedule of Purchasing Authorities* attached to and forming part of this Policy where an unforeseen situation of urgency exists, including emergency situations which require immediate commitment of materials, equipment and or services, such as where procurement of a good or service is required as a result of an event caused by accident, fire, explosion or technical failure or by forces of nature that results in the need to expend District resources to:

- a. Protect human life, safety and health;
- b. Protect property;
- c. Protect the environment; and/or
- d. Protect the economic interest of the community.

In such situations, the authorized person may approve any commitments made on behalf of the District and will process the appropriate documents during the first business day following the event. Where the expenditure can be accommodated within the Financial Plan, whether out of contingency funds or reallocations, the Chief Administrative Officer or respective Director is authorized to approve that expenditure. Emergency purchases that cannot be accommodated within the Financial Plan will be reported to Council at the next available meeting following the event to confirm the action taken.

8. EXCLUDED PURCHASES

- 8.1.** The following services require a competitive process however, as these services tend to benefit from long term relationships, for practical reasons, the term between competitive processes will vary: ; insurance; banking; audit; group benefits and professional consulting.
- 8.2.** Subject to all applicable District policies and procedures, and to compliance with any applicable trade agreements as discussed below, a competitive procurement method is not required for the following items:
- 1) Training and education:
 - a. Staff training/development/workshops,
 - b. Courses, conventions, seminars,
 - c. Individual memberships or dues,
 - d. Periodicals/magazines/subscriptions.
 - 2) Refundable employee expenses:
 - a. Travel expenses, meals, parking, hotel, airlines, vehicle mileage.
 - 3) Community service contracts with non-profits.
 - 4) Utilities:
 - a. Postage,
 - b. Hydro,
 - c. Gas,
 - d. Telecom,
 - e. Courier service charges, and
 - f. Water or sewer.
 - 5) Licences, leases, and other like required approvals.
 - 6) General expenses:
 - a. UBCM, FCM and other corporate/association memberships,
 - b. Payroll and payroll related remittances

- c. Costs related to court actions and damage claims,
 - d. Insurance premiums,
 - e. Cost sharing with other municipalities and organizations,
 - f. Debt payments,
 - g. Operating grants and approved Council grants,
 - h. Property and income tax remittances, and payments to other government authorities,
 - i. Payments made to “partners” for co-sponsored programs,
 - j. GVLRA and GVPL charges,
 - k. Purchases where payment must accompany order,
 - l. Property purchases,
 - m. Refunds of deposits paid to the District,
 - n. Refunds of recreation courses and events paid to the District,
 - o. Petty cash reimbursement,
 - p. Monthly lease payments,
 - q. General postage,
 - r. Other general expenses as determined by the Director of Financial Services.
- 7) Grants to other agencies and associations.
 - 8) Services provided by lawyers and notaries.
 - 9) Payment of damages or settlements.
 - 10) Hiring of regular, temporary, and casual employees by the District.
 - 11) Placement of investment funds.

A purchase order is not required for the purchase of items detailed in this section.
 - 12) Goods or services the supply of which is controlled by a supplier that is a statutory monopoly

8.3. Signatures

The person(s) signing a purchase order or other purchasing commitment shall have the appropriate level of Purchasing Signing Authority spending amounts as set out on the *Schedule of Purchasing Authorities* attached to and forming part of this Policy.

8.4. Insurance and Licensing

All contracts for service to be provided on District property require the contractor to provide proof of registration, where applicable, and remain in good standing with WorkSafeBC throughout the term of their contract. Contractors will be required to provide clearance letters before and after performing work. In the event the contractor is not eligible for registration with WorkSafeBC for reasons other than workplace safety performance, the District may register the contractor and pay the applicable WorkSafeBC premiums, at the contractor's expense.

Proof of commercial liability insurance and vehicle insurance with a minimum of \$3 million coverage may also be required, as well as other federal and provincial licences as applicable.

8.5. Foreign Currency Purchases

In instances where the purchase of goods and services is required from a supplier requiring a non-Canadian currency payment, the invoice should be paid by a corporate credit card. If the threshold for the purchase is above the corporate credit card credit limit or the vendor/supplier will not allow the transaction, the invoice should be provided to the appropriate staff person within the Department of Financial Services.

Conversion of the purchase cost into Canadian funds shall be calculated by contacting the District's financial institution for the current exchange rate and used to determine the appropriate method of procurement tool in accordance with the *Schedule of Purchasing Authorities* attached to and forming part of this Policy.

9. DISPOSAL OF SURPLUS GOODS

9.1. Each Director shall provide from time to time (ideally annually) to the Director of Financial Services an itemized list of any assets which are obsolete, damaged, or surplus to their department's needs. Disposal is coordinated through the Department of Financial Services. All obsolete, damaged, or surplus assets may be disposed of in one or more of the following ways:

- 1) Offered as trade-in on a replacement asset;

- 2) Offered to other departments within the District;
- 3) Disposed of by means of public auction or advertised for public tender and sold to the highest bidder; or
- 4) Offered to other government or agency partners.

Where assets are declared obsolete, damaged or surplus, assets are determined to have a value which is less than the cost of disposition, such assets shall be disposed of by the least-cost method available, considering any environmental implications of the disposal.

If the surplus goods cannot be reasonably sold by any of these means, the goods may be disposed of as deemed appropriate by the Director of Financial Services and disposal may include but not necessarily be limited to donation to a not for profit agency.

10. BIDS AND PROPOSALS

10.1. Requirements for Bid/Performance Bonds

The use of bonding must be used where project assurances are required. The District follows industry standard bonding practices for construction projects. All other projects/contracts must be assessed on their own merit. Each type of bond provides coverage for its own area of risk as described below. Bonds are generally considered to comprise of bid bonds, performance bonds and labour and material payment bonds. Bonding is not required on every bid or proposal but is recommended where there is a large liability, or the value of the construction contract is over \$100,000.

10.2. Opening of Bids or Proposals

Where quotes, bids or proposals are opened in a public forum on a date and time as indicated in the applicable procurement documents, the following criteria must be followed:

- 1) Minimum of two employees will attend the opening, ideally including one member from Financial Services;
- 2) All quotes/bids/proposals will be stamped showing the date of receipt;
- 3) Attendance will be taken. An attendance sign-in sheet will be circulated; and
- 4) Prices will be announced and recorded.

10.3. Substitutions

The substitution of personnel, good and/or materials will not be accepted unless it conforms to District specifications, and is equal or better in performance, durability, availability, and value. A substitution must be authorized in writing by an authorized officer, employee, or agent of the District before it is provided.

10.4. Scope Changes

During the course of a project additional work may arise that could not be anticipated during the project planning process. A contractor currently working for the District may be able to better respond to this related work and they have already posted insurance and performance guarantees meeting the District's requirements. Other potential suppliers may not be able to obtain requisite insurance and bonding in a timely manner. As a result:

- 1) Existing contractor/contractors may be asked for quotation; and
- 2) The lowest acceptable quotation may be used as basis for a purchase requisition, which in turn may result in a new separate contract/purchase order of an adjustment to an existing contract/purchase order (see Contract Amendments and Change Orders, Section 10.5 of this Policy).

10.5. Contract Amendments and Change Orders

Contract amendments for price increases of amounts less than \$50,000 are subject to identification of budgetary funds and approval by the Director of Financial Services. Contract amendments for amounts greater than \$50,000 will be reported to Council for consideration of approval.

10.6. Alignment with trade agreements and other legal obligations

The District must comply with applicable trade agreements that have been signed by the pertinent province and/or federal government department as may be required by law, or where compliance is required under a funding agreement between the District and the Province of BC of the Government of Canada. These trade agreements generally state that goods, services and construction over certain dollar values must be posted publicly as to not discriminate among bidders or proponents based on origin of the supplier of goods, services or construction materials.

10.7. Review by Legal Counsel

If the contractual obligation is greater than \$100,000 or the contract contains liability obligations on the part of the District beyond payment for goods or

services or other unusual provisions, it should be referred to the Director of Financial Services or Chief Administrative Officer for direction as to whether external legal advice should be sought.

10.8. Documentation

All steps in the procurement process should be recorded in writing. The District is subject to the federal and provincial *Freedom of Information and Protection of Privacy Act* legislations. Therefore, purchase decisions will be subject to public scrutiny from time to time. It is critical that the District follows and demonstrates compliance. Documentation is to be retained in accordance with the District's records retention policies and bylaws.

10.9. Supplier Complaint Process

The District will ensure that all supplier complaints are reviewed and responded to in a timely and fair manner. A supplier must advise the Director of Financial Services in writing within five business days of the event causing the complaint, stating the nature and basis of the complaint. The Director of Financial Services will attempt to respond to the complaint and will advise the supplier in writing of the response to their complaint within 30 days.

10.10. Contract Dispute Resolution Procedures

A dispute resolution process may be included in a contract to manage disputes with suppliers throughout the life of the contract.

10.11. Debriefing of Unsuccessful Bidders/Proponents

When a procurement transaction is awarded using a formal competitive process, unsuccessful suppliers are entitled to a verbal debriefing, upon request, to obtain feedback on the strengths or weaknesses of their bid or proposal.

10.12 Payment Signing Authority

The signing authority of the District will be as follows:

- All cheques drawn on the District Chequing Account shall be signed by one member of group 1 below **and** one member of group 2 below:
- Group 1: Director of Corporate Services, Deputy Director of Corporate Services, Mayor, Chief Administrative Office or the Director of Strategic Initiatives
- Group 2: Director of Financial Services, Deputy Director of Financial Services, or Information Technology Project Manager.
- The Director of Financial Services' signature may be digitally reproduced up to a cheque value of \$5,000.

- The Mayor's signature on cheques may be digitally reproduced up to a cheque value of \$100,000.
- Group 1 and Group 2 members may sign cheques of any value so long as the related purchase was made in compliance with this Policy.

SCHEDULE OF PURCHASING AUTHORITIES

The value of the procurement opportunity is the aggregate cost to Oak Bay for the term of the proposed contract, plus up to two optional renewal terms, if applicable, net of rebatable taxes and any financial benefit directly attributable to the contract.

Purchasing approval limits are:

Position	Limit
Council	>\$250,000
Chief Administrative Officer	\$250,000
Director of Financial Services	\$100,000
Director of Corporate Services	\$100,000
Director of Strategic Initiatives	\$100,000
Director of Human Resources	\$100,000
Fire Chief	\$100,000
Deputy Fire Chief	\$100,000
Director of Engineering and Public Works	\$100,000
Director of Parks and Recreation	\$100,000
Director of Building and Planning	\$100,000
Superintendent of Public Works	\$25,000
Program Manager, Facilities and Asset Management	\$25,000
Deputy Director of Financial Services	\$25,000
Deputy Director of Corporate Services	\$25,000
Manager of Engineering	\$25,000
Manager of Planning	\$25,000
Manager, Administrative Services	\$25,000
Manager of Parks Services	\$25,000
Manager of Recreation and Cultural Services	\$25,000
Information Technology Project Manager	\$25,000
Occupational Health and Safety Specialist	\$25,000

The following thresholds will guide the method of procurement used to purchase goods or services:

Procurement of	Contract threshold*	Procurement method options
Goods	\$5,000 - \$74,999	ITQ, RFP, ITT
Services	\$5,000 - \$74,999	ITQ, RFP, ITT
Construction	\$5,000 - \$74,999	ITQ, RFP, ITT
Goods	>= \$75,000	RFP, ITT
Services	>= \$75,000	RFP, ITT
Construction	>= \$75,000	RFP, ITT