

Vendor Information Session Q&A

January 27, 2026

	Question	Answer
1	If TOH has established its own agreement through a Supply Ontario Vendor of Record (VOR), if the VOR is renewed will TOH only use suppliers on the VOR?	When TOH's agreements expire, it will look to the Supply Ontario VOR to select suppliers that meet our requirements.
2	Who should I contact at TOH for revenue generating contracts?	TOH may use a competitive process to select business development partners. Enquiries should be directed to bdsp@toh.ca
3	How involved is IPAC in selection criteria?	Infection Protection and Control (IPAC) are stakeholders in the selection process of clinical products. They may be advisors or evaluators on the procurement committee, depending on the product or service.
4	Do no-charge items require a PO?	Yes, all products must have a Purchase Order before being received by the hospital.
5	What is the % spend with Canadian businesses?	Refer to the presentation for data on spend by country, business size and type.
6	How many employees does a company need to qualify as an Ontario supplier?	An Ontario Business means a supplier, manufacturer or distributor of any business structure that conducts its activities (i.e., produces manufactured goods, intangible goods, or services) on a permanent basis in Ontario and, at the time of the applicable procurement process, has its headquarters or main office in Ontario, or at least 250 full-time employees in Ontario.
7	Who replies to open tenders' questions?	The procurement coordinator, named in the procurement document coordinates all the questions from suppliers during the Q&A period. The question is directed to the subject matter expert at the hospital if it is a technical question, or the procurement coordinator if it is a process questions. All questions and answers are reviewed by the hospital evaluation team before posting.
8	If an item on contract is backordered, can there be a second contract for a similar item?	Yes, if required (i.e. there is no substitute item on contract) Mohawk Medbuy Corporation (MMC) can add the substitute to the existing contract or provide an alternative agreement with another supplier to ensure continued patient care.
9	Where is the contract award notice posted?	The contract award notice will be posted on the same e-Tendering website that the original procurement notice (tender) was posted.
10	Has TOH thought about Mindfulness services such as MSBR (Mindfulness-Based Stress Reduction)? Is there a contact we can meet to discuss?	The hospital has excellent internal Wellness resources available to staff. If external services are required, we will follow the process outlined in our procurement policy. To discuss our Wellness services please contact Manon Laliberté, Director, People Health & Engagement mlaliberte@toh.ca

11	<p>What can suppliers do to help promote themselves and be invited to bids?</p> <p>It is often difficult to schedule meetings to discuss business opportunities and/or business reviews as there are delayed or no responses. What is best process to ensure that we can provide options for unique, innovative solutions that fit with TOH's goals?</p>	<ul style="list-style-type: none"> • Respond to and qualify for Supply Ontario Vendor of Record (VOR), Mohawk Medbuy Corporation, and other Ontario hospital business opportunities. • For the new campus development suppliers can email ncdequipment@toh.ca with their business profile. • Attend Vendor Information Sessions and Procurement Fairs. • Contact jcholette@toh.ca for The Ottawa Hospital • For non-clinical goods and services contact tohbid-administration@mohawkmedbuy.ca • For clinical goods and services contact tohrfp-administration@mohawkmedbuy.ca
12	What is the best way of offering Mohawk Medbuy Ontario made products.	Products are evaluated and awarded as part of the procurement process. New innovative products available in the Canadian marketplace can be presented through the MMC Innovation Launchpad .
13	Is an American product sold by an Ontario distributor considered American or Ontario company?	If the Ontario distributor meets the definition of Ontario Business this is considered business with an Ontario company.
14	Where is the Supplier Registration form? How do you know if you are on the list already?	Please contact psarequests@toh.ca to enquire whether you are already a TOH supplier/vendor or wish to amend the details we have in our systems. New suppliers will be forwarded the form by a TOH representative.
15	Does MMC tender consulting services under the threshold on Biddingo.com?	Only open competitive procurement opportunities are posted on Biddingo.com. If the competition is invitational the rules governing the Vendor of Record arrangement are followed.
16	Will TOH be re-issuing the construction VOR or transferring over to MMC to issue?	TOH will be participating in the construction VOR led by MMC.
17	Can you confirm if this RFSO will be renewed in 2026? This was released specifically by TOH in 2021 for IT staffing. <i>“Request for Standing Offer, RFSO NO. TOH-2021-076 For Temporary and Permanent IT Staff Resources.”</i>	TOH is planning to leverage available VORs to renew its requirements for IT staffing upon expiry of the current RFSO.
18	We are an established healthcare recruitment partner with national agreements in retirement and long-term care. Where can I find recruitment and staffing RFx opportunities?	Supply Ontario have VORs for Contingent Staffing and Medical Professional Services. These initiatives are included in their three year outlook . Mohawk Medbuy Corporation will also post business opportunities on their eTendering site.