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BGIS Vendor Performance Program (VPP)

Infrastructure Ontario Small Works & Asset Renewal / Client Works (ARCW)

Welcome

BGIS is committed to delivering safe, compliant, and high-quality projects for our clients. The Vendor Performance Program (VPP) has been established to provide a fair, transparent, and consistent approach to monitoring and managing vendor performance in support of Infrastructure Ontario Small Works and Asset Renewal / Client Works (ARCW) procurements. The program promotes accountability, service excellence, and continuous improvement across participating vendors.

Program Objectives

The Vendor Performance Program is designed to:

- Promote consistent vendor performance standards.
- Encourage safe, compliant, and quality procurement delivery.
- Provide a transparent and documented approach to performance management.
- Support corrective action and continuous improvement.
- Ensure vendors have visibility into their performance standing.
- Establish a fair and consistent process for recording and reviewing performance issues.

Scope and Applicability

The Vendor Performance Program applies to participating Vendors of Record (VOR) participating in Infrastructure Ontario Small Works and Asset Renewal / Client Works (ARCW) procurements. Participation in the VPP is a requirement of applicable procurement and contract documents.
By participating in applicable BGIS procurement opportunities and contracts, vendors acknowledge and agree to comply with the requirements of the Vendor Performance Program and associated contractual obligations.

This document is intended for public distribution to participating vendors and interested parties as part of the BGIS Vendor Performance Program supporting Infrastructure Ontario Small Works and Asset Renewal / Client Works (ARCW) procurements.

Program Implementation

The Vendor Performance Program is expected to be implemented in early 2027. Prior to implementation, participating vendors will receive additional communications regarding program requirements, timelines, and supporting resources.

The official implementation date, along with any applicable procurement requirements and program details, will be communicated through MERX and related procurement documentation.

Vendor Responsibilities

Vendors are expected to:

- Understand project requirements before commencing work.
- Deliver services in accordance with contractual obligations.
- Maintain safe work practices and comply with applicable legislation.
- Maintain qualified personnel, equipment, and resources.
- Maintain accurate project records and documentation.
- Respond promptly to identified issues and corrective actions.
- Comply with BGIS policies, procedures, and project requirements.
- Ensure employees, subcontractors, and representatives comply with applicable requirements.

Performance Areas

Vendor performance may be evaluated in the following areas:

Timeliness & Deliverables

- Project milestones
- Deliverable submissions
- Project closeout requirements

Quality

- Quality of workmanship

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- Compliance with project requirements
- Accuracy and completeness of deliverables

Schedule Management

- Schedule adherence
- Recovery planning
- Schedule reporting and updates

Health & Safety

- Compliance with BGIS and legislative requirements
- Incident reporting
- Corrective actions

Site Supervision & Resourcing

- Availability of key personnel
- Site supervision
- Resource management

Change Management

- Work authorization
- Cost control
- Change documentation

Communication & Reporting

- Timely communication
- Reporting obligations
- Escalation of project issues

Contractual Compliance

- Contract obligations
- Regulatory requirements
- Security requirements
- Supplier Code of Conduct requirements

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How the Program Works

The Vendor Performance Program uses a documented infraction model to record validated performance issues. When a performance concern is identified:

1. The issue is reviewed against the established VPP criteria.
2. Supporting documentation and project records are assessed.
3. The issue is validated where appropriate.
4. A VPP infraction may be recorded.
5. The vendor is notified through MERX.
6. The vendor may submit a review request where applicable.

All infractions must be supported by documented evidence.

VPP Lifecycle

Issue Identified → Review & Validation → Infraction Recorded → Vendor Notified → Vendor Reviews Record → Review Request (if applicable) → Resolution

Vendor Standing

Vendor standing is determined based on validated active infractions recorded under the Vendor Performance Program.
The program uses a progressive performance management approach. As active infractions accumulate, additional performance management measures may be applied in accordance with the VPP framework.
The objective of the program is to encourage corrective action, accountability, and continuous improvement.

Active Infractions

Active infractions contribute to a vendor's current standing within the Vendor Performance Program and are tracked through MERX.

Infractions remain active for the period established under the VPP framework. Once an infraction's active period has expired, it will no longer impact the vendor's standing within the program.

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Unless otherwise specified in the applicable VPP rules and criteria, all infractions remain on a vendor's performance record for twenty-four (24) months from the date they are recorded.

Additional information regarding infraction categories, criteria, active periods, and retention requirements is available in the VPP Infraction Criteria & Rules.

Performance Management

The Vendor Performance Program is intended to support continuous improvement through a consistent and transparent process.
Where recurring or significant performance issues are identified, BGIS may implement additional performance management measures in accordance with the VPP framework.
Performance management activities are intended to encourage corrective action and support successful procurement delivery outcomes.

Vendor Access & Notifications

Transparency is a key principle of the Vendor Performance Program.
Participating vendors will:

- Have access to their own VPP records through MERX.
- Receive notification when a validated infraction is recorded.
- Be able to monitor their current standing.
- Have access to VPP information and supporting resources through the BGIS Supplier Portal.

Vendor Review Process

BGIS recognizes the importance of ensuring performance records are accurate and fairly administered.
If a vendor believes an infraction has been recorded in error, the vendor may submit a Vendor Review Request in accordance with the established review process. Review requests will be evaluated based on the supporting information and documentation available.

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Relationship to Procurement Activities

Where vendor performance forms part of a procurement evaluation process, the applicable solicitation documents will describe how Vendor Performance Program records may be considered.

Evaluation methodology, scoring impacts, and any procurement-related consequences associated with vendor performance will be outlined within the applicable solicitation procurement documents.

Health, Safety & Compliance

All vendors are responsible for complying with:

- Applicable laws and regulations.
- Project-specific requirements.
- BGIS Health, Safety and Environmental requirements.
- Security requirements.
- BGIS Supplier Code of Conduct.

Failure to comply with these requirements may result in corrective actions and/or VPP infractions where the applicable criteria are met.

Continuous Improvement

The Vendor Performance Program is intended to support accountability, communication, and continuous improvement across the vendor community.
Vendors demonstrating strong performance contribute to improved project outcomes, safer workplaces, enhanced compliance, and successful service delivery for BGIS and its clients.

Additional Resources

Additional program information, guidance materials, frequently asked questions, and vendor support resources are available through the BGIS Supplier Portal and MERX.

Questions?

For questions regarding the Vendor Performance Program, vendor standing, infractions, or the review process, please contact:

BGIS Vendor Management
vpp.ioprj@bgis.com

For questions related to MERX access, account functionality, or system notifications, vendors should follow the established MERX support channels.

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