



Bell MTS Vendor Information Session



February 2018

Session Dates:

- ❖ **July 10, 2018, 3 pm – 4 pm ET OR**
- ❖ **July 16, 2018, 3 pm – 4 pm ET**

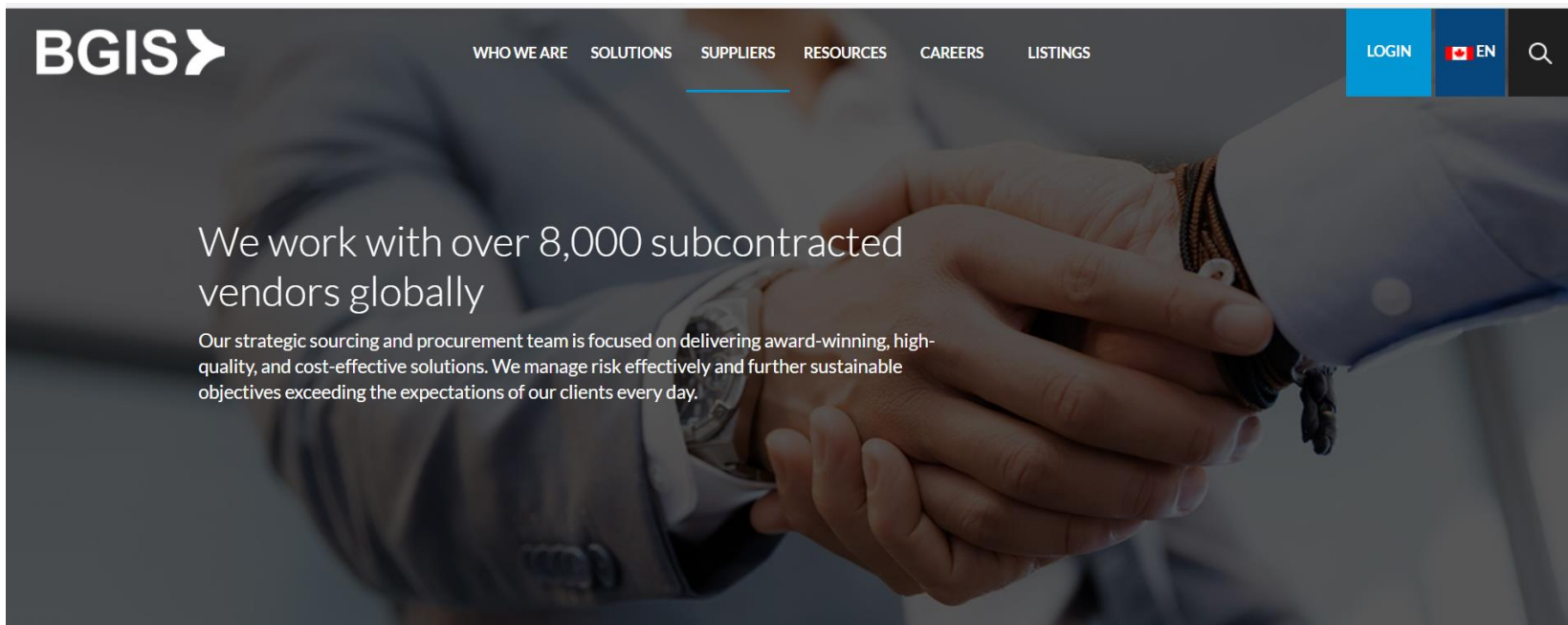
- **Conference line:** 1-877-708-3350 Participant code 428 2885 #
- **Meeting materials** posted at <https://www.bgis.com/our-suppliers/>

Please download the meeting materials in advance of the session from the website.

- Transition**
- Client Authorization**
- Vendor Qualification Requirements**
- Invoicing/Payment Guidelines**
- Work Order Process Guidelines (for RealSuite)**
- Security Clearance Requirements**
- Security Access Card Instructions**
- Additional support for the provider**

- Effective July 1, 2018, Bell MTS, a division of Bell Canada (“Bell MTS”) authorizes BGIS Global Integrated Solutions Alberta LP (“**BGIS**”), to act as agent for Bell MTS. BGIS shall engage with third-party contractors relating to the performance of services to Bell MTS, including acting as agent to enter contracts, supervise contractors, and pay fees. BGIS will manage your contract and be your one point of contact.

Web Page For Suppliers: www.bgis.com



June 22nd, 2018

Bell MTS Vendors - Letter of Authority

Dear Valued Supplier,

This is to inform you that, effective July 1st, 2018, Bell has authorized BGIS Global Integrated Solutions Alberta LP ("**BGIS**"), to act as agent, in certain matters relating to real estate management services for the Bell MTS (formerly Manitoba Telecom Services) portfolio.

BGIS, in its capacity as agent, shall engage with third-party contractors who perform services for Bell MTS, including but not limited to, entering into contracts, supervising contractors and paying contractor invoices. This means that, going forward BGIS will communicate and manage all contractual administration in connection with your contract with Bell MTS.

Enclosed with this letter is the BGIS Vendor Engagement letter outlining BGIS' requirements to manage your contract. Please read this communication in its entirety to ensure you become familiar with the new processes and provide BGIS with the required information.

Thank you for your support.

Regards,



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Bell Canada

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Required Information



- BGIS requires your complete **business, invoicing AND service delivery information** as it relates to the **Bell MTS account** in our systems **within 7 business days of receipt by completing the:**
- [Vendor Information Form](https://tinyurl.com/VendorInfo-Bell-MTS) located at the following URL: <https://tinyurl.com/VendorInfo-Bell-MTS> and **click on submit.**

NOTE: *We prefer you to establish one single point of contact for dispatch and invoice information.*

BGIS

BGIS Vendor Contact Information | Coordonnées du fournisseur de BGIS

Client: Bell MTS

NOTES:
- All questions with an asterisk (*) must be completed.
- If you have more than one point of contact for work order dispatch (e.g. for geographic coverage) and/ or more than one invoice remit-to location, you must submit one form per dispatch point of contact and remit-to location (as required) by clicking on the Form link again.

REMARQUE :
- Il faut répondre à toutes les questions portant un astérisque (*).
- Si vous avez plusieurs points de contact pour la distribution de commandes de travail (p ex. : pour une couverture géographique) et/ou plus qu'un emplacement d'envoi de facture, vous devez soumettre un formulaire par point de contact d'expédition et adresse de paiement (le cas échéant).

Vendor Legal Name | Dénomination sociale du fournisseur *

Vendor Trademark Name | Marque de commerce du fournisseur

Services Provided | Services fournis *

Please select from the list provided. | Veuillez sélectionner de la liste fournie.

Additional Vendor Information | Informations supplémentaires de fournisseur
If you are completing multiple copies of this form to set up an additional invoice remit-to address and/ or an additional service/ work order dispatch information, please indicate for which locations each submission applies to. | Si vous remplissez plusieurs copies de ce formulaire pour créer une adresse de paiement facture supplémentaire et/ou un service supplémentaire / informations d'expédition de commande de travail, veuillez indiquer la raison et à quels endroits chaque soumission s'applique à.

VENDOR BUSINESS CONTACT | PERSONNE-RESSOURCE DU FOURNISSEUR

Please provide the main contact and business information for your company. | Veuillez fournir les coordonnées de la personne ressource principale et les renseignements commerciaux de votre entreprise.

Main Business Address | Adresse principale de l'entreprise *

- BGIS has appointed ComplyWorks as its Supplier Qualification Management System provider to enable suppliers to store and maintain all required qualification compliance documents such as insurance, signed terms and conditions, HSE and WSIB/WCB/CSST in one central repository.
- The following outlines the general requirements to be qualified to complete work with BGIS:
 - Insurance certificates in the amounts required under your contract with Bell MTS,
 - A signed copy of your contract with Bell MTS must be uploaded into your ComplyWorks account.
- Contractors shall provide a valid Certificate of Clearance from the Workplace Safety and Insurance Board/ Workers' Compensation Board/agency for the jurisdiction(s) in which the said work/service is to be performed.
- All insurance certificates contain an unqualified statement giving BGIS Global Integrated Solutions Alberta LP thirty (30) days written notice of any change to or cancellation of the policy.
- All insurance certificates shall specifically name as additional insured as follows: "Bell Canada and its Affiliates" and "BGIS Global Integrated Solutions Alberta LP"
- Please refer to the BGIS Compliance package located at <https://www.bgis.com/ca/suppliers.htm> - Bell Real Estate Services button under the Customer specific information

- BGIS will order services using a Work Order (WO), Purchase Order (PO) or Contract (MSA). To ensure prompt payment, of any submitted invoice:
 - A Work Order, Purchase Order or Contract must be obtained before the service is provided.
 - You must confirm the WO is completed via the IVR system (see attached instructions) or RealSuite (WO management system) to make the WO eligible for invoicing.
 - The invoice amount must match the WO Quote, or PO or Contract amount.
- Your invoice to BGIS must contain the required information as outlined in the [BGIS Invoicing Guidelines](#). Failure to adhere will result in BGIS not being able to process your invoices.
- If you are not already set up for Electronic Fund Transfer payment, please complete our [Electronic Funds Transfer application](#) and return it to Payment.Inquiry@bgis.com.

Please note: Invoices are to be sent either by mail **or** e-mail (preferred). **Faxed invoices will not be accepted.**

	For O&M Services:	For Project Services:
e-mail:	Bell.invoice@bgis.com	Bell.projectinvoice@bgis.com
Invoice Bill-to Address:	Bell Canada, represented by its agent BGIS Global Integrated Solutions Alberta LP (“BGIS”) PO Box 3521 Markham ON L3R 0N4	Bell Canada, represented by its agent BGIS Global Integrated Solutions Alberta LP (“BGIS”) PO Box 3521 Markham ON L3R 0N4

- Invoices for work executed **prior to July 1, 2018** must be directed to the current Bell MTS invoicing address to which you submit your invoices.
- For work to be performed from **July 1, 2018 and onward**, BGIS will issue you a new BGIS Work Order (WO) / Purchase Order (PO), which will replace the existing Bell MTS WO
 - Invoices for work performed from July 1, 2018 and onward are to be submitted to BGIS for processing.
 - Your invoices must reference the BGIS WO / PO.
- **Invoices submitted without the BGIS Work Order or Purchase Order numbers will be denied**
- Please complete the [Electronic Funds Transfer application](#) for payment of invoices by direct deposit. This will benefit your organization by eliminating:
 - your time spent depositing payments
 - possibility of delivery disruptions
 - lost mailings

- As a BGIS Service Provider, it is your responsibility to ensure that your Work Orders are managed as per process requirements. Each work order contains critical information about the status of each job and is used to keep our clients informed on the progress of work.
- Work Orders can be updated using one of two self-service options:
 - RealSuite online work order management system
 - Telephone based self-service option (IVR)
- Upon completion of work, every Service Provider is required to update the work order using either RealSuite or the IVR. This is the final step before submitting an invoice for a payment.
- In cases where the work cannot be completed by the allotted due date, Service Providers are required to extend the due date by using either of the two aforementioned systems before the work order due date has passed.
- In order **to access the IVR, simply call the toll free number that appears on the work order and follow the prompts for Service Providers**. RealSuite is accessed through a secure website site and requires a User ID and password. For guidance, please refer to the attached BGIS IVR Quick Summary Guide.
- To learn more about either system or to arrange for a RealSuite training session, please contact the Operations Shared Services Centre at 1.800.281.2406, Monday through Friday between the hours of 8:00 and 18:00 ET.

The IVR is BGIS' telephone-based work order management tool. You may use the IVR to complete work orders and extend work order completion dates.

- To access the IVR, using a touch tone phone, call your BGIS facilities phone number and follow the prompts:
 - Select the option to indicate that you are a BGIS or WSI service provider;
 - Select the option to indicate that would like to complete or extend a work order).
- **Enter** your numeric Service Provider ID, followed by the # key. **Enter 1** to continue, **2** to re-enter.
- **Enter** your numeric Work Order number, followed by the # key. **Enter 1** to continue, **2** to re-enter.

COMPLETE

- **Enter 1** to update the work order status
- **Enter 1** to complete your work order
- **Record** resolution note (details of work that was done) and **press** the # key when complete; **Enter 1** to re-record, **2** to save and continue
- **Press** the # key if work order was physically completed today or enter 6 digit completion date in a YYMMDD format (i.e.: February 24, 2017 would be entered as 170224)
- **Enter** the time of completion as a four-digit number in a HHMM format (i.e.: 9:30 p.m. would be entered as 2130 and 5:00 a.m. would be entered as 0500)
- **Enter 1** to update another Work Order; or hang up to end the call

EXTEND

- **Enter 2** to extend the work order completion date
 - Please note, you will not be presented with the option to extend a work order if:
 - The work order is past due
 - The work order type is not one that permits extensions
- Choose from two options:
 - **Option 1:** The service provider was on site and requires additional time to complete the work
 - Choosing this option will automatically extend the work order completion date 4 days
 - **Option 2:** Parts are on order
 - Choosing this option will allow you to choose the number of days you would like to extend the work order (up to a maximum of 14 days)
- If neither of these scenarios apply, choose option 2 and explain the reason for the extension in your recorded progress note
- **Record** progress note (details of work done so far and why additional time is required) and press the # key when complete. **Enter 1** to re-record, **2** to save and continue

IMPORTANT: Your work order is not updated until you hear: "Your work order has now been updated". If you disconnect the call before hearing this, your completion/extension will **NOT** be saved.

To access the IVR, simply call the toll free number that appears on the work order and follow the prompts for Service Providers.

- As a BGIS Service Provider, you must adhere to Bell’s Environmental Policy, which is stated in Schedule F of your contract (“Environmental Instructions to Vendors”).
- To learn more about Environmental Instructions, please reach out to the BGIS Health and Safety Environment group (HSE) via enviro@bgis.com.
- **Environmental Process for ODS (HVAC Vendors only)**
 - As a BGIS HVAC Service Provider, it is your responsibility to ensure that you follow the environmental processes related to Ozone Depleting Substances (ODS) for any leak test and/or repairs.
 - Upon completion of work, you must comply with the following procedures:
 - If a leak is discovered on a system of charging capacity equal or greater than 100 kg, Vendor must immediately call the Bell Enviroline (1-877-235-5368) to report the finding.
 - **Vendor** calls the FM team to report the leak.
 - FM team gathers the leak details.
 - **FM team accesses, via RealMobile, the WO related to the task performed by the Vendor, fills in the *Halocarbon ODP tag and leak check* form with the leak details and submits it.**
 - Corporate system auto forwards the submitted form to Bell CR&E and the Bell Account Environment team.
 - **Vendor** proceeds with repair and commissioning.
 - **After repair and commissioning, Vendor fills the ODP tag and Service log, takes pictures of the documents and contacts the FM team to provide leak related information.**
 - FM team accesses the related WO on RealMobile, fills a second WO *Halocarbon ODP tag and leak check* form with leak details, adds FM email address and submits the form.
 - *BGIS FM team (FM, technician, admin) only*: Populates the **BGIS Incident Form (#HS10535)** and sends it to safety@bgis.com.

- Bell's Security policy and procedures currently in place shall apply. Vendors shall ensure that all their Personnel:
 - involved in the design and/or construction of new Bell premises;
 - having access to the interior of Bell Properties; or
 - having access to Bell Data or Confidential Information of Bell;
 - submit to a Security Clearance Check

- **“Security Clearance Check”** means:
 - a written declaration by an individual disclosing any unresolved charges and previous convictions under the offence provisions of federal statutes, including but not limited to the Criminal Code (Canada), for which a pardon under the Criminal Records Act (Canada) has not been granted;
 - a police records check through CPIC and provincial and municipal police force records for information about the individual in relation to:
 - convictions under the offence provisions of federal statutes, including but not limited to the Criminal Code (Canada), for which a pardon under the Criminal Records Act (Canada) has not been granted;
 - findings of guilt in relation to federal statutes for which a court has granted a discharge;
 - charges laid under the offence provisions of any federal statutes that are unresolved; and
 - records of judicial orders in effect made in relation to the offence provisions of federal statutes;
 - a police records check in other jurisdictions as a result and as deemed necessary by the information provided to Bell during a Security Clearance Check; and
 - a driving records check, in the case of an individual performing Services which involve the operation of a motor vehicle.

- “**Relevant Conviction**” means any offence:
 - of moral turpitude or involving acts of violence, in Canada or elsewhere;
 - for which a record exists under the Criminal Records Act; and
 - otherwise designated as a Relevant Conviction by Bell from time to time, and that conviction remains in effect at that time and is one for which a pardon has not been granted

See ***Obtaining a New, Temporary or a Renewal Access Card*** for details on providing evidence of the Security Clearance Check, how to obtain one, and how to request Bell site access.

▪ Obtaining a New, Temporary or a Renewal Access Card

In order to obtain any of the above, the applicant must supply ALL of the required information listed below in order to process the access request:

- Site address(es) or location(s) to be accessed.
- Doors/zones to be accessed.
- BGIS Corporate Security must have a completed and CLEAR criminal record check (CPIC) report on file that was performed within the last 5 years. This can be achieved by providing BGIS Corporate Security with a copy of a completed CPIC report.

NOTE: Effective August 1st, 2018, Vendors will be required to make all submissions for Bell Access/ID Cards using the BGIS/Bell Access & ID Request Form. This “smart form” will require the applicant to complete all the required fields prior to being able to make submission to BGIS. This form will be made available prior to August 1st however it is currently in development. More to come on this topic.

- If an applicant does not have a CPIC report completed, they must complete the CPIC consent form for either a “renewal” or “new” access card, and provide a copy of two **(2)** pieces of identification to BGIS Corporate Security who will then perform a CPIC check on behalf of the applicant.
- One piece of ID **must** be photo ID (i.e. have their date of birth and current address. Driver's license usually works best). **SIN Cards are not acceptable forms of ID**
- The completed CPIC consent form and identification should be scanned and emailed to BGIS Corporate Security at persec@bgis.com. ID must be legible – clearly showing the applicant’s DOB and current address.
 - **If it is not clear, it will be returned.**
- The applicant must sign in Part C of the CPIC consent form.
- If the applicant has any criminal convictions, a Declaration of Offences form **must** be submitted.
- A witness must sign in Part D on the line titled *Witnessing Agent’s Signature*. **Electronic signatures will not be accepted.**
- If either of these signatures is missing, the CPIC cannot be processed by BGIS on behalf of the applicant.

- **List of acceptable identification:**
 - **Government issued photo ID (cannot be expired)**
 - *Driver's License (issued by Canadian Province or Territory)*
 - *Canadian or Foreign Passport*
 - *Canadian Citizenship Card*
 - *Permanent Resident Card (PR) Card*
 - *Certificate of Indian Status*
 - *Firearms acquisition certificate (FAC)*
 - *Canadian National Institute of the Blind (CNIB) Identification Card*
 - *Military Family Identification Card (MFID)*

- **Secondary Piece of Identification (cannot be expired)**
 - *Health Card*
 - *Birth Certificate*
 - *Blood Donor Card*
 - *Student ID Card*
 - *Provincial or Municipal ID Card*
 - *Citizenship certificate or Immigrant Visa and Record of Landing document*
 - *Canadian Work Permit / Visa*

SIN CARDS WILL NOT BE ACCEPTED UNDER ANY CIRCUMSTANCES

For New And Renewal Access Cards Only:

- **A color digital photo is also required as per these specifications:**
 - *Color photo with white background*
 - *No hats, caps or sunglasses or blue tooth may be worn*
 - **Digital photo between 20 to 57KB**
 - *Digital photo saved as jpeg (.jpg) file*
 - **File saved as LastName_FirstName_Company.jpg**
- If the current address is not available on any pieces of ID, a household bill, addressed to the applicant at their current address is acceptable as proof of address.
- If you have an existing valid not expired access card – please continue to use the access card.
- If you have any questions or concerns, please do not hesitate to contact BGIS Corporate Security at persec@bgis.com

- Additional information is also available on our website at: www.bgis.com.
- Feel free to contact Leasha Rosenthal at 204-583-0116 or Leasha.Rosenthal@bgis.com if you have any questions or concerns.

Thank you!