

Q & A

about the SHSC Bulk Buy Program

- Q The SHSC Bulk Buy Program is described as a full-service solution. What does this include?**

SHSC offers an all-in-one purchasing solution to its clients, which will include public competitive procurement, placing orders, delivery and servicing, environmental decommissioning (as required) and extended warranties.

- Q What types of products will I be able to purchase through the SHSC Bulk Buy Program?**

Products such as refrigerators, low-flow toilets, stoves, windows, furnaces and lighting fixtures - items that would best fit a bulk purchasing approach.

- Q How do I know if I am following all the appropriate regulations, SHRRP and otherwise, when purchasing in bulk?**

The SHSC Bulk Buy program will follow municipal best practices and will comply with the Social Housing Renovation and Retrofit Program (SHRRP) purchasing rules for products. By purchasing through SHSC, you will be procuring competitively.

- Q Does the servicing and delivery of products include all areas of Ontario?**

Yes. SHSC will provide servicing, delivery, decommissioning and removal of all bulk purchased products to all regions of Ontario.

- Q Why is environmental decommissioning of old appliances important and what would it include within the SHSC Bulk Buy program?**

In order to protect the environment, old appliances must be decommissioned according to applicable provincial environmental regulations¹, and properly disposed of. As part of SHSC's Bulk Buy program, environmental decommissioning of old appliances includes the removal of refrigerant and compressor oil, recycling of the cabinet and interior and permanently

¹ Environmental Protection Act O. Reg. 189/94 Sections 16 to 20 Refrigerants
Environmental Protection Act O. Reg. 347 Sections 30 to 42 General Waste Management

Q & A

about the SHSC Bulk Buy Program

retiring old appliances from the power grid.

Q What will be the first products that will be available for bulk purchase and when can I begin ordering?

SHSC issued its first public Request for Proposal (RFP) for their Bulk Buy program on the week of Sept 24th on MERX Canadian Public Tenders to get the best possible group discount for refrigerators and stoves. These products represent the largest quantity demand and require the longest lead time for manufacturing and shipping. To place an order, please contact SHSC Customer Care for more details.

Q Are the Extended Warranties offered within the SHSC Bulk Buy program an eligible cost under SHRRP program rules?

Yes. Extended warranties are recognized by the Ministry of Municipal Affairs and Housing as eligible costs under SHRRP program rules.

Q How does the SHSC Bulk Buy Program Work?

You place an order with SHSC. As the purchasing agent, SHSC procures and negotiates a Master Agreement with vendors to place bulk orders. Your purchase order for goods and services will be issued against the Master agreement that SHSC has negotiated on your behalf with the vendor. This purchase order forms the contract between you and the vendor. The vendor then delivers and installs your new goods to your housing units. You will receive an invoice from the vendor directly. As required by environmental regulations in Ontario, vendors will decommission and remove old appliances.

To get more information on the SHSC Bulk Buy Program, please contact:

John Osmond, SHSC Customer Care
1.866.268.4451 ext.237 customer care@shscorp.ca



Follow us on our blog at blog.shscorp.ca

Social Housing Services Corporation, 390 Bay Street, Toronto ON M5H 2Y2
T: 416.594.9325 TF: 1.866.268.4451 F: 416.594.9422 W: www.shscorp.ca