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## **Home Oxygen Program - New Procurement Process**

### **Qs and As**

**Q1. Why is the Ministry changing the Home Oxygen procurement process?**

**A1.** In 2008, the Ministry was asked by Cabinet to consider different business models for Home Oxygen Services, with a focus on cost effectiveness, transparency and compliance with Government Directives.

The new procurement model, an open competitive Request for Proposals (RFP) to establish a Vendor of Record (VOR) Arrangement with multiple service providers for home oxygen services, is now being implemented. The new process will provide for more stability in the industry and improve quality of care.

**Q2. What vendors will qualify for the Vendor of Record (VOR) Arrangement?**

**A2.** All vendors who meet the eligibility criteria, as outlined in the RFP, will be able to register with the Home Oxygen program and will be listed as a Vendor of Record.

**Q3. How can vendors register as a VOR with the program?**

**A3.** The Home Oxygen program will ensure that the registration process does not make unnecessary demands on current, qualified vendors. Vendors will be required to complete an application form (which will be part of the RFP), accepting the terms and criteria set in the RFP. A registration number will then be issued.

**Q4. How will the Ministry set Home Oxygen pricing?**

**A4.** During the RFP development process, the Ministry will conduct consultation sessions with vendors to gain a more fulsome understanding of:

- Key industry developments
- Cost drivers
- Operational issues and opportunities
- Performance indicators, and
- Criteria for quality service.

**Q5. What will be the term of the VOR contract?**

**A5.** The term of the contract will be set for 5 years, plus up to 2 optional years.

**Q6. How will the Home Oxygen program ensure the process will be fair and equitable?**

**A6.** The Ministry has retained the services of a Fairness Commissioner to provide advice on all aspects of fairness during the procurement process.

The Fairness Commissioner will help ensure the process is fair, open, impartial, transparent and complies with all Government procurement directives/guidelines.

The Commissioner will also ensure:

- Procurement opportunity is available to all vendors
- All vendors have access to the same information
- All qualified vendors receive information on the procurement process, and
- All vendors are treated equally, objectively, fairly and without bias.

The Fairness Commissioner will oversee the whole procurement process, from the beginning of communications/consultations with vendors to the completion of the RFP, and review of vendor submissions.

**Q7. What is the current composition of the Home Oxygen industry?**

**A7.** There are 62 suppliers under contract with the Ministry's Home Oxygen program. All registered vendors must be able to supply portable and stationary oxygen delivery systems (which may include liquid systems, oxygen cylinders, and portable and stationary concentrators). HOP vendors operate out of 127 locations in Ontario.