

VendorPM

MANAGING COMPLIANCE

How City Sites Property Management Inc. leverages VendorPM to meet and maintain CMRAO standards.



**CONDOMINIUM MANAGEMENT
REGULATORY AUTHORITY OF ONTARIO**

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Executive Summary

Meeting CMRAO Compliance Guidelines with VendorPM

The Condominium Management Regulatory Authority of Ontario (CMRAO) has introduced new guidelines that set higher expectations for transparency, accountability, and vendor oversight in condominium management.

As one of Canada's leading property management firms, City Sites Property Management is setting a new benchmark for compliance by leveraging VendorPM's vendor lifecycle management platform. This partnership has enabled City Sites to digitize and standardize vendor processes — from onboarding and credentialing to bidding, contracting, and performance tracking — ensuring every step aligns with CMRAO requirements.

By integrating VendorPM's technology, City Sites has turned compliance into a strategic advantage: streamlining operations, strengthening documentation, and reinforcing trust across its properties, boards, and vendor network.

This white paper outlines City Sites's Property Management's framework for compliance excellence — powered by VendorPM — and how it is helping define a new standard for professional condominium management in Ontario.



CONDOMINIUM MANAGEMENT
REGULATORY AUTHORITY OF ONTARIO

CMRAO Compliance Made Easy

Adhering to CMRAO Guidelines with VendorPM

The Condominium Management Regulatory Authority of Ontario (CMRAO) sets the standards and licensing requirements that govern condominium managers and management providers.

In 2025, CMRAO released two key practice guides:

- Financial Management — outlining best practices for coding, approvals, and payments.
- Procurement & Contractor Oversight — expanding the focus to include how managers source, evaluate, and award vendor contracts.

With VendorPM, managers save time, reduce risk, and gain the structure they need to meet CMRAO compliance with ease.

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Adhering to CMRAO Guidelines with VendorPM

For many property managers, procurement is still a fragmented, manual process:

- Quotes stuck in inboxes
- Approvals scattered across spreadsheets
- Endless email chains with no central record

These inefficiencies don't just waste time — they expose managers to compliance risks like, bid-rigging, missing documentation, or fraud. Boards are left in the dark, and managers are buried in admin work instead of focusing on their communities.

That's where VendorPM comes in. VendorPM is a vendor lifecycle management platform built to modernize the way property managers and vendors work together. It centralizes the entire workflow — from vendor sourcing and compliance tracking to quote requests, approvals, and board presentation.

Complete Vendor Lifecycle Management Platform



Onboarding & Credentialing

Fully Managed Vendor Credentialing, Customized to Your Unique Requirements



e-Bidding & Tendering

The modern way to RFP/Q all of your building services.



Contract Management

Effortlessly manage contracts with clarity and confidence.

Seamless ERP Integration

MAINTAINING INTEGRITY IN PROCUREMENT



Maintaining Integrity in Procurement with VendorPM

CMRAO EXPECTATION

Managers must act in the condominium corporation's best interest and avoid conflicts that could compromise fairness.

Using VendorPM

VendorPM ensures every procurement decision is transparent, compliant, and conflict-free by standardizing processes, verifying vendors, and maintaining complete documentation from quote to award.

VendorPM gives property managers a centralized and automated system to handle the entire procurement process. From vendor compliance checks to quote requests, board approvals, and contract awards — VendorPM streamlines the work, keeps everything documented, and makes staying compliant simple.



Verified Vendor Network



Standardized Quoting Process



Transparent Documentation



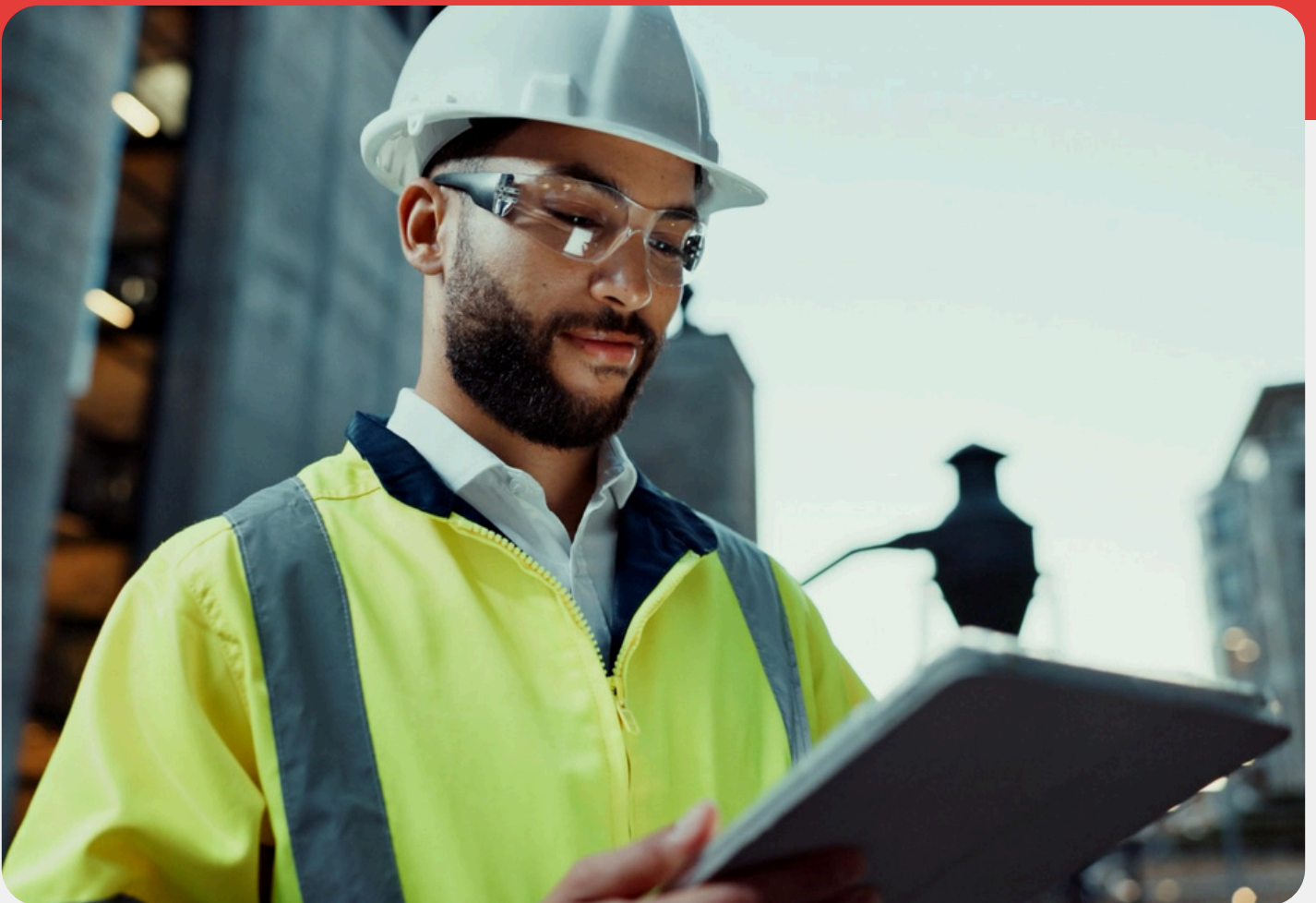
Fair Vendor Comparisons

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02

VERIFIED VENDOR NETWORK



Establishing An Approved Vendor Network

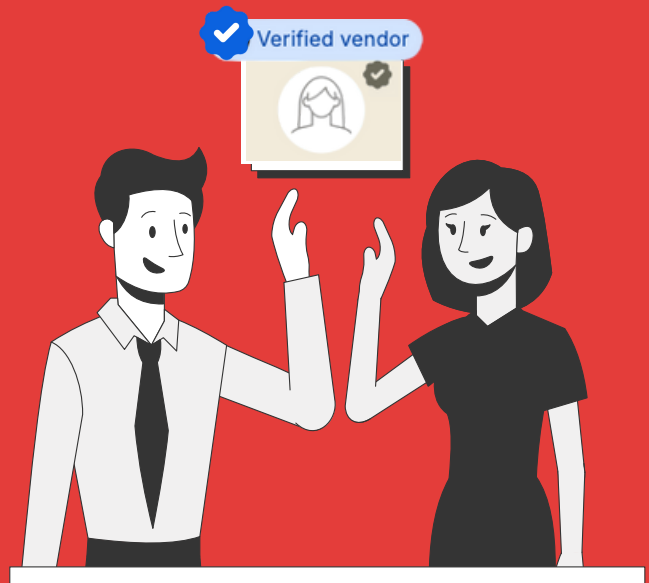
CMRAO EXPECTATION

Managers should maintain a list of prequalified vendors, collecting business information, company data, insurance, WSIB coverage, certifications, and references.

Using VendorPM

VendorPM helps City Sites maintain a centralized network of verified, compliant vendors.

Through VendorPM, City Sites ensures every vendor meets CMRAO compliance requirements before engagement in work starts, creating a transparent and trusted foundation for collaboration, accountability, and long-term partnership success.



Verified Badges



Ensure every vendor meets our **credentialing** requirements.

Vendor Profiles



Record of all existing vendors, **compliance details** & team notes

Integrated Workflow



Vendor compliance integrated seamlessly into **bidding** & **contract** workflows.

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03

COLLECTING & ORGANIZING QUOTES



Requesting & Managing Multiple Bids

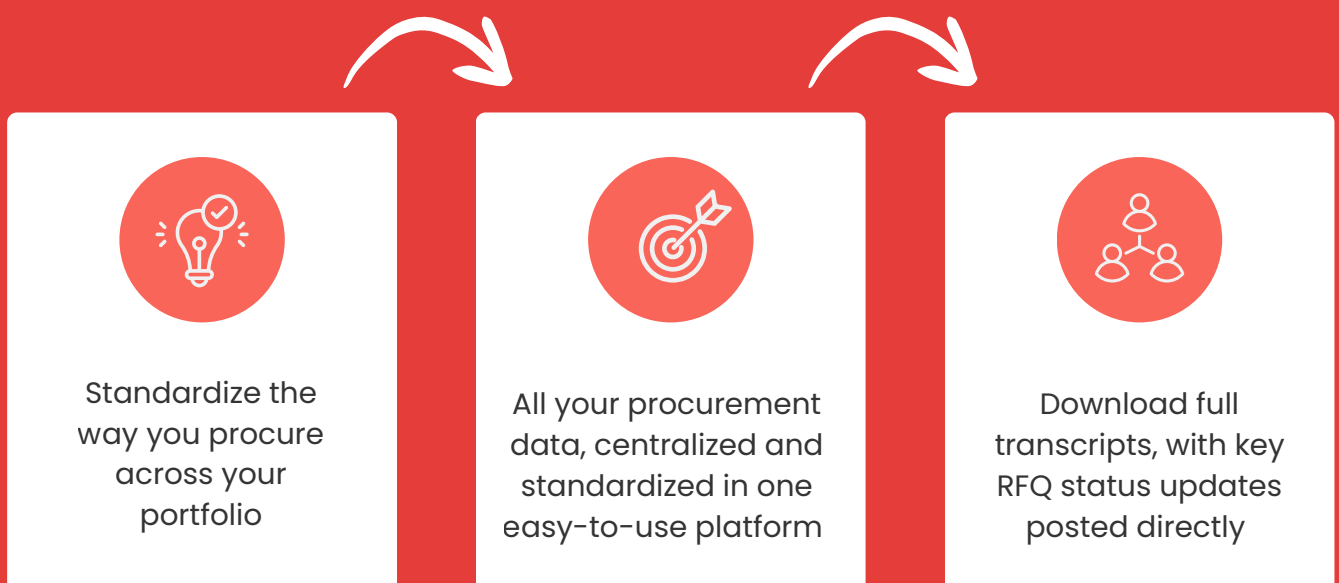
CMRAO EXPECTATION

Best practice is to obtain at least three quotes for substantial expenses through RFPs or RFQs, with clear scopes of work and fair submission processes.

Using VendorPM

VendorPM streamlines the quoting process by standardizing RFQs and RFPs with clear scopes, enabling vendors to submit bids digitally and consistently.

Each submission is time-stamped and stored for easy, fair comparison—ensuring transparency, compliance, and confidence in every procurement decision.



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04

MAINTAINING PROJECT DOCUMENTS



Maintaining All Project Documents

CMRAO EXPECTATION

Managers must rely on objective analysis, and document procedures.

Present bids in a transparent, accountable manner—summarizing pricing, scope, differences, and alignment with budget.

Using VendorPM

VendorPM ensures every procurement decision is backed by objective, data-driven comparisons and full documentation at every step.

built in audit logs and transparent bid summaries make it easy to present fair, accountable recommendations that align with CMRAO standards.



SELECTING, AWARDING & TRACKING



Ensuring Transparent Award Decisions

CMRAO EXPECTATION

Contracts must be awarded through board governance protocols, not individual directors, with purchase orders and formal documentation.

Using VendorPM

Through VendorPM, City Sites maintains clear, audit-ready records for every project.



Contract Management

Effortlessly manage contracts with clarity and confidence.

Audit-Ready Records:

Every submission, comment, and approval is time-stamped and securely stored to meet documentation requirements.

Centralized Bid Management:

VendorPM organizes all vendor quotes, scopes, and pricing in one place for easy comparison and transparent decision-making.

Secure Document Storage:

All supporting files — including quotes, correspondence, and meeting minutes — are safely stored and easy to retrieve.



SIMPLE. TRANSPARENT. COMPLIANT

City Sites Property Management remains committed to innovation and operational excellence.

By leveraging VendorPM's vendor lifecycle management platform, City Sites ensures that its procurement processes not only meet but embody the principles of transparency, accountability, and compliance set out by the CMRAO.

01



Maint Integrity in
Procurement

02



Establish An
Approved Vendors
Network

03



Request & Manage
Multiple Bids

04



Maintain
Project

05



Ensure
Transparent
Award Decisions

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LEADING THE FUTURE OF CONDOMINIUM MANAGEMENT

By integrating digital vendor lifecycle management into its daily operations, City Sites Property Management Inc. has built a framework that meets CMRAO compliance standards while setting a new benchmark for professionalism across the industry.

Through collaboration, technology, and leadership, City Sites is not only ensuring compliance today — it's shaping the foundation for a smarter, more accountable future in property management.

Together, we're building a stronger, more connected property management industry—one partnership at a time.

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EMPOWERING SMARTER MANAGEMENT

Learn how VendorPM can help your team streamline procurement & ensure CMRAO compliance

01

Stay compliant with CMRAO standards through built-in structure and transparency.

02

Foster trust with boards and residents through fair, consistent procurement practices.

03

Cut down on admin work so teams can focus on managing properties, not paperwork.



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