

## 1. Who is Vendor Information Verification Experts (“VIVE”)? And what do they do?

VIVE is our corporately selected partner for vendor credentialing in Canada. VIVE brings years of experience credentialing Condo Corporation vendors and working with Condominium Management companies.

VIVE's platform allows us to automate the vendor onboarding process while credentialing the following to determine whether a vendor meets the minimum requirements to provide services to the Properties we manage:

- i. Background screening
- ii. WCB collection and verification
- iii. Company Financial Stability
- iv. Professional Licenses
- v. Certificate of Insurance

## 2. What is the benefit to our vendors?

- a) Marketing: Increased exposure to potential clients, and better visibility for RFPs and work orders.
- b) Equal Treatment: Level playing field, no referral fees, earn business based on qualifications.
- c) Simple, Fast and Secure: Easy registration process, and compliance review by a specialist.

For more detailed information, please access: [Vendor Benefits](#)

## 3. Must all vendors go through the credentialing process?

- a) The following vendors are exempt from going through VIVE's program:
  - i. Non-profit organizations
  - ii. Board members/homeowners
  - iii. Financial institutions
  - iv. Utilities
  - v. Government entities
  - vi. Suppliers
- b) Professionals such as Engineers and consultants must go through partial validation by our internal Vendor Compliance (“VC”) process where GST validation will be conducted.

## 4. Is there a fee for vendors to go through the credentialing process?

The annual fee is \$385 that is paid directly to VIVE. This fee will cover the credentialing service as well as being in the bidding pool for scopes of work identified by corporations managed by FirstService Residential Alberta. There is no additional surcharge to upload promotional materials by vendors. One-time annual payment is required to have access to the entire Alberta market managed by FirstService Residential Alberta.

## 5. How long will it take for a vendor to complete the enrollment process with VIVE and become compliant?

- a) The average time it takes for VIVE to review all documents is 3-5 business days. Vendors who successfully pass all review steps based on their submitted documents will receive immediate approval. However, if the insurance certificates received are incomplete or fail to meet all requirements, the approval process may take longer. Therefore, the overall time it takes from registration to final decision is contingent on how promptly VIVE receives updated documents.
- b) If a vendor does not meet the requirements, VIVE will give them 30 days to fix the issue. Vendors may remain in a pending status for up to 30 days.
- c) During the vetting process, vendors may still provide services, as long as they meet the necessary compliance standards. However, it is important to note that FirstService Residential reserves the right to refuse service to any vendor who does not meet the minimum compliance requirements.

**6. How long will vendors have to complete the registration process with VIVE?**

Vendors who begin the registration process with VIVE must complete it within 30 days and pay the annual fee. Failure to complete the process within 30 days will require the vendor to start the registration process again.

**7. What happens if a vendor fails to become compliant within VIVE?**

VIVE will notify vendors via email of any items preventing the vendor from meeting our minimum requirements. Once compliant, VIVE will also notify vendors of any upcoming expiration dates (ex. license, insurance) which may impact their ability to maintain their compliance status.

**8. What happens if a vendor's compliance status changes in VIVE or Vendor Compliance ("VC")?**

The complete details about any vendor's compliance failure are shared with FirstService Residential. The Community Manager, having access to this information, can readily provide the board with the necessary information on vendor compliance issues as required.

**9. If a vendor has a question regarding the VIVE platform, to whom should the question be directed?**

Questions regarding the qualification process, including any questions relating to necessary documentation should be directed to VIVE customer service at 844.476.8038

**10. VIVE Customer Support contact**

- (Phone Number) 844-476-8038 available M-F 9AM-5PM EST
- (Website) [www.getvived.com](http://www.getvived.com) Live chat available M-F 9AM-5PM EST
- (Email) [support@getvived.com](mailto:support@getvived.com)