



BID AWARD PANEL CONTRACT AWARD

Award of Request for Proposal No. 9112-17-7018 to 911 Interpreters Inc. for Over the Telephone Interpretation Services

Date: July 19, 2017
To: Bid Award Panel
From: Director, Purchasing and Materials Management
Wards: All

RECOMMENDATIONS

The Director, Purchasing and Materials Management recommends that the Bid Award Panel grant authority to award the following contract:

Call Number:
Request for Proposal No. 9112-17-7018

Description:
For the provision of Over the Telephone Interpretation Services as required by various City divisions for the period of three (3) years (September 1, 2017 to August 31, 2020), with the option to renew for two (2) additional one-year periods.

Should the options to renew be exercised, then the Director of 311 Toronto or designate, will request the Director of Purchasing and Materials Management to process the renewals under the same terms and conditions, with the exception of any price adjustment.

Recommended Proponent:
911 Interpreters Inc.

Contract Award Value:
\$789,449 net of all applicable taxes and charges
\$892,078 including HST and all applicable charges
\$803,343 net of HST recoveries

Contract is expected to start on September 1, 2017 and end on August 31, 2020, with the option to renew for two (2) additional one-year periods.

Option Year 1 - September 1, 2020 to August 31, 2021
\$267,654 net of all applicable taxes and charges
\$302,449 including all applicable taxes and charges
\$272,364 net of HST recoveries

Option Year 2 - September 1, 2021 to August 31, 2022
 \$269,993 net of all applicable taxes and charges
 \$305,092 including all applicable taxes and charges
 \$274,744 net of HST recoveries

The total potential contract award including all optional years is \$1,327,095 net of all applicable taxes and charges, and \$1,499,617 including all applicable taxes and charges. **The total potential cost to the City, including all option years, net of HST recoveries, is \$1,350,451.**

FINANCIAL IMPACT

The total potential contract award including all optional years is \$1,327,095 net of all applicable taxes and charges, and \$1,499,617 including all applicable taxes and charges. Therefore, the total potential cost to the City, including all option years, net of HST recoveries, is \$1,350,451.

Funding is available in the 2017 Approved Operating Budget of various City Divisions (detailed below). The balance of the funds for the following years will be included in the appropriate 2018-2020 Operating Budget submissions of these Divisions for the remainder of the contract from January 1, 2018 to August 31, 2020.

Should the City choose to exercise its option to renew for an additional two (2) separate one year periods, then appropriate additional funding, if needed, will be requested in the 2020-2022 Operating Budget submissions.

Table 1: Financial Impact Summary of Recommended Contract. All values are net of HST Recoveries. G/L Account 4086 except where stated otherwise below:

Division	Cost Centre(s)	Sep 1, 2017 - Dec 31, 2017	Jan 1, 2018 - Aug 31, 2020	Option Year 1: Sep 1, 2020 - Aug 31, 2021	Option Year 2: Sep 1, 2021 - Aug 31, 2022	Total for All Years
311 Toronto	TO9301 C/E 4199	\$21,031	\$131,365	\$53,974	\$55,561	\$261,931
Children's Services	EI311A EJ311A E0151A EB311A EG311A ED311A	\$1,357	\$8,168	\$3,175	\$3,175	\$15,875

Division	Cost Centre(s)	Sep 1, 2017 - Dec 31, 2017	Jan 1, 2018 - Aug 31, 2020	Option Year 1: Sep 1, 2020 - Aug 31, 2021	Option Year 2: Sep 1, 2021 - Aug 31, 2022	Total for All Years
City Clerk's Office (including Lobbyist Registrar, Ombudsman, Mayor, and Members of Council)	A70001	\$394	\$2,369	\$921	\$921	\$4,605
Court Services	CT3007	\$1,018	\$6,126	\$2,382	\$2,382	\$11,908
Employment & Social Services	C01233	\$32,360	\$194,805	\$75,722	\$75,722	\$378,609
Fire Services	FR0013 C/E 4811	\$94	\$561	\$219	\$219	\$1,093
Long-Term Care Homes & Services	D3Z083 C/E 4199	\$3,392	\$20,420	\$7,938	\$7,938	\$39,688
Municipal Licensing & Standards	PH5030	\$1,018	\$6,126	\$2,382	\$2,382	\$11,908
Office of Emergency Management	NP2272	\$340	\$2,042	\$794	\$794	\$3,970
Parks Forestry and Recreation	EA0084	\$2,036	\$12,252	\$4,763	\$4,763	\$23,814
Public Health	PH1071 PH3018 PH3039 PH3040 PH3101 PH3601 PH4021 PH4031 PH4041	\$22,048	\$132,729	\$51,593	\$51,593	\$257,963

Division	Cost Centre(s)	Sep 1, 2017 - Dec 31, 2017	Jan 1, 2018 - Aug 31, 2020	Option Year 1: Sep 1, 2020 - Aug 31, 2021	Option Year 2: Sep 1, 2021 - Aug 31, 2022	Total for All Years
	PH4042 PH4051 PH4052 PH4081 PH5029					
Revenue Services	FS0182	\$679	\$4,084	\$1,588	\$1,588	\$7,939
Shelter, Support, and Housing Administration	FH5002	\$17,978	\$108,225	\$42,068	\$42,068	\$210,339
Solid Waste Management Services	SW0665	\$68	\$409	\$159	\$159	\$795
Toronto Building	BL0009	\$882	\$5,310	\$2,064	\$2,064	\$10,320
Toronto Paramedic Services	B33100	\$8,769	\$54,888	\$22,622	\$23,415	\$109,694
Total		\$113,464	\$689,879	\$272,364	\$274,744	\$1,350,451

CALL SUMMARY

Call Issued: May 12, 2017 **Call Closed:** June 2, 2017

Number of Addenda Issued: One (1)

Number of Proposals: Seven (7)

Table 2: Summary of Proposals Received for RFP No. 9112-17-7018

Proponent Name
911 Interpreters Inc.
Able Translations Ltd. **

Proponent Name
CanTalk **
CyraCom International, Inc. **
Language Line Services **
Multilingual Community Interpreter Services (Ontario)
Transperfect Global, Inc.

** Proponent was found non-compliant for mandatory requirements.

Range of Scores: 91.8 - 108.9, out of the total available score of 120.

DIVISION CONTACTS

Joanne Kehoe, Manager, Professional Services, Purchasing & Materials Management - 416-392-7323, Joanne.Kehoe@toronto.ca

Janice Poon, Supervisor, 311 Toronto - Finance & Business Services, 416-397-0487, Janice.Poon@toronto.ca

COMMENTS

For the recommended contract award, the following requirements have been met:

- a. The firm recommended for award is to the highest scoring proponent based on the evaluation criteria included in the call and meeting the requirements of the call;
- b. the appropriate Division has reviewed submissions and found the price to be reasonable, within available budget and concurs with the recommendation;
- c. the total contract value is less than \$20 million dollars (excluding applicable taxes) and the contract term is:
 1. for a contract funded by the operating budget, 5 years or less including any option years; or
 2. for a contract funded by the capital budget, within the projected term of the capital funding for the project as set out in the capital budget,
 being within the authority of the Bid Award Panel;
- d. there are no material written objections to the award;

e. the call document was advertised on the City's internet website and proposals were opened publicly; and

f. the Fair Wage Office confirms the recommended firm understands the Fair Wage Policy and Labour Trades requirements and has agreed to comply fully.

Additional details and information for the above calls are on the file in the Purchasing and Materials Management Division.

SIGNATURE

Michael Pacholok
Director, Purchasing & Materials Management