



BID AWARD PANEL CONTRACT AWARD

Award of Ariba Document Number 3047700959 to Multilingual Community Interpreter Services (Ontario) to Provide Face-to-face Telephone and Group Interpretation Services at Various City of Toronto Locations for Toronto Public Health Division

Date: Oct 21, 2021
To: Bid Award Panel
From: Chief Procurement Officer
Wards: All

RECOMMENDATIONS

The Chief Procurement Officer recommends that the Bid Award Panel grant authority to award the following contract:

Solicitation Number:

Request for Proposal (RFP), Ariba Document Number 3047700959.

Description:

To provide face-to-face, scheduled telephone and group interpretation services for a wide range of languages and dialects as and when required at locations throughout the City of Toronto. This service will be made available to Toronto Public Health professionals who need to communicate with non-English speaking clients.

The term of the agreement is to be for a period of one (1) year with an option in favour of the City to extend the agreement on the same terms and conditions for up to four (4) separate one (1) year periods.

Should the option(s) be exercised, then the Director of Toronto Public Health Division will request the Chief Procurement Officer of Purchasing and Materials Management to process the renewals under the same terms and conditions.

Recommended Supplier:

Multilingual Community Interpreter Services (Ontario)

Contract Award Value:

\$479,240 net of all applicable taxes and charges

\$541,541 including HST and all applicable charges

\$487,675 net of HST recoveries

Contract is expected to start on January 1, 2022 and end on December 31, 2022.

Option Year 1 (January 1, 2023 to December 31, 2023)
\$493,617 net of all applicable taxes and charges
\$557,787 including all applicable taxes and charges
\$502,305 net of HST recoveries

Option Year 2 (January 1, 2024 to December 31, 2024)
\$508,426 net of all applicable taxes and charges
\$574,521 including all applicable taxes and charges
\$517,374 net of HST recoveries

Option Year 3 (January 1, 2025 to December 31, 2025)
\$523,678 net of all applicable taxes and charges
\$591,757 including all applicable taxes and charges
\$532,895 net of HST recoveries

Option Year 4 (January 1, 2026 to December 31, 2026)
\$539,389 net of all applicable taxes and charges
\$609,509 including all applicable taxes and charges
\$548,882 net of HST recoveries

The total potential contract award identified in this report is \$2,544,350 net of all applicable taxes and charges, or \$2,875,116 including all applicable taxes and charges. **The total potential cost to the City is \$2,589,131 net of HST recoveries.**

FINANCIAL IMPACT

The total potential contract award identified in this report is \$2,875,116 including all applicable taxes and charges. The total potential cost to the City is \$2,589,131 net of HST recoveries.

Funding is available in the 2022 Operating Budget Submission for Toronto Public Health. Should the optional periods be exercised, appropriate additional funding will be requested in the 2023-2025 Operating Budget Submissions for Toronto Public Health. Additional funding details follow in Table 1.

Table 1: Financial Impact Summary of Recommended Contract

Cost Centre/Cost Element	Contract Initial Term	Option Year 1	Option Year 2	Option Year 3	Option Year 4
	Jan. 1 to Dec. 31, 2022	Jan. 1 to Dec.31, 2023	Jan. 1 to Dec.31, 2024	Jan. 1 to Dec.31, 2025	Jan. 1 to Dec.31, 2026
C/E 4086 Cost Centres: PH4082 PH3071 PH3031 PH3089 PH3039 PH3564 PH3601 PH5103 PH3521 PH4995	\$487,675	\$502,305	\$517,374	\$532,895	\$548,882
Total of Net of HST Recoveries					\$2,589,131

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the information included in the Financial Impact section.

SOLICITATION SUMMARY

Solicitation Issued: July 8, 2021

Solicitation Closed: September 1,

2021

Number of Addenda Issued: Four (4)

Number of Bids: 6

Table 2: Summary of Proposals Received for Ariba Document Number 3047700959

Supplier Name
911 Interpreters Inc. *
Access Alliance Multicultural Health and Community Services
Language Line Services Inc.
Language Marketplace*
Multilingual Community Interpreter Services (Ontario)
Transperfect*

* Suppliers did not meet the minimum of technical scoring and were not able to move to stage 3-Cost of Services

Range of Scores:

Total Scores for Stage 2 and 3: 64.92-100

DIVISION CONTACTS

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COMMENTS

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

a. The firm recommended for award is the lowest Supplier meeting specifications or to the highest scoring Supplier based on the evaluation criteria included in the Solicitation and meeting the requirements of the solicitation;

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. the Solicitation document was advertised on the City's internet website and bids or proposals were opened publicly; and

e. 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 Solicitations are on the file in the Purchasing and Materials Management Division.

SIGNATURE

Michael Pacholok
Chief Procurement Officer