



BID AWARD PANEL CONTRACT AWARD

Award of Ariba Document Number 3034445051 to Multilingual Community Interpreter Services (Ontario) for the Provision of Translation, Proofreading, Layout, Formatting and Revision Services for Toronto Public Health Division

Date: December 16, 2021
To: Bid Award Panel
From: Chief Procurement Officer
Wards: All Wards

RECOMMENDATIONS

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

Solicitation Number:

Request for Proposal Ariba Document Number 3034445051

Description:

For the provision of translation, proofreading, layout, formatting and revision services to provide access to the City's programs and services to its residents.

The term of the agreement is to be for a period of three (3) years, with an option in favour of the City to extend the agreement on the same terms and conditions for up to two (2) 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 is expected to start on January 1, 2022 and end on December 31, 2024.

Contract Award Value:

\$2,103,201 net of all applicable taxes and charges

\$2,376,617 including HST and all applicable charges

\$2,140,218 net of HST recoveries

Option Year 1 (January 1, 2025 to December 31, 2025)

\$701,067 net of all applicable taxes and charges
 \$792,206 including all applicable taxes and charges
 \$713,406 net of HST recoveries

Option Year 2 (January 1, 2026 to December 31, 2026)

\$701,067 net of all applicable taxes and charges
 \$792,206 including all applicable taxes and charges
 \$713,406 net of HST recoveries

The total potential contract award identified in this report including optional periods is \$3,961,029 including all applicable taxes and charges. **The total potential cost to the City is \$3,567,029 net of HST recoveries.**

FINANCIAL IMPACT

The total potential contract award identified in this report is \$3,961,029 including all applicable taxes and charges. The total potential cost to the City is \$3,567,029 net of HST recoveries.

Funding has been included in the 2022 Operating Budget Submissions of participating programs and additional funding for the balance of the contract will be included in their 2023-2024 Operating Submissions. Should the optional period be exercised, additional funding will be included in the 2025-2026 Operating Budget Submissions of participating Programs. Funding is also available in the 2021-2030 Approved Capital Budget and Plan for Shelter, Support & Housing Administration. Additional funding details follow in Table 1.

Table 1: Financial Impact Summary of Recommended Contract

		Initial Years			Option Years		
Division	Cost Centre/ Cost Element	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023	January 1, 2024 - December 31, 2024	January 1, 2025 - December 31, 2025	January 1, 2026 - December 31, 2026	Total
Toronto Public Health	PH3071, PH3564, PH4081 / 4086 PH4082 / 4995	\$183,123	\$183,123	\$183,123	\$183,123	\$183,123	\$915,615
City Clerks	GV0001 GV0012 GV0052 GV0050 GV0019 GV0017 GV0016/ 4086	\$40,821	\$40,821	\$40,821	\$40,821	\$40,821	\$204,105

Economic Development and Culture	ED0141, ED0151, ED0152, ED0154, SE0009/ 4086	\$30,836	\$30,836	\$30,836	\$30,836	\$30,836	\$154,180
City Manager's Office	CM0009- 4086	\$41,213	\$41,213	\$41,213	\$41,213	\$41,213	\$206,065
Employment and Social Services	C01299/ 4199	\$57,349	\$57,349	\$57,349	\$57,349	\$57,349	\$286,745
Fire Services	FR0008 / 4199	\$30,802	\$30,802	\$30,802	\$30,802	\$30,802	\$154,010
Solid Waste Management Service	SW0665/ 4199	\$24,931	\$24,931	\$24,931	\$24,931	\$24,931	\$124,655
Social Development, Finance and Admin	G23100	\$20,352	\$20,352	\$20,352	\$20,352	\$20,352	\$101,760
Court Services	CT3007/ 4086	\$8,442	\$8,442	\$8,442	\$8,442	\$8,442	\$42,210
Children's Services	CE 4086 / ED311A EJ311A EI311A EB311A & EG311A	\$53,432	\$53,432	\$53,432	\$53,432	\$53,432	\$267,160
Parks, Forests and Recreation	PR-A/ 4086	\$11,994	\$11,994	\$11,994	\$11,994	\$11,994	\$59,970
Seniors Services and Long-Term Care	D3Z083/ 4199	\$10,504	\$10,504	\$10,504	\$10,504	\$10,504	\$52,520
Shelter, Support & Housing Admin.	F01424 F01627 HS100X FH5134 CHS041- 02 FH5105 FC0003 FH5521 FH5330/ 4086	\$7,859	\$7,859	\$7,859	\$7,859	\$7,859	\$39,295
Municipal Licensing & Standards	MS1200/4 086	\$5,118	\$5,118	\$5,118	\$5,118	\$5,118	\$25,590

City Planning	UR0022 /4199	\$8,609	\$8,609	\$8,609	\$8,609	\$8,609	\$43,045
Purchasing & Materials Management	FS0018/ 4086	\$2,757	\$2,757	\$2,757	\$2,757	\$2,757	\$13,785
Paramedic Services	Various Cost Centres/ 4086, 4995	\$3,848	\$3,848	\$3,848	\$3,848	\$3,848	\$19,240
City Council	CNG004 /4199	\$4,323	\$4,323	\$4,323	\$4,323	\$4,323	\$21,615
Revenue Services	FS0182/ 4086	\$1,654	\$1,654	\$1,654	\$1,654	\$1,654	\$8,270
Environment & Energy	FA3063	\$97,588	\$97,588	\$97,588	\$97,588	\$97,588	\$487,940
Toronto Building	BL0019	\$20,620	\$20,620	\$20,620	\$20,620	\$20,620	\$103,100
Toronto Water	TW1005/ 4199	\$10,041	\$10,041	\$10,041	\$10,041	\$10,041	\$50,205
Transportation Services	TS4030	\$23,507	\$23,507	\$23,507	\$23,507	\$23,507	\$117,535
Engineering and Construction Services	ECS100/ 4995	\$13,086	\$13,086	\$13,086	\$13,086	\$13,086	\$65,430
Technology Services	IT2148	\$598	\$598	\$598	\$598	\$598	\$2,990
Total (Net of HST Recoveries)		\$713,406	\$713,406	\$713,406	\$713,406	\$713,406	\$3,567,029

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial impact information.

SOLICITATION SUMMARY

Solicitation Issued: August 16, 2021

Solicitation Closed: September 21, 2021

Number of Addenda Issued: Three (3)

Number of Bids: Nine (9)

Table 2: Summary of Bids Received

Supplier Name
911 Interpreters Inc.

Supplier Name
All Languages Ltd
BG Communications International Inc.
Boffin Language Group Inc.
International communication services FZ LLC*
Language Marketplace
LinguaLinx Language Solutions, Inc.
Multilingual Community Interpreter Services (Ontario)
QwertyWorks Technology Corp Phils.**

* Supplier was found non-compliant with mandatory requirements.

** Supplier did not meet the minimum technical scoring threshold and was not able to move to Stage 3-Cost of Services

Range of Scores:

Evaluations Range of Total Scores for Stage 2 and 3: 79-94

DIVISION CONTACTS

Jackson Sychingho, Manager, Community & Social Services & City Manager's Office,
Purchasing Client Services, Purchasing & Materials Management
Telephone: 416-392-1492, Email: Jackson.Sychingho@toronto.ca

Jyoti Parmar, Manager, Manager Dental & Oral Health Service, Toronto Public Health
Telephone: 416-338-0455 Email: Jyoti.Parmar@toronto.ca

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