



BID AWARD PANEL CONTRACT AWARD

Award of Ariba Document Number Doc3387891245 to 911 Interpreters Inc. Real-time Over the Phone Interpretation Services.

Date: August 10, 2022
To: Bid Award Panel
From: Acting Chief Procurement Officer
Wards: All

RECOMMENDATIONS

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

Solicitation Number:

Request for Proposal, Ariba Document Number Doc3387891245.

Description:

For the provision of Real -Time Over the Telephone Interpretation Service 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 an additional term of up to two (2) separate one (1) year periods.

Note: Should the option(s) be exercised, then the Director of Finance and Administration will request the Chief Procurement Officer to process the renewals under the same terms and conditions.

Recommended Supplier:

911 Interpreters Inc.

Contract Award Value:

\$3,338,580 net of all applicable taxes and charges
\$3,772,596 including HST and all applicable charges
\$3,397,339 net of HST recoveries

Contract is expected to start on September 1, 2022 and end on August 31, 2025

Option Year 1: September 1, 2025 to August 31, 2026

\$1,374,820 net of all applicable taxes and charges
\$1,553,547 including HST and all applicable charges
\$1,399,017 net of HST recoveries

Option Year 2: September 1, 2026 to August 31, 2027
 \$1,381,060 net of all applicable taxes and charges
 \$1,560,598 including HST and all applicable charges
 \$1,405,367 net of HST recoveries

The price per minute remains firm for the duration of the contract including any option years.

The total potential contract award including option years identified in this report is \$6,886,740 including all applicable taxes and charges. **The total potential cost to the City including option years is \$6,201,723 net of HST recoveries.**

FINANCIAL IMPACT

The total contract award identified in this report is \$6,886,740 including all applicable taxes and charges. The cost to the City is net \$6,201,723 of HST recoveries.

Funding is available in the 2022 Approved Operating Budgets of participating Programs and additional funding for the balance of the contract will be included in their 2023-2025 Operating Submissions. Should the optional periods be exercised, additional funding will be included in the 2025-2027 Operating Budget Submissions of participating Programs.

Table 1: Financial Impact Summary of Recommended Contract

	Cost Centre/Cost Element	Initial Term September 1, 2022- August 31, 2025				Option Year 1 September 1, 2025- August 31, 2026	Option Year 2 September 1, 2026- August 31, 2027
		September 1, 2022- December 31, 2022	January 1, 2023- December 31, 2023	January 1, 2024- December 31, 2024	January 1, 2025- August 31, 2025		
Children Services	E0111A/ 4086	\$2,646	\$7,937	\$7,937	\$5,292	\$7,937	\$7,937
City Clerks	GV, CN Various / 4086	\$132	\$397	\$397	\$265	\$397	\$397
Court Services	CT3007/ 4086	\$2,381	\$7,144	\$7,144	\$4,762	\$7,144	\$7,144
Employment & Social Services	C01299	\$169,600	\$763,200	\$1,017,600	\$339,200	\$1,017,600	\$1,017,600
Fire Services	FR0013 / 4086	\$169	\$507	\$507	\$338	\$507	\$507
Seniors Services and Long-Term Care	D3Z083 / 4199	\$794	\$2,381	\$2,381	\$1,587	\$2,381	\$2,381
Municipal Licensing	MS1300/ 4086	\$317	\$952	\$952	\$635	\$952	\$952

Office of Emergency Management	DB3000 -- 4086	\$317	\$952	\$952	\$635	\$952	\$952
Parks, Forestry Recreation	EA0084 and 4086	\$1,587	\$4,762	\$4,762	\$3,175	\$4,762	\$4,762
Public Health	PH4082/499 5/4086	\$34,395	\$103,185	\$103,185	\$68,790	\$103,185	\$103,185
Revenue Services	FSO182 / 4086	\$529	\$1,587	\$1,587	\$1,058	\$1,587	\$1,587
Shelters, Support & Housing	Various/ 4086	\$14,023	\$42,068	\$42,068	\$28,045	\$42,068	\$42,068
Toronto Building	BL0019 / CE 4086	\$2,117	\$6,350	\$6,350	\$4,233	\$6,350	\$6,350
Paramedic Services	CC Various / CE 4086, 4199 & 4995	\$20,637	\$64,768	\$68,578	\$41,274	\$71,436	\$76,198
311 Toronto	TO9301 CE4086	\$15,345	\$46,036	\$46,036	\$30,691	\$46,036	\$46,036
Legal Services	LL0029 /FA 4510000000	\$2,381	\$14,287	\$15,875	\$4,762	\$18,256	\$19,843
SDFA	G29R01/ 4086	\$22,489	\$67,467	\$67,467	\$44,978	\$67,467	\$67,467
Sub-total (net of HST Recoveries)		\$289,860	\$1,133,981	\$1,393,778	\$579,720	\$1,399,017	\$1,405,367
Total						\$6,201,723	

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

SOLICITATION SUMMARY

Solicitation Issued: April 6, 2022

Solicitation Closed: May 5, 2022

Number of Addenda Issued: Three (3)

Number of Bids: 6

Table 2: Summary of Bids Received

Supplier Name
911 Interpreters Inc.
Access Alliance Multicultural Health and Community Services
All Languages Ltd
CanTalk (Canada) Inc.
Language Line Services Inc.

Supplier Name
Delphic Research*

*Supplier didn't meet the minimum of technical scoring and were not able to move to stage 3-Cost of Services

Range of Scores:

Evaluations Range of Total Scores for Stage 2 and 3: 73.58- 85.75

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 submitted electronically in Ariba; 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

Sandra Lisi
Acting Chief Procurement Officer