



BID AWARD PANEL CONTRACT AWARD

Award of Solicitation Number 3218413414 to Canadian Hearing Services for the Communication Access Realtime Translation, American Sign Language Interpretation, translation, and video captioning services for Various City divisions

Date: March 23, 2023
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:
RFP Ariba Document Number 3218413414

Description:
The provisions of Communication Access Realtime Translation, American Sign Language Interpretation, translation and video captioning services for various divisions to multiple locations throughout the City of Toronto, as and when required 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) additional separate one (1) year periods.

Divisions involved will monitor vendor performance during the first term of the contract. Should the option(s) be exercised, the City Clerk or designate will request the Chief Procurement Officer to process the renewals under the same terms and conditions.

Recommended Supplier:
Canadian Hearing Services for Categories 1, 2 and 3

Contract Award Value:
\$822,720 net of all applicable taxes and charges
\$929,674 including HST and all applicable charges
\$837,200 net of HST recoveries

Contract is expected to start on date of award and end on December 31, 2025.

Option Year 1: January 1 2026 to December 31, 2026
\$274,240 net of all applicable taxes and charges,
\$309,891 including HST and all applicable charges
\$279,067 net of HST recoveries

Option Year 2: January 1 2026 to December 31, 2027
\$274,240 net of all applicable taxes and charges
\$309,891 including HST and all applicable charges
\$279,067 net of HST recoveries

The total potential contract award identified in this report, including all option years is \$1,371,200 net of all applicable taxes and charges, and \$1,549,456 inclusive of all taxes and charges. **The total potential cost to the City is \$1,395,333 net of HST recoveries.**

FINANCIAL IMPACT

The total potential contract award identified in this report is \$1,371,200 net of all applicable taxes and charges. The total potential cost to the City is \$1,395,333 net of HST recoveries.

Funding is available in 2023 Approved Operating Budgets of participating Divisions and additional funding for the remainder of initial contract period will be included in their 2024-2025 Operating Budget Submissions. Should the optional periods be exercised, additional funding will be included in their 2026-2027 Operating Budget Submissions. Funding is also available in the 2023-2032 Capital Budget and Plan for Parks, Forestry & Recreation. Additional funding details are included in Attachment 1.

Divisional teams will be able to draw upon the contract on an as needed basis by issuing Contract Release Orders against the blanket contract subject to validation of funding at the time of issuance and approval by the Division Head of the requesting division.

SOLICITATION SUMMARY

Solicitation Issued: August 9, 2022

Solicitation Closed: September 15,

2022

Number of Addenda Issued: Four (4)

Number of Bids: 1 Bid for Category 1, 2 Bids for Category 2, 1 Bid for Category 3

Table 4: Summary of Bids Received

Category Service Level 1

Supplier Name
Canadian Hearing Services

Category Service Level 2

Supplier Name
Canadian Hearing Services
Sign Language Interpreting Associates Ottawa Inc.

Category Service Level 3

Supplier Name
Canadian Hearing Services

Range of Scores:
Not applicable

DIVISION CONTACTS

Kelly Lee McGarry, Manager, Community & Social Services and City Manager Office,
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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

Geneviève Sharkey
Chief Procurement Officer

CITY OF TORONTO ATTACHMENTS

Attachment 1: Financial Impact Table