

## **New Non-Competitive Contracts and Amendments to Various Competitive and Non-Competitive Blanket Contracts to Maintain Shelter Services**

**Date:** April 17, 2024

**To:** General Government Committee

**From:** General Manager, Toronto Shelter and Support Services;

Executive Director, Corporate Real Estate Management; and Chief Procurement Officer

**Wards:** All

### **SUMMARY**

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The purpose of this report is to request authority to enter into two new non-competitive contracts and to amend multiple non-competitive and competitive Blanket Contracts and Purchase Orders. These Blanket Contract and Purchase Order Amendments are necessary due to the ongoing operational expenses that are required to maintain the shelter system, including providing catering services in temporary shelter sites in hotels, short-term emergency accommodation for refugees and families, a centralized intake system, interpretation services, and maintaining a state of good repair. Suspending any of these services would have significant impacts on the City's ability to operate the shelter system and to adhere to the Toronto Shelter Standards.

This report requests authority from General Government Committee to enter into two (2) new non-competitive blanket contracts; amend three (3) non-competitive blanket contracts and one (1) non-competitive purchase order; and amend three (3) competitive blanket contracts, all established to support critical services for the shelter system.

The funds for all blanket contracts outlined in this report are non-committed. The funds for the non-competitive purchase order are committed. Where services are being provided in a temporary shelter site located in a hotel, those services can be terminated at no cost to the City if that site closes before the end of the contract.

### **RECOMMENDATIONS**

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The General Manager, Toronto Shelter and Support Services; Executive Director, Corporate Real Estate Management; and the Chief Procurement Officer recommend that:

Non-Competitive Contracts for Catering Services and Amendments to Various Competitive and Non-Competitive Blanket Contracts

1. City Council authorize the General Manager, Toronto Shelter and Support Services, in consultation with Purchasing and Materials Management, in accordance with Section 195-8.5 of the Toronto Municipal Code Chapter 195 (Purchasing By-Law), to negotiate and execute the following new non-competitive contracts on terms and conditions satisfactory to the General Manager, Toronto Shelter and Support Services, and in a form satisfactory to the City Solicitor contingent on funding in the 2024 budget:
  - a. Non-competitive contract with 2361173 Ontario Inc o/a Sunray Group Hotels for catering for a one (1) year period, with the option to renew for four (4) separate one (1) year periods, in the total amount (including all option years) of \$20,000,000 CAD net of Harmonized Sales Tax (\$20,352,000 CAD net of Harmonized Sales Tax recoveries).
  - b. Non-competitive contract with 2656601 Ontario Inc o/a Toronto Plaza Hotel for catering for a one (1) year period, with the option to renew for four (4) separate one (1) year periods, in the total amount (including all option years) of \$25,000,000 CAD net of Harmonized Sales Tax (\$25,440,000 CAD net of Harmonized Sales Tax recoveries).
  
2. City Council authorize the General Manager, Toronto Shelter and Support Services, in consultation with Purchasing and Materials Management, in accordance with Section 195-8.5 of the Toronto Municipal Code Chapter 195 (Purchasing By-Law), to enter into the necessary amending agreements on terms and conditions satisfactory to the General Manager, Toronto Shelter and Support Services, and in a form satisfactory to the City Solicitor to increase the value, or increase the value and extend the terms, of the following contracts contingent on funding in the 2024 budget:
  - a. Non-Competitive Blanket Contract Number 47024284 with Canadian Red Cross Society for lodging services for asylum seekers and refugees by an amount of \$30,000,000 CAD net of Harmonized Sales Tax (\$30,528,000 CAD net of Harmonized Sales Tax recoveries), increasing the contract value from \$30,137,629 CAD net of Harmonized Sales Tax (\$30,668,051 CAD net of Harmonized Sales Tax recoveries) to \$60,137,629 CAD net of Harmonized Sales Tax (\$61,196,051 CAD net of Harmonizes Sales Tax recoveries).
  - b. Non-Competitive Blanket Contract Number 47025084 with Four Points by Sheraton Vaughan for short-term emergency accommodation for families by an amount of \$3,000,000 CAD net of Harmonized Sales Tax (\$3,052,800 CAD net of Harmonized Sales Tax recoveries), increasing the contract value from \$1,000,000 CAD net of Harmonized Sales Tax (\$1,017,600 CAD net of Harmonized Sales Tax recoveries) to \$4,000,000 CAD net of Harmonized Sales Tax (\$4,070,400 CAD net of Harmonizes Sales Tax recoveries) and extending the term to December 31, 2025.
  - c. Non-Competitive Blanket Contract Number 47023371 with 2790584 Ontario Inc for catering (multiple sites) by an amount of \$5,000,000 CAD net of Harmonized Sales Tax (\$5,088,000 CAD net of Harmonized Sales Tax recoveries), increasing the contract value from \$8,250,000 CAD net of Harmonized Sales Tax (\$8,395,200 CAD net of Harmonized Sales Tax recoveries) to \$13,250,000 CAD

net of Harmonized Sales Tax (\$13,483,200 CAD net of Harmonizes Sales Tax recoveries).

- d. Non-Competitive Purchase Order 6055300 with Verint Americas Inc for software licensing by an amount of \$150,000 USD net of Harmonized Sales Tax (\$152,640 USD net of Harmonized Sales Tax recoveries), increasing the contract value from \$74,145 USD net of Harmonized Sales Tax (\$75,450 USD net of Harmonized Sales Tax recoveries) to \$224,145 USD net of Harmonized Sales Tax (\$228,090 USD net of Harmonizes Sales Tax recoveries) and extending the term to January 19, 2026.
  - e. Competitive Blanket Contract Number 47023737 with Direct Construction Company for minor building repairs by an amount of \$500,000 CAD net of Harmonized Sales Tax (\$508,800 CAD net of Harmonized Sales Tax recoveries), increasing the contract value from \$1,008,762 CAD net of Harmonized Sales Tax (\$1,026,516 CAD net of Harmonized Sales Tax recoveries) to \$1,508,762 CAD net of Harmonized Sales Tax (\$1,535,316 CAD net of Harmonizes Sales Tax recoveries).
  - f. Competitive Blanket Contract Number 47024677 with 911 Interpreters Inc for real-time over the telephone interpretation by an amount of \$700,000 CAD net of Harmonized Sales Tax (\$712,320 CAD net of Harmonized Sales Tax recoveries), increasing the contract value from \$196,020 CAD net of Harmonized Sales Tax (\$199,470 CAD net of Harmonized Sales Tax recoveries) to \$896,020 CAD net of Harmonized Sales Tax (\$911,790 CAD net of Harmonizes Sales Tax recoveries).
3. City Council authorize the Executive Director, Corporate Real Estate Management, in consultation with Purchasing and Materials Management, in accordance with Section 195-8.5 of the Toronto Municipal Code Chapter 195 (Purchasing By-Law), to enter into the necessary amending agreements on terms and conditions satisfactory to the Executive Director, Corporate Real Estate Management, and in a form satisfactory to the City Solicitor to increase the value and extend the term, of the following contract contingent on funding in the 2024 budget:
- a. Competitive Blanket Contract Number 47025241 with A.S.P. Incorporated for security guard services by an amount of \$1,693,932 CAD net of Harmonized Sales Tax (\$1,723,745 CAD net of Harmonized Sales Tax recoveries), increasing the contract value from \$6,660,190 CAD net of Harmonized Sales Tax (\$6,777,409 CAD net of Harmonized Sales Tax recoveries) to \$8,354,122 net of Harmonized Sales Tax (\$8,501,155 CAD net of Harmonizes Sales Tax recoveries) and extending the term to June 15, 2024.

## **FINANCIAL IMPACT**

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The total potential amounts for two (2) new non-competitive contracts, and amendments to three (3) non-competitive blanket contracts and three (3) competitive blanket contracts inclusive of all optional terms is \$85,893,932 CAD net of Harmonized Sales Tax (\$87,405,665 CAD net of Harmonized Sales Tax recoveries), plus one (1) purchase

order amendment increase of \$150,000 USD net of Harmonized Sales Tax (\$152,640 USD net of Harmonized Sales Tax recoveries).

Funding in the amount of \$39,951,990 CAD net of Harmonized Sales Tax (\$40,655,145 CAD net of Harmonized Sales Tax recoveries) is included in the 2024 Operating and Capital Budgets for Toronto Shelter and Support Services as noted in the tables below. Funding in the amount of \$13,146,108 CAD net of Harmonized Sales Tax (\$13,377,480 CAD net of Harmonized Sales Tax recoveries) plus \$150,000 USD net of Harmonized Sales Tax (\$152,640 USD net of Harmonized Sales Tax recoveries) for the 2025 contract terms will be included in the 2025 Operating Budget Submission for Toronto Shelter and Support Services.

Should the City choose to exercise its option to renew applicable contracts for additional terms beyond 2025 and up to July 31, 2029, then appropriate funding, if needed, will be included in the 2026 and future annual Operating Budget Submissions for Toronto Shelter and Support Services. Funding details are provided in the tables below.

The target value of all blanket contracts is non-committed and will be expensed at time of commitment to allow the City to continue to pay the vendor. The funds for the non-competitive purchase order are committed. The actual spending against these contracts will be limited to the Approved Toronto Shelter and Support Services Operating Budget.

Costs incurred in providing shelter services to refugees will be submitted to the Federal government for reimbursement through the Interim Housing Assistance Program.

Table 1: Financial Impact Summary of Recommended New Non-Competitive Contract with 2361173 Ontario Inc o/a Sunray Group Hotels for Catering, Net of Harmonized Sales Tax Recoveries in CAD

Cost Centre: HS100X, F00053, F65031 Cost Element: 5055, 2750	Recommended Contract Value (Net of HST Recoveries)	
Initial Term from August 1, 2024 to July 30, 2025	August 1, 2024 to December 31, 2024	\$1,696,000
	January 1, 2025 to July 30, 2025	\$2,374,400
Option Year Period from August 1, 2025 to July 30, 2026	August 1, 2025 to December 31, 2025	\$1,696,000
	January 1, 2026 to July 30, 2026	\$2,374,400
Option Year Period from August 1, 2026 to July 30, 2027	August 1, 2026 to December 31, 2026	\$1,696,000
	January 1, 2027 to July 30, 2027	\$2,374,400
Option Year Period from August 1, 2027 to July 31, 2028	August 1, 2027 to December 31, 2027	\$1,696,000
	January 1, 2028 to July 30, 2028	\$2,374,400
Option Year Period from August 1, 2028 to July 31, 2029	August 1, 2028 to December 31, 2028	\$1,696,000
	January 1, 2029 to July 30, 2029	\$2,374,400
Total Contract Value from August 1, 2024 to July 31, 2029		\$20,352,000

Table 2: Financial Impact Summary of Recommended New Non-Competitive Contract with 2656601 Ontario Inc o/a Toronto Plaza Hotel for Catering, Net of Harmonized Sales Tax Recoveries in CAD

Cost Centre: HS100X, F01527, F01523 Cost Element: 5055, 2750	Recommended Contract Value (Net of HST Recoveries)	
Initial Term from August 1, 2024 to July 30, 2025	August 1, 2024 to December 31, 2024	\$2,120,000
	January 1, 2025 to July 30, 2025	\$2,968,000
Option Year Period from August 1, 2025 to July 30, 2026	August 1, 2025 to December 31, 2025	\$2,120,000
	January 1, 2026 to July 30, 2026	\$2,968,000
Option Year Period from August 1, 2026 to July 30, 2027	August 1, 2026 to December 31, 2026	\$2,120,000
	January 1, 2027 to July 30, 2027	\$2,968,000
Option Year Period from August 1, 2027 to July 31, 2028	August 1, 2027 to December 31, 2027	\$2,120,000
	January 1, 2028 to July 30, 2028	\$2,968,000
Option Year Period from August 1, 2028 to July 31, 2029	August 1, 2028 to December 31, 2028	\$2,120,000
	January 1, 2029 to July 30, 2029	\$2,968,000
Total Contract Value from August 1, 2024 to July 31, 2029		\$25,440,000

Table 3: Financial Impact Summary of Recommended Amendment to Non-Competitive Contract 47024284 with Canadian Red Cross Society for Lodging Services for Asylum Seekers and Refugees for Toronto Shelter and Support Services, Net of Harmonized Sales Tax Recoveries in CAD

Cost Centre: F00052, F15031, F00060 Cost Element: 5130	Approved Contract Value (Net of HST Recoveries)	Recommended Amendment (Net of HST Recoveries)	Total (Net of HST Recoveries)
Current Term from April 25, 2022 to December 31, 2024	\$30,668,051	\$30,528,000	\$61,196,051

Table 4: Financial Impact Summary of Recommended Amendment to Non-Competitive Contract 47025084 with Four Points by Sheraton Vaughan for Short-Term Emergency Accommodation for Families for Toronto Shelter and Support Services, Net of Harmonized Sales Tax Recoveries in CAD

Cost Centre: F01621 Cost Element: 5100, 4840	Approved Contract Value (Net of HST Recoveries)	Recommended Amendment (Net of HST Recoveries)	Total Net of HST Recoveries)
Current Term from July 12, 2023 to December 31, 2024	\$1,017,600	\$1,017,600	\$2,035,200
Option Year Period from January 1, 2025 to December 31, 2025	\$0	\$2,035,200	\$2,035,200
Total Contract Amendments from July 12, 2023 to December 31, 2025		\$3,052,800	\$4,070,400

Table 5: Financial Impact Summary of Recommended Amendment to Non-Competitive Contract 47023371 with 2790584 Ontario Inc for Catering (Multiple Sites) for Toronto Shelter and Support Services, Net of Harmonized Sales Tax Recoveries in CAD

Cost Centre: HS100X Cost Element: 5055, 2750	Approved Contract Value (Net of HST Recoveries)	Recommended Amendment (Net of HST Recoveries)		Total (Net of HST Recoveries)
Current Term from January 1, 2021 to April 30, 2025	\$8,395,200	May 1, 2024 to December 31, 2024	\$3,392,000	\$13,483,200
		January 1, 2025 to April 30, 2025	\$1,696,000	
Total Contract Amendments from January 1, 2021 to April 30, 2025	\$8,395,200	\$5,088,000		\$13,483,200

Table 6: Financial Impact Summary of Recommended Amendment to Non-Competitive Purchase Order 6055300 with Verint Americas Inc for Software Licensing for Toronto Shelter and Support Services, Net of Harmonized Sales Tax Recoveries in USD

Cost Centre: FH5003 Cost Element: 3420	Approved Contract Value (Net of HST Recoveries)	Recommended Amendment (Net of HST Recoveries)		Total (Net of HST Recoveries)
Current Term from January 29, 2024 to December 31, 2024	\$75,450	\$0		\$75,450
Next Term from January 1, 2025 to January 19, 2026	\$0	\$152,640		\$152,640
Total Contract Amendments from February 5, 2024 to January 19, 2026	\$75,450	\$152,640		\$228,090

Table 7: Financial Impact Summary of Recommended Amendment to Competitive Contract 47023737 with Direct Construction Company for Minor Building Repairs for Toronto Shelter and Support Services, Net of Harmonized Sales Tax Recoveries in CAD

Cost Centre: F01323, F01423, F03072, F03123, F03423, F03523, F03323, F03223, F01223, F01523, CHS050-01, CHS044-01 Cost Element: 4407, 4420	Approved Contract Value (Net of HST Recoveries)	Recommended Amendment (Net of HST Recoveries)		Total (Net of HST Recoveries)
Current Term from June 3, 2021 to April 30, 2025	\$1,026,516	May 1, 2024 to December 31, 2024	\$118,720	\$1,204,596
		January 1, 2025 to April 30, 2025	\$59,360	
Option Year Period from May 1, 2025 to April 30, 2026	\$0	May 1, 2025 to December 31, 2025	\$220,480	\$330,720
		January 1, 2026 to April 30, 2026	\$110,240	
Total Contract Amendments from June 3, 2021 to April 30, 2026	\$1,026,516	\$508,800		\$1,535,316

Table 8: Financial Impact Summary of Recommended Amendment to Competitive Contract 47024677 with 911 Interpreters Inc for Real-Time Over the Telephone Interpretation for Toronto Shelter and Support Services, Net of Harmonized Sales Tax Recoveries in CAD

Cost Centre: F00060, F01627 Cost Element: 4086	Approved Contract Value (Net of HST Recoveries)	Recommended Amendment (Net of HST Recoveries)		Total (Net of HST Recoveries)
Current Term from November 14, 2022 to August 31, 2025	\$199,470	January 2024-December 31, 2024	\$59,080	\$377,550
		January 1, 2025 to August 31, 2025	\$119,000	
Option Year Period from September 1, 2025 to August 31, 2026	\$0	September 1, 2025 to December 31, 2025	\$89,040	\$267,120
		January 1, 2026 to August 31, 2026	\$178,080	
Option Year Period from September 1, 2026 to August 31, 2027	\$0	September 1, 2026 to December 31, 2026	\$89,040	\$267,120
		January 1, 2027 to August 31, 2027	\$178,080	
Total Contract Amendments from November 14, 2022 to August 31, 2027	\$199,470	\$712,320		\$911,790

Table 9: Financial Impact Summary of Recommended Amendment to Competitive Contract 47025241 with A.S.P Inc for Security Guard Services (Multiple Sites) for Toronto Shelter and Support Services, Net of Harmonized Sales Tax Recoveries in CAD

Cost Centre: FH5351, F03705, F00058 Cost Element: 4439	Approved Contract Value (Net of HST Recoveries)	Recommended Amendment (Net of HST Recoveries)	Total (Net of HST Recoveries)
Current Term from October 11, 2023 to June 15, 2024	\$6,777,409	\$1,723,745	\$8,501,154

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the information as presented in the Financial Impact Section.

## DECISION HISTORY

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At its meeting on February 6, 2024, City Council adopted EC9.4 “Homelessness Services Capital Infrastructure Strategy: Real Estate Strategy and Lease Extensions”, granting authority to enter into lease contracts for temporary shelter sites and to amend contracts for related services. <https://secure.toronto.ca/council/agenda-item.do?item=2024.EC9.4>

At its meeting on November 8, 2023, City Council adopted EC7.7 “2024 Shelter Infrastructure Plan and the Homelessness Services Capital Infrastructure Strategy (HSCIS), updating the approach to transitioning out of temporary shelter operations in hotels. <https://secure.toronto.ca/council/agenda-item.do?item=2023.EC7.7>

At its meeting on July 19, 2023, City Council adopted MM8.29 “Securing Shelter and Support for Refugees”, requesting the City Manager to add 250 temporary shelter beds for refugees. <https://secure.toronto.ca/council/agenda-item.do?item=2023.MM8.29>

At its meeting on July 19, 2023, City Council adopted GG5.4 “Amendment to Non-Competitive Blanket Contract Number 47024284 with Canadian Red Cross Society”, granting authority to amend the non-competitive blanket contract to continue supporting the Ukrainian refugee response. <https://secure.toronto.ca/council/agenda-item.do?item=2023.GG5.4>

At its meeting on February 7, 2023, City Council adopted EC1.5 “COVID-19 Shelter Transition and Relocation Plan Update 2023,” granting authority to amend various existing non-competitive blanket contracts/purchase orders established to support the COVID-19 response. <https://secure.toronto.ca/council/agenda-item.do?item=2023.EC1.5>

## COMMENTS

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Toronto’s shelter system is the largest in Canada, providing more beds per capita than any other Canadian city. The City continues to experience unprecedented demand and pressure for shelter services. As of April 7, 2024, the City is accommodating 12,178 people experiencing homelessness. Toronto is accommodating record levels of demand for emergency shelter.

Demand for shelter services has increased significantly over the past few years and is projected to continue throughout 2024 for many reasons including, but not limited to, insufficient affordable housing supply, increased costs of living, inadequate wage and income supports, and an increase in the number of refugee claimants arriving in the City. Many people remain unable to access shelter beds each night. In 2023, there were, on average, 202 callers per day not matched to a shelter space. Data show these averages have almost doubled since 2022, which had an average of 106 unmatched callers per day.

There continues to be a humanitarian crisis of refugee claimants requiring shelter across the country – particularly acute in Toronto. As of April 7, 2024, the City is providing support to 6,350 refugee claimants, with over 4,328 people inside the system, and 2,022 people outside the shelter system, accounting for 52% of all people provided with accommodation.

Entries to homelessness continue to outpace exits to housing. A total of 5,927 people were successfully moved to permanent housing in 2023. Meanwhile, there were 10,183 new entries into homelessness in 2023. This net increase in demand, despite the progress in connecting people to housing, highlights the broad capacity issues facing the City's shelter system.

*New Non-Competitive Contracts with 2361173 Ontario Inc o/a Sunray Group Hotels and 2656601 Ontario Inc o/a Toronto Plaza Hotel for Catering*

Catering for the City's temporary shelter sites located in hotels is provided by either the hotel operator, the shelter operator (i.e., a community organization or the City), or a third-party catering vendor, depending on the site. Negotiations of new lease contracts has provided an opportunity to streamline catering arrangements and increase efficiencies. Based on high quality of service, operational continuity, and to support negotiations of temporary shelter site lease contracts, Sunray Group Hotels is recommended as the catering provider for sites that they own (including Toronto Plaza Hotel, which is owned by Sunray Group Hotels). Moving forward, where Sunray Group Hotels is the hotel owner and catering provider, five sites will be catered through contracts that are managed by the third-party shelter operator; and two (2) sites, where the City is the shelter operated, will be catered through the two (2) new non-competitive contracts requested in this report.

Entering into non-competitive contracts with Sunray Group Hotels and Toronto Plaza Hotel is in line with the Compatibility exemption code under the City's Non-Competitive Procurement Procedure. Pursuing alternative catering arrangements would increase costs, decrease flexibility, and significantly impact ongoing lease negotiations with Sunray Group Hotels.

The request to establish new non-competitive contracts with Sunray Group Hotels for \$20,000,000 CAD net of Harmonized Sales Tax (\$20,352,000 CAD net of Harmonized Sales Tax recoveries) and 2656601 Toronto Plaza Hotel for \$25,000,000 CAD net of Harmonized Sales Tax (\$25,440,000 CAD net of Harmonized Sales Tax recoveries) is to allow Toronto Shelter and Support Services to continue using these vendors to provide catering services while permanent and long-term solutions are being developed for people experiencing homelessness. The requested non-competitive contract amendments include four (4) separate additional one (1) year periods. If exercised, these contracts would remain in effect until July 31, 2029.

*Amendment to Non-Competitive Contract 47024284 with Canadian Red Cross Society for Lodging Services for Asylum Seekers and Refugees*

In July 2023, following City Council's adoption of [MM8.29](#), the City asked Canadian Red Cross Society to add 250 beds at two (2) hotel sites to provide shelter services refugees. The request to increase the contract value by \$30,000,000 CAD net of Harmonized Sales Tax (\$30,528,000 CAD net of Harmonized Sales Tax recoveries) reflects the cost of this additional service provision.

*Amendment to Non-Competitive Contract 47025084 with Four Points by Sheraton Vaughan for Short-Term Emergency Accommodation for Families*

There has been a significant increase in demand for shelter by families and there is insufficient space in the City's shelter system to accommodate them. Rooms have been secured at Four Points by Sheraton Vaughan to provide temporary, emergency accommodation for families that are residing outdoors with no indoor shelter options. Families occupy these rooms until a space in the family shelter system becomes available. This location exclusively provides rooms – there is no shelter program offered. The request to increase the contract value by \$3,000,000 CAD net of Harmonized Sales Tax (\$3,052,800 CAD net of Harmonized Sales Tax recoveries) and extend the term to December 31, 2025, is to ensure there are sufficient funds available to accommodate families at the Four Points by Sheraton Vaughan hotel.

*Amendments to Non-Competitive Contract 47023371 with 2790584 Ontario Inc for Catering (multiple sites)*

Catering services at two (2) temporary shelter sites located in hotels have been provided by 2790584 Ontario Inc since 2021. A third location will require catering services as of May 1, 2024. The request to increase the contract value by \$5,000,000 CAD net of Harmonized Sales Tax (\$5,088,000 CAD net of Harmonized Sales Tax recoveries) is to provide sufficient funds to cater the third location until the contract ends on April 30, 2025. A competitive procurement process will take place to identify a catering provider for these three locations as of May 1, 2025.

*Amendments to Non-Competitive Purchase Order 6055300 with Verint Americas Inc for Software Licensing*

Verint Americas Inc provides software modules that support Toronto Shelter and Support Services' Central Intake call centre and the Customer Experience Division's 311 call centre. Currently, each division has a separate contract with this vendor. To better leverage resources and efficiencies, Information Technology Services will enter into a corporate contract with Verint Americas Inc for services to Toronto Shelter and Support Services and Customer Experience Division in January 2026, to align with the end date of Customer Experience Division's amended contract. The request to increase the contract value by \$150,000 USD net of Harmonized Sales Tax (\$152,640 net of Harmonized Sales Tax recoveries) and extend the term to January 19, 2026 is to allow Toronto Shelter and Support Services to continue using these services until a corporate contract is established.

### *Amendment to Competitive Contract 47023737 with Direct Construction Company for Minor Building Repairs*

Unforeseen emergency repairs for shelter sites across the system require additional services from vendors that provide minor building repairs, including Direct Construction Company. The request to increase the contract value by \$500,000 CAD net of Harmonized Sales Tax (\$508,800 CAD net of Harmonized Sales Tax recoveries) is to ensure there are sufficient funds available to complete emergency repairs.

### *Amendment to Competitive Contract 47024677 with 911 Interpreters Inc for Real-time Over the Telephone Interpretation*

As the number of refugees entering the City and seeking shelter has increased, so has the demand for interpretation services. Toronto Shelter and Support Services Central Intake call centre has experienced a notable increase in the demand for real-time phone-based interpretation. The request to increase the contract value by \$700,000 CAD net of Harmonized Sales Tax (\$712,320 CAD net of Harmonized Sales Tax recoveries) is to ensure there are sufficient funds available to meet the interpretation needs of people seeking shelter.

### *Amendment to Competitive Contract 47025241 with A.S.P Incorporated for Security Guard Services (multiple sites)*

Stationing security guards at some shelter and 24-hour respite sites provides a safe environment for staff, clients, and members of the public. The contract with A.S.P Incorporated is managed by Corporate and Real Estate Management as part of their oversight of City and leased properties. The request to increase the contract value by \$1,693,932 CAD net of Harmonized Sales Tax (\$1,723,745 CAD net of Harmonized Sales Tax recoveries) and extend the term to June 15, 2024 is to ensure ongoing security guard services for six (6) shelter and 24-hour respite site locations. A new Request for Proposals was issued and has subsequently closed. Staff have conducted a thorough evaluation process with a plan to award the successful supplier and commence a new contract in the near future.

## **CONTACT**

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## **SIGNATURE**

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Gordon Tanner  
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Executive Director, Corporate Real Estate Management

Geneviève Sharkey  
Chief Procurement Officer