

Amendment to Non-Competitive Contract 47023030 with A Supreme Nursing and Home Care Services Inc for Nursing Services at Various Shelter Locations

Date: April 28, 2025

To: General Government Committee

From: General Manager, Toronto Shelter and Support Services and Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to seek authority from City Council to amend Non-Competitive Contract with A Supreme Nursing and Home Care Services Inc for nursing services by increasing the overall value in the amount of \$100,000 net of all applicable taxes and charges (\$101,760 net of Harmonized Sales Tax recoveries), increasing the contract value from \$800,000 net of all applicable taxes and charges (\$814,080 net of Harmonized Sales Tax recoveries) to \$900,000 net of all applicable taxes and charges (\$915,840 net of Harmonized Sales Tax recoveries) and extending the term to April 30, 2026. Extending the term of this contract to April 30, 2026 will extend the contract beyond the allowable five-year term.

This contract amendment will allow nursing services in directly operated shelters to continue while a new competitive procurement process for nursing services is completed. The estimated completion date for the competitive procurement process is the fourth quarter of 2025. Toronto Shelter and Support Services is in the process of hiring a complement of nursing staff, but challenges with staff retention requires that contract nursing services must remain available.

RECOMMENDATIONS

The General Manager, Toronto Shelter and Support Services and the Chief Procurement Officer recommend that:

City Council, in accordance Municipal Code Chapter 195, Purchasing, where the current request exceeds the Chief Procurement Officer's authority of the cumulative five-year commitment limit for each vendor under Article 7, Section 195-7.3(D) of the Purchasing By-law or exceeds the threshold of \$500,000 net of all applicable taxes and charges allowed under staff authority as per the Toronto Municipal Code Chapter 71, Financial Control, Section 71-11.1, grant authority 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 and extend the term, of the Non-Competitive Contract Number 47023030 with A Supreme Nursing and Home Care Services Inc for nursing services by an amount of \$100,000 net of all applicable taxes and charges (\$101,760 net of Harmonized Sales Tax recoveries), increasing the contract value from \$800,000 net of all applicable taxes and charges (\$814,080 net of Harmonized Sales Tax recoveries) to \$900,000 net of all applicable taxes and charges (\$915,840 net of Harmonized Sales Tax recoveries) and extending the term to April 30, 2026. Extending the term of this contract to April 30, 2026 will extend the contract beyond the allowable five-year term.

FINANCIAL IMPACT

The requested amendment increases the overall value of the Non-Competitive Purchase Order 4702303 with A Supreme Nursing and Home Care Services Inc for nursing services by \$100,000 net of all applicable taxes and charges (\$101,760 net of Harmonized Sales Tax recoveries).

Funding in the amount of 880 net of Harmonized Sales Tax recoveries is included in the 2025 Operating Budget for Toronto Shelter and Support Services and additional funding will be included in its 2026 Operating Budget Submission. See Table 1 for additional funding details.

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.

Table 1: Financial Impact, Net of Harmonized Sales Tax Recoveries

Cost Centre: F01525, F01124, Cost Element: 4180		
Year	Period	Amendment Amount
2025	May 1, 2025 to December 31, 2025	\$50,880
2026	January 1, 2026 to April 30, 2026	\$50,880
Amendment Total		\$101,760

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

DECISION HISTORY

At its meeting on February 6 and 7, 2024, City Council adopted 2024.EC9.4 “Homelessness Services Capital Infrastructure Strategy: Real Estate Strategy and Lease Extensions” granting authority to amend various contracts, including with A Supreme Nursing and Home Care Services Inc for nursing services.

<https://secure.toronto.ca/council/agenda-item.do?item=2024.EC9.4>

On March 20, 2020, Purchasing and Materials Management issued Non-Competitive Contract 47023030 with A Supreme Nursing and Home Care Services Inc for nursing services in the amount of \$500,000 net of all applicable taxes and charges (\$508,800 net of Harmonized Sales Tax recoveries) with the validity end date of December 31, 2020. The contract was established in the context of the COVID-19 pandemic and an increased need for nursing services to support people accessing shelters.

On February 25, 2021, the validity end date of Non-Competitive Contract 47023030 with A Supreme Nursing and Home Care Services Inc for nursing services was extended to December 31, 2021, to allow ongoing access to nursing services as the COVID-19 pandemic continued.

On July 5, 2022, the validity end date of Non-Competitive Contract 47023030 with A Supreme Nursing and Home Care Services Inc for nursing services was extended to December 31, 2022, to allow ongoing access to nursing services as the COVID-19 pandemic continued.

On October 26, 2023, the target value of Non-Competitive Contract 47023030 with A Supreme Nursing and Home Care Services Inc for nursing services was increased by an amount of \$200,000 net of all applicable taxes and charges (\$203,520 net of Harmonized Sales Tax recoveries), increasing the target value of the contract from \$500,000 net of all applicable taxes and charges (\$508,800 net of Harmonized Sales Tax recoveries) to \$700,000 net of all applicable taxes and charges (\$712,320 net of Harmonized Sales Tax recoveries), and the term was extended to April 30, 2024. This amendment was required as the number of people experiencing homelessness with complex health care needs increased and the demand for nursing services persisted. Toronto Shelter and Support Services established a plan to hire a complement of nursing staff, but required additional time to complete the hiring process.

On February 18, 2024, the value of Non-Competitive contract 47023030 with A Supreme Nursing and Home Care Services Inc for nursing services was increased by an amount of \$100,000 net of all applicable taxes and charges (\$101,760 net of Harmonized Sales Tax recoveries), increasing the contract value from \$700,000 net of all applicable taxes and charges (\$712,320 net of Harmonized Sales Tax recoveries) to \$800,000 net of all applicable taxes and charges (\$814,080 net of Harmonized Sales Tax recoveries), and the term was extended to April 30, 2025. Toronto Shelter and Support Services continued to face challenges related to hiring a complement of nursing staff and required ongoing use of contracted nursing services.

COMMENTS

Amendment to Non-Competitive Contract Number 47023030 with A Supreme Nursing and Home Care for Nursing Services

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. The City is accommodating more than 12,000 people experiencing homelessness each night. 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 2025 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.

People accessing the shelter system have increasingly complex health needs. The request to amend the contract with A Supreme Nursing and Home Care by \$100,000 net of Harmonized Sales Tax (\$101,760 net of Harmonized Sales Tax recoveries) and extend the term to April 30, 2026 will allow nursing services in directly operated shelters to continue for one additional year while a new competitive procurement process for nursing services is completed. Extending the term of this contract to April 30, 2026 will extend the contract beyond the allowable five year term.

Toronto Shelter and Support Services is underway with hiring nursing services staff and anticipated securing a full complement before the expiry date of this contract. Unique scheduling requirements in the shelter environment, including mandatory availability for nursing staff, have led to challenges with staff retention in these positions. Efforts are underway to resolve these challenges, but significant vacancies remain and contracted nursing services continue to be required. The estimated completion date for a new competitive procurement is the fourth quarter of 2025.

CONTACT

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SIGNATURE

Gordon Tanner
General Manager, Toronto Shelter and Support Services

Geneviève Sharkey
Chief Procurement Officer