REPORT FOR ACTION
CONTRACT AWARD

Contract Award - Five (5) -Year Elevator Maintenance Program (2026–2031)

Date: May 12, 2026
To: Board of Directors, Toronto Parking Authority
From: President, Toronto Parking Authority
Wards: 4, 10, 11, 12, 13, 22

SUMMARY

The purpose of this report is to obtain approval from the Board of Directors of the Toronto Parking Authority (TPA) to award a contract for the provision of comprehensive elevator maintenance services across TPA's portfolio of parking structures. The TPA operates 38 elevating devices across its network of facilities, and it is essential that these elevators operate safely, reliably, and in full compliance with the requirements of the Technical Standards and Safety Authority (TSSA).

Comprehensive elevator maintenance is fundamental to the TPA's commitment to accessibility (Accessibility for Ontarians with Disability Act), and reliable service delivery across its parking assets. Elevating devices are critical infrastructure requiring proactive preventive maintenance, timely repairs, and compliance driven inspections to mitigate risk, ensure regulatory compliance, and maintain operational and emergency response readiness.

This contract award results from a competitive Request for Proposals seeking qualified elevator maintenance contractors to provide comprehensive preventive maintenance, emergency response, corrective repairs, and lifecycle support for TPA's elevator portfolio. Two compliant proposals were received, with Quality Allied Elevator (QAE) identified as the highest ranked and lowest cost compliant proponent.

It is recommended that the Board approve the award of the Elevator Maintenance Program contract to QAE for a total contract amount not to exceed $1,927,280.01, exclusive of Harmonized Sales Tax (HST). The contract includes allowances for ad hoc repairs and a contingency to accommodate the addition of new elevating devices as the portfolio evolves. While this represents an approximate 4 per cent (%) increase over 2025 costs, the increase is attributable to the inclusion of two new parking facilities and the corresponding expansion in the number of elevating devices under contract

RECOMMENDATIONS

The President, Toronto Parking Authority recommends that:

The Toronto Parking Authority Board of Directors provide authority to the President, Toronto Parking Authority, to negotiate, enter into, and execute a contract with Quality Allied Elevator (QAE) for the delivery of the Elevator Maintenance Program (RFPEM20250901) in an amount not exceeding $1,927,280.01, excluding Harmonized Sales Tax (HST) for a contract term of three (3) years (April 1, 2026 to March 31, 2029), with two (2) optional one year extensions (April 1, 2029 to March 31, 2030, and April 1, 2030 to March 31, 2031), exercisable at the sole discretion of TPA subject to satisfactory performance and annual budget availability.

FINANCIAL IMPACT

Approval of this report authorizes a pretax amount not to exceed $1,927,280.01 over a five-year period for the award of a contract to Quality Allied Elevator (QAE) to deliver the Elevator Maintenance Program. Funding for Year 1 is available within the approved 2026 Operating Budget (Elevator Maintenance), with funding for subsequent years to be incorporated into future Operating Budgets. The table below summarizes the projected expenditure by category, based on an assumed 3% year over year Consumer Price Index (CPI) escalation applied to monthly maintenance, ad hoc rates, and contingency allowance.

This multiyear funding structure provides TPA with a predictable financial forecast for elevator maintenance activities. The CPI based escalation reflects reasonable industry expectations for labour and material cost increases throughout the contract term. In addition, separating labour and materials within the ad hoc cost model offers greater transparency and enhances cost tracking accuracy for future procurement and budgeting cycles.

Period	Monthly Maintenance ($)	Ad-Hoc Services & Repairs ($)		Contingency ($)	Total ($)
		Labour Cost ($)	Materials Cost ($) - Estimate		
Year 1 (Apr 2026 - Mar 2027)	167,820.00	132,192.00	36,000.00	27,000.00	363,012.00
Year 2 (Apr 2027 - Mar 2028)	172,854.60	136,157.76	37,080.00	27,810.00	373,902.36
Year 3 (Apr 2028 - Mar 2029)	178,040.24	140,242.49	38,192.40	28,644.30	385,119.43
Option Year 4 (Apr 2029 - Mar 2030)	183,381.45	144,449.77	39,338.17	29,503.63	396,673.02
Option Year 5 (Apr 2030 - Mar 2031)	188,882.89	148,783.26	40,518.32	30,388.74	408,573.21
Total (5 Years)	**890,979.17**	**701,825.28**	**191,128.89**	**143,346.67**	**1,927,280.01**

The total upset amount being requested for the combined contracted service, ad hoc service, and contingency over the five-year contract term represents an approximate 4% increase over the amount spent during the previous five-year term for equivalent services.

CALL SUMMARY

The RFP-EM-202509-01 was issued on MERX on September 3, 2025, and closed on November 28, 2025. Two compliant submissions were received and advanced to full technical and financial evaluation. The evaluation process was undertaken by an internal panel with Procurement oversight and was supported by Solucore Inc. (Solucore), TPA's independent vertical transportation consultant.

A summary of the evaluated pricing, including monthly preventive maintenance, ad hoc services and repairs, and contingency allowances is provided in the summary table below. QAE submitted a total five-year cost of $1,927,280.01, compared to ATTA's $2,362,034.52, offering significant value to TPA over the duration of the contract.

Summary Table of Bids Received (Pre-Tax):

Monthly Maintenance, Ad-Hoc Services & Repairs, and Estimated Contingency Allowance (Pre-Tax).

Company	Monthly Total Bid	Five (5) Year Total Bid
Quality Allied Elevator (QAE)	$33,251.00	$1,927,280.01
ATTA Elevators	$37,075.00	$2,362,034.52

The evaluation process followed the rated technical and pricing criteria established in the RFP. The combined results placed QAE first overall, offering the strongest value proposition and the lowest total cost over the five-year program.

Solucore's expertise played a central role in solicitation design and validating the outcome of this RFP process. As a specialized engineering firm with extensive experience in elevator maintenance, modernization, and portfolio wide asset evaluation across Canada, Solucore provided technical due diligence. Their review confirmed that QAE has demonstrated strong technical capability, depth of organizational resources, and consistent performance on TPA equipment under the current contract. Solucore concluded that QAE represents the "best option for TPA" based on capability, responsiveness, and lowest overall cost.

DECISION HISTORY

At its meeting on August 17, 2017, the Board of Directors of the Toronto Parking Authority adopted PA2.2 - Contract Award for Five (5) -Year Elevator Maintenance Program (2017-2022) (Ward 18, 20, 21, 22, 27, 28).

Agenda Item History - 2017.PA2.2

COMMENTS

The TPA operates 17 existing parking structures equipped with elevators, with two structures having been added in the past two years, bringing the total inventory to 38 elevating devices (33 existing and 5 new) across the portfolio. Regular inspection, preventive maintenance, and code mandated testing are essential to ensuring that all elevators operate safely, reliably, and in full compliance with TSSA requirements. Consistent elevator availability remains critical to customer mobility, accessibility, and overall service quality at TPA facilities.

The Elevator Maintenance Program includes monthly preventive maintenance, scheduled and unscheduled repairs, entrapment response, mandatory annual and five-year testing, and maintenance reporting for all devices. The program consists of:

- A fixed monthly maintenance component for routine servicing,
- A variable ad hoc services and repairs component driven by labour hours, material costs, and emergency service calls; and
- A contingency allowance to accommodate the onboarding of new devices resulting from future facility openings or modernization projects.

The Elevator Maintenance Program incorporates several key risk mitigation measures to ensure service continuity, cost predictability, and operational resilience. As the incumbent service provider, QAE brings established familiarity with TPA's facilities and equipment, significantly reducing transition and service-disruption risk. Contractual price escalation is governed by annual CPI adjustments, providing year-over-year cost predictability while remaining aligned with prevailing market conditions. In addition, the inclusion of ad hoc repair allowances and contingency funding provides the flexibility required to address unplanned equipment failures, aging and obsolete components, elevator entrapments, and future modernization needs, thereby supporting continued safe and reliable operations.

As part of the 2025/26 annual contract review process and in preparation for the competitive procurement of expiring services, Management reviewed contracts nearing expiry to identify those requiring issuance of an RFP.

During this review, Management identified an inconsistency within the current Elevator Maintenance Program contract between the Board-approved contract authority and the corresponding Board-approved funding authority. Although TPA remains party to a valid agreement for these services through December 31, 2026, the approved spending authority expired on December 31, 2023, and no longer aligns with the contract value previously authorized by the Board. However, the annual operating spends for these services continued to be identified and included in the Board-approved budget.

Upon identifying this oversight, Management took immediate steps to restore compliance with TPA procurement policy by accelerating the initiation of a competitive procurement process through RFP-EM-202509-01. That process has now been completed, and this report seeks Board approval for a new multi-year elevator maintenance agreement, thereby re-establishing full compliance with TPA's procurement requirements.

Upon Board approval, staff will finalize the contract, confirm the master elevator asset register, update maintenance routes, and initiate contractor mobilization to ensure a seamless transition into the new term starting June 2026. Ongoing contractor performance will be monitored through KPIs and SLAs related to elevator uptime, preventive maintenance completion, entrapment response times, and reporting accuracy, with quarterly performance review meetings conducted by TPA Operations staff.

CONTACT

Jarrett McDonald, Vice President, Operations, Toronto Parking Authority
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Kieran Hess, Director, Parking Operations, Toronto Parking Authority
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SIGNATURE

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W. Scott Collier, President
Toronto Parking Authority

ATTACHMENTS

Attachment 1: Annexure 1 - Solucore Inc. (Consultant) Recommendation Letter

Annexure 1 - Solucore Inc. (Consultant) Recommendation Letter:

SOLUCORE

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February 11, 2026

Toronto Parking Authority (TPA)
33 Queen Street East,
Toronto, Ontario M5C 1R5

Attention: **Mr. Krishna Vishnumolakala**

Reference: **Request for Vendor Agreement - Toronto Parking Authority**
Maintenance Contract
Quality Allied Bid Review

Dear Mr. Vishnumolakala:
Further to your request, we analysed the bid for the above noted RFP. The following are our opinions and recommendations:

Quality Allied Elevator (QAE) is the largest independent elevator company in Ontario. They work throughout the GTA both maintaining and modernizing elevator equipment. Quality Allied Elevator was established over 35 years ago. Today, the company is in its third generation and progressing strongly. QAE Toronto and GTA office services 2400 elevating devices and they go from Kitchener in the west, Barrie in the north, Port Hope in the east.

Maintenance Capability: Quality has strong technical capabilities as their mechanics do not lack any technical skills or expertise. Their maintenance mechanics are not unionized and very diverse usually with multi-nationals and new immigrants. QAE is the incumbent on this portfolio and is capable of delivering an appropriate level of service as they are currently demonstrating.

Qualifications: QAE provided just one qualification with respect to termination for convenience which we support. Termination for convenience is not usually beneficial as it does not give the elevator company confidence that investing in the maintenance and repair of the elevators is good as it might be very risky for them to do so under threat of termination for any reason.

Conclusion: Based on the overall package, QAE is a good option for TPA.

Consultant Recommendation

We recommend awarding the work to Quality Allied based on the following rationale:

1. They are the incumbent and continuing with them results in the least amount of disruption to the facilities.
2. They have demonstrated that they are capable of maintaining the sites and they have the track record to prove that.
3. They have a competent staff and team support.

4. They are non-union which makes risks due to strikes and walkouts minimal.
5. They have a large organizational structure that would allow them to support TPA sites at all levels.
6. The provided a comprehensive proposal and RFP.

We hope that the above meets with your approval. Should you have any questions, please do not hesitate to contact us at (905) 206-0555.

Sincerely Yours,
SOLUCORE INC.

Ray Eleid, P. Eng., MBA
Director, Strategic Development