

Toronto Community Housing

**Contractor Award: Demand General Repairs Program (RFP 21032)**

Item 7B

June 23, 2021

Building Investment, Finance and Audit Committee

**Report: BIFAC:2021-60****To:** Building Investment, Finance and Audit Committee  
("BIFAC")**From:** Acting Chief Operating Officer**Date:** June 9, 2021**PURPOSE:**

The purpose of this report is to seek the BIFAC's approval to award a contract to a roster of 13 pre-qualified vendors for the demand general repair program, based on the outcome of Request for Proposal ("RFP") 21032.

BIFAC approval is required for this contract award as it exceeds the \$2.5M financial approval limit of TCHC's Procurement Award Committee ("PAC").

**RECOMMENDATIONS:**

It is recommended that the BIFAC approve and forward to the Board of Directors (the "Board") the following recommendations:

- (a) Approve the award of work for up to \$170.6M (exclusive of taxes) for demand general repair services at the rates established based on the outcome of Request for Proposal (RFP 21032):
  - Up to \$87.9M for three (3) years (Year 1: \$25.3M, Year 2: \$29.1M, and Year 3: \$33.5M); and
  - Up to \$82.7M for two (2) additional one-year terms (Year 1: \$38.5M, Year 2: \$44.2M) at TCHC management's discretion;

- (b) Approve the award for the work to the following vendors:
- BiView Building Services Ltd.;
  - C2C Construction Ltd.;
  - Direct Construction Company Ltd;
  - Joe Pace & Sons Contracting Inc.;
  - G&G Contracting;
  - Greenline Renovations Plus Ltd.;
  - GH Renovations Inc.;
  - Finecraft Group Inc.;
  - LYR Inc.;
  - Malomar Construction and Renovation;
  - Richview Renovation and Restorations Ltd.;
  - SNL Techlink;
  - Universal Cleaning & Painting; and
- (c) Authorize the appropriate staff to take the necessary actions to give effect to the above recommendation.

#### **REASONS FOR RECOMMENDATIONS:**

Demand general repair (“DGR”) is unplanned work; it is work that is required on as-needed basis, often involving repairs in a residential unit or common areas.

DGR represents a high volume of jobs assigned to vendors annually. In 2019 and 2020, 19,500 and 15,500 work orders were processed respectively, with an average cost of \$1,400. DGR consists of:

- Bathroom and kitchen renovation work;
- Flooring;
- Painting;
- Plastering; and
- Other repair work, as deemed necessary.

#### **PROCUREMENT PROCESS:**

A public RFP was issued on February 19, 2021 and closed on March 25, 2021. In total, 25 submissions were received. The submissions were evaluated to determine the best price and vendor capacity to perform the services.

As a result, the following vendors (the “Vendors”) submitted the best price and demonstrated capacity to perform the services, and are recommended for the work:

- BiView Building Services Ltd.;
- C2C Construction Ltd.;
- Direct Construction Company Ltd.;
- Joe Pace & Sons Contracting Inc.;
- G&G Contracting;
- Greenline Renovations Plus Ltd.;
- GH Renovations Inc.;
- Finecraft Group Inc.;
- LYR Inc.;
- Malomar Construction and Renovation;
- Richview Renovation and Restorations Ltd.;
- SNL Techlink; and
- Universal Cleaning & Painting.

Overall, the Vendors’ submissions satisfied all mandatory requirements and surpassed the standard required to permit their pricing proposals to be considered. The recommendation is based on awarding the work as per the RFP requirements.

The Procurement Award Committee (“PAC”) approved the recommendation to award the work to the Vendors at its meeting on May 13, 2021, subject to BIFAC and Board approval. At that time, the Committee took note of the following considerations:

- The award is within reasonable and acceptable range for the scope of work;
- Several of the recommended proponents have performed similar work with satisfactory results; and
- The recommended proponents have confirmed they have the capability and capacity to deliver the scope of work.

#### **IMPLICATIONS AND RISKS:**

To ensure the delivery of high-quality services and to mitigate any risks, regional staff will continuously and rigorously monitor the performance of the Vendors during the course of service delivery and ensure the work is delivered in accordance with the scope and specifications, and is on budget and on time. In addition, the Operations Compliance team will monitor

performance, establish points of contact, and schedule quarterly meetings to discuss any issues with service delivery. Performance will be evaluated in accordance with TCHC's Vendor Compliance evaluation system.

Results gathered through the vendor performance reviews can be used to support decisions to remove underperforming vendors from TCHC's rosters and/or future bidding opportunities.

**SIGNATURE:**

*"John Angkaw"*

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John Angkaw  
Acting Chief Operating Officer

**Confidential Attachment 1:** Demand General Repairs Program RFP Overview

**Reason for Confidential Attachment:** Third party commercial information supplied in confidence and commercial information belonging to TCHC that has monetary value or potential monetary value and whose disclosure could reasonably be expected to be injurious to its financial interests.

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