



Vendor Award: Key Holder Services for Toronto Community Housing

Item 9D

October 27, 2023

Board of Directors

Report: TCHC:2023-56

To: Board of Directors (the “Board”)

From: Building Investment, Finance and Audit Committee (“BIFAC”)

Date: September 8, 2023

PURPOSE:

The purpose of this report is to seek the Board of Directors’ approval to award work to Universal Protection Service of Canada Corporation o/a Allied Universal Security Services of Canada for up to \$10,175,104.59 (exclusive of taxes) for key holder services at various TCHC locations for a term of up to five years based on the outcome of Request for Proposal (“RFP”) 23061.

Board of Directors (the “Board”) approval is required for this vendor award as it exceeds the \$5 million financial approval limit of the Building Investment, Finance and Audit Committee (“BIFAC”).

RECOMMENDATIONS:

It is recommended that the Board:

1. approve the award of work to Universal Protection Service of Canada Corporation o/a Allied Universal Security Services of Canada for up to \$10,175,104.59 (exclusive of taxes) for key holder services at various TCHC locations for a term of up to five years (three years with the option of two one-year contract extensions at TCHC’s discretion) as follows:
 - up to \$5,805,131.72 for the initial three year term; and

- up to \$4,369,972.88 for two additional one-year terms at TCHC management's discretion; and
2. authorize the appropriate staff to take all other necessary actions to give effect to the above recommendations.

BIFAC:

This report was approved by the BIFAC on September 8, 2023.

REASONS FOR RECOMMENDATIONS:**PROJECT BACKGROUND:**

In situations where work is necessary within an occupied tenant unit, TCHC may engage the services of a third party Key Holder vendor. The role of the Key Holder is to provide access to the unit to vendors and/or staff, maintain security watch of the unit and tenant's belongings while work is underway, secure the unit upon completion of the work, and document all unit entries. Key Holders are engaged on an as-needed basis for a variety of in-suite capital, demand, and preventative maintenance projects such as window and balcony replacements, in-suite refurbishments and repairs, plumbing retrofits, lock changes, and fire alarm system repairs.

Between 2018 to present, there have been between 31,000 to 96,000 hours of Key Holder services used annually (average annual usage is approximately 73,000 hours) across the TCHC and Toronto Seniors Housing Corporation ("TSHC") portfolios.

An Agreement for Security, Fire Picket & Key Holder Services was established in 2018 under RFP 18315. The current agreement will expire November 14, 2023. The purpose of RFP 23061 is to establish a new agreement to continue to provide Key Holder services on an as needed basis to support the delivery of TCHC's Capital and Maintenance Programs. The provision of Key Holder services has been separated from Security and Fire Picket services (issued under separate RFP 23062).

Key Holder services are primarily used by staff in Facilities Management, therefore Facilities Management will be the business unit responsible for managing this contract. The Community Safety Unit, as the primary users of Security and Fire Picket services will remain the owners of those services.

The scope of work includes the provision of Key Holder services as required across the TCHC and TSHC portfolio.

Key Holders will be engaged during capital construction and maintenance projects (e.g. in-suite renovations, balcony/window replacements), in-suite demand general repair work, and lock-changes to provide security watch of tenants' units while staff and/or vendors complete the necessary work. Key Holders will be responsible for un-locking/locking unit doors, managing unit access and documentation of all unit entries and interactions.

PROCUREMENT PROCESS:

The RFP was posted to TCHC's e-procurement portal "Bonfire" on April 12, 2023. Within this portal, the commodity codes were purposely broadened to increase the potential number of bidders. The alert of the posting not only went to TCHC's normal vendor pool, but also vendors tagged under:

- Security Surveillance and Detection;
- Security and Control Equipment;
- Guard Services;
- Security System Services; and
- Security Guard Services.

A courtesy email containing a brief background of the request, posting information and links, and key submission timeline information was also sent on the day of posting specifically to seven relevant vendors who submitted on previous RFPs for a similar scope of work.

In addition, the bid opportunity was posted on "Biddingo", which is another procurement portal used by over 80,000 vendors. Relevant vendor categories were also tagged (Security Services/Supplies) to ensure relevant vendors were notified

The RFP was also posted on TCHC's own procurement opportunities page.

The RFQ was issued on April 12, 2023 and closed on May 26, 2023. Three submissions were received. Submissions were evaluated through a three stage process to determine qualified vendors and pricing. Universal Protection Service of Canada Corporation o/a Allied Universal Security Services of Canada is the highest scored proponent.

A vendor bid confirmation meeting was held with Universal Protection Service of Canada Corporation o/a Allied Universal Security Services of Canada on July 4, 2023 facilitated by Strategic Procurement, and attended by Facilities Management, to confirm their submitted pricing, capacity, timeline and understanding of the scope of work.

Universal Protection Service of Canada Corporation o/a Allied Universal Security Services of Canada confirmed their understanding of the scope of work, ability to provide services to the entire portfolio, and pricing at a confirmation meeting held on July 4, 2023 and via confirmation email received on July 4, 2023.

The Program Manager, Envelope & Roofing, and Manager, Architectural Special Programs, in consultation with other Facilities Management and Community Safety Unit staff, agree that the pricing is reasonable and acceptable for the work.

The recommendation is to award the work to Universal Protection Service of Canada Corporation o/a Allied Universal Security Services of Canada for up to \$10,175,104.59 as the highest scoring qualified submission.

Confidential Attachment 1 provides details on pricing and rated criteria.

IMPLICATIONS AND RISKS:

An invitational RFP was issued and the recommendation is based on awarding the work as per the RFP requirements. Thus, the risk of a proponent challenging the awarding of the contract is minimized.

Upon approval of this award, Strategic Procurement will pursue execution of a Services Agreement with the recommended proponent. TCHC is requesting a Performance Bond, which totals 10% of the bid amount. After the first year, TCHC will request a bond totaling 10% upon the anniversary of the annual contract renewal.

Entry into tenant units will be facilitated via the services within this contract. Timely and appropriate notification will be provided to tenants to notify them of planned disruptions and restrictions.

The recommended proponent, as the incumbent provider, has performed similar work for TCHC with satisfactory results.

Performance will be evaluated in accordance with TCHC's Vendor Compliance Evaluation System. Results gathered through project reviews can be used to support decisions to remove underperforming vendors from TCHC's rosters and/or future bidding opportunities.

Funding for this award is within the program budget of the 2023 Capital Budget. Funding for additional years will be requested for each year of the contract.

SIGNATURE:

"Allen Murray"

Allen Murray
Vice President, Facilities Management

ATTACHMENT:

Confidential Summary of Submissions

Attachment 1:

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.

STAFF CONTACT:

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