



## **Vendor Award: Demand Maintenance Services for CCTV, Access Control, Electromagnetic Locks, Intercom Systems and Alarm Intrusion Systems**

Item 9B

June 23, 2023

Building Investment, Finance and Audit Committee

**Report: BIFAC:2023-52**

**To:** Building Investment, Finance and Audit Committee  
("BIFAC")

**From:** Vice President, Facilities Management ("FM")

**Date:** May 5, 2023

### **PURPOSE:**

The purpose of this report is to seek the BIFAC's and the Board's approval to award work to an upset limit of \$10,400,000.00 (exclusive of taxes) to a roster of vendors for demand maintenance services for CCTV, access control, electromagnetic locks, intercom systems, and alarm intrusion systems on an as-needed basis throughout the entire TCHC and Toronto Seniors Housing Corporation ("TSHC") portfolio. The roster is for a five year term based on the outcome of Request for Proposals ("RFP") 22148.

BIFAC approval is required for this award as it exceeds the \$2.5M financial approval limit of TCHC's Procurement Award Committee ("PAC"), and Board of Directors (the "Board") approval is required as it exceeds the \$5M financial approval limit of the BIFAC.

### **RECOMMENDATIONS:**

It is recommended that the BIFAC approve and recommend that the Board:

1. approve the award of up to \$10,400,000.00 (exclusive of taxes) to provide demand repair maintenance services for CCTV, access control, electromagnetic locks, intercom systems and alarm intrusion systems for a term of five years as follows:
  - a. up to \$5,650,00.00 for the initial contract of three years; and

- b. up to an additional \$4,750,000.00 for two additional one-year terms at TCHC management's discretion;
2. approve the award of work to the following roster of seven vendors:
  - a. Clavis Corporation o/a ABC Security Access Systems;
  - b. Capital Fire & Security Inc.;
  - c. Delco Automation Inc. o/a Delco Security;
  - d. Metrobit Inc.;
  - e. Paladin Technologies Inc.;
  - f. Vipond Inc.;
  - g. X-Cell Services & Communication Ltd.; and
3. authorize the appropriate staff to take all other necessary actions to give effect to the above recommendations.

#### **PROGRAM BACKGROUND:**

The Facilities Management Building Security Systems team uses a roster of vendors to ensure the following building security systems across the TCHC portfolio remain in good working order:

1. **CCTV** (closed-circuit television) that provides real time monitoring of surveillance and recorded evidence for unlawful/anti-social/criminal activities or damage to property. Components include, but are not limited to video recorders, racks and shelves, conduit, power supplies, and hardware.
2. **Access control** to secure properties and provide tenants/staff with authorized access. Components include, but are not limited to controllers, card readers, keypads, sensors, electric door strikes, contacts and panic bars, automatic door openers, conduit, power supplies, and hardware.
3. **Electromagnetic locks** to control access while remaining compliant with the Ontario Building Code and the Ontario Fire Code. Components include, but are not limited to electromagnetic locks, switches, push buttons, sensors, conduit, power supplies, and hardware.
4. **Intercoms** to provide tenants and their visitors with supervised access to properties using two-way communication. Components include, but are not limited to panels, auto-dialers, conduit, power supplies, and hardware.

5. **Alarm intrusion systems** that are monitored to protect TCHC from burglary, vandalism and property damage. Components include, but are not limited to panels, keyboards, door contacts, sensors, panic stations/buttons, sirens and strobe lights, conduit, power supplies, and hardware.

### **REASONS FOR RECOMMENDATIONS:**

This program allows TCHC to respond effectively to current and emerging needs, ensuring building security systems are operational and working as intended. This scope of work is outside of typical building staff skill levels and responsibilities.

Establishing a roster for the work ensures a formalized process to efficiently dispatch and deliver unplanned demand maintenance repairs. This includes consistency in pricing, and in accordance with both standard specifications, and accountabilities and performance expectations. This program is to commence on October 2, 2023.

### **PROCUREMENT PROCESS:**

An RFP was issued on July 7, 2022 and closed on August 15, 2022. A courtesy email notification of this opportunity was sent to potential proponents who have either worked with TCHC or have shown interest to work with TCHC. Additionally, email notifications were sent to potential qualified vendors from TCHC's vendor list and known qualified vendors as identified by the FM Building Security Services team.

Ten submissions were received with seven vendors successfully meeting the requirements of the RFP. The submissions were evaluated through a three stage process to determine qualified vendors based on rated criteria and pricing.

The successful proponents will be assigned demand repair maintenance work orders based on a rotational system that will be monitored and tracked to ensure an even distribution. For work valued at over \$10,000, the work will be awarded through a second-stage competitive process amongst the roster.

Work will not commence until this award has been approved and contracts have been executed.

Confidential Attachment 1 provides details on pricing and rated criteria.

**IMPLICATIONS AND RISKS:**

Entry into tenant units may be required to service building security systems equipment/infrastructure. Timely and appropriate notification will be provided to tenants for unit entry and they will be notified of any planned disruptions and restrictions.

Facilities Management Building Security Systems staff will continuously and rigorously monitor the performance of the recommended proponents during the course of the program. Performance will be evaluated in accordance with TCHC's Vendor Compliance evaluation system. Results gathered through program reviews will be used to support decisions to remove underperforming vendors from TCHC's programs and/or future bidding opportunities.

FM Building Security Systems staff shall be responsible for monitoring the allowance expenditure on a quarterly basis to ensure the program is within the approved authority to spend and will be included in the quarterly Reconciliation of Preventive Maintenance and Demand Repair Programs starting with the Q4 2023 reconciliation.

Funding for this award is included in the 2023 Operating and Capital Budgets as applicable. Funding for future years will be requested in each consecutive year of the term from the Capital and Operating Program Budgets.

**SIGNATURE:**

*"Allen Murray"*

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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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