



Contractor Award: Uniforms and Apparel (RFP 20118)

Item 5

March 26, 2021

Building Investment, Finance and Audit Committee

Report: BIFAC:2021-29

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

From: Vice President, Human Resources

Date: March 23, 2021

PURPOSE:

The purpose of this report is to seek the BIFAC's approval to award a contract for the provision of employee uniforms based on the outcome of Request for Proposals ("RFP") 20118.

BIFAC approval is required for this award as the term of the contract (inclusive of two one-year extensions) exceeds the five (5) year approval limit of TCHC's Procurement Award Committee ("PAC").

RECOMMENDATIONS:

It is recommended that the BIFAC approve the following recommendations:

- (a) Approve the award of the work to More Uniforms Inc. up to \$1,100,000.00 (exclusive of taxes) for a four year term plus the option of two additional one-year terms, to supply CUPE Local 416 staff uniforms and other apparel, including non-CUPE Local 416 staff, based on the outcome of Request for Quotations (RFP) 20118; and
- (b) Authorize the appropriate staff to take the necessary actions to give effect to the above recommendation.

REASONS FOR RECOMMENDATIONS:

TCHC is obligated to provide uniforms and accessories to employees in the CUPE Local 416 bargaining unit, in accordance with their respective Collective Agreement. Additionally, TCHC provides uniforms and accessories to other staff members governed by other collective agreements, when it is required. (e.g. the collective agreement for Local 79 staff requires them to be supplied with winter jackets and TCHC logoed t-shirts for events).

CUPE Local 416 staff receive a full allotment of uniforms on a biennial basis. The next allotment will occur in 2021 and again in 2023. This award will also cover uniforms required when a CUPE Local 416 staff member is hired at TCHC, or replacement garments are required by an employee (e.g. size change, lost or stolen garments).

PROCUREMENT PROCESS:

An RFP was issued on November 25, 2020 and closed on January 11, 2021. Ten submissions were received. Confidential Attachment 1 outlines the summary of the submissions.

More Uniforms Inc. successfully submitted the lowest price and is recommended for the work. More Uniforms Inc.'s pricing was 9.8% lower than the estimate and is 3.4% lower than the next ranked proponent, which are both within an acceptable range. Overall, More Uniforms Inc.'s submission satisfied all mandatory requirements and surpassed the standard required to permit consideration of its pricing proposal. The pricing provided in Attachment 1 The recommendation is based on awarding the work as per the RFQ requirements.

The Procurement Award Committee ("PAC") approved the recommendation to award the contract to More Uniforms Inc. at its meeting of March 22, 2021, subject to BIFAC 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;
- The recommended proponent has successfully passed all seven stages of the evaluation process; and
- The recommended proponent has confirmed they have the capability and capacity to deliver the scope of work.

IMPLICATIONS AND RISKS:

The scope of work is recommended to address contractual obligations in accordance with the Collective Agreements with CUPE Local 416 and CUPE Local 79. Furthermore, uniforms serve as a means of staff identification to the public and tenants, and protection as per health and safety protocols for staff while they perform their duties in the workplace.

Failure to provide uniforms to staff will result in Labour Relations issues including grievances and potential work disruptions (e.g. work refusal). To mitigate risks, staff will continuously and rigorously monitor the performance of the vendor during the course of the contract. Performance will be evaluated in accordance with TCHC's Vendor Compliance evaluation system. Results gathered through feedback from staff on quality of uniform items and adherence to service standards can be used to support decisions to remove underperforming vendors from TCHC's rosters and/or future bidding opportunities.

Funding for this award is from the Operating Budget for uniforms. Extension of the contract for year five (5) and year six (6) will be awarded based on vendor performance.

SIGNATURE:

"Barbara Shulman"

Barbara Shulman
(Interim) Vice President, Human Resources

Confidential Attachment 1: Summary of RFP Submissions

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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