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CONTRACT AWARD FOR REPAIR AND MAINTENANCE OF EMERGENCY MEDICAL SERVICES VEHICLES

The Community and Health Services Committee recommends the adoption of the recommendations contained in the following report dated December 16, 2011, from the Commissioner of Community and Health Services.

1. RECOMMENDATIONS

It is recommended that:

1. Request for Proposal P-11-79 for the repair and maintenance of Emergency Medical Services vehicles at a total annual cost of approximately \$475,000, plus applicable taxes, be awarded to the seven vendors identified in this report for a one year term with an option to renew for two additional 12-month periods.
2. The Commissioner of Community and Health Services be authorized to execute any necessary contracts in relation to Proposal P-11-79.

2. PURPOSE

This report seeks Council authorization to establish a roster of vendors to include seven successful proponents under the Request for Proposal (RFP) P-11-79 for the repair and maintenance of Emergency Medical Services (EMS) vehicles. Council authorization is required in accordance with the Region's Purchasing By-law as the total expenditures for repairs is likely to exceed \$500,000.

3. BACKGROUND

York Region Emergency Medical Services requires adequate vehicle maintenance and repair services to ensure service delivery

York Region EMS operates 47 ambulances and 19 rapid response and support units. It is estimated that the fleet travels three million kilometres annually. Although new vehicles are covered by standard manufacturers' warranties, repair and maintenance is required to ensure the safe transport of staff and patients in the provision of emergency medical services. Regular repair and maintenance of all EMS vehicles is also a Ministry of Health and Long-Term Care requirement. The Ministry verifies compliance with this requirement during the York Region EMS mandatory recertification every three years.

The existing contract for repair and maintenance services will expire March 31, 2012

Council previously approved the awarding of the current contract on November 20, 2008 through the adoption of Clause No. 5 of Report No. 8 of the Community and Health Services Committee. The terms and requirement of the expiring contracts have been maintained in the current RFP. As such, the approach for providing maintenance and repair services for EMS vehicles remains consistent.

With the opening of the new EMS Headquarters, staff will be exploring options to source repair and maintenance services on site.

An RFP was issued for EMS vehicle repair and maintenance

In accordance with the Region's purchasing by-law, Request for Proposal P-11-79 was prepared for the supply of materials, labour and equipment necessary to provide and carry out the required work to maintain the EMS vehicles. In accordance with the proposal, vendors must be able to pick up vehicles from the EMS Headquarters and from any one of the stations in the Region.

All documents for the proposal were prepared and released by Supplies and Services in accordance with the Region's purchasing by-law. The RFP closed on October 13, 2011 at 1:00 p.m. (local time).

Geographic dispersion in many parts of the Region allows providers to pick up and return vehicles as quickly as possible, minimizing the time vehicles are out of service. Respondents were also required to grant front-of-the-line service for EMS vehicles in order to minimize the time required to complete maintenance and repairs.

4. ANALYSIS AND OPTIONS

Seventeen external proponents purchased bid documents related to the RFP; and ten proponents submitted bids. In response, seven vendors are being recommended based on the scoring criteria established by EMS and Supplies and Services branches. Scoring criteria included, price, project deliverables, past performance and the ability to complete emergency repairs.

Bidders were evaluated against a series of criteria to determine reliability, quality and cost-effective services

Vendors were evaluated on technical score and standardized pricing. Technical evaluation criteria included qualifications, experience, submission completeness, project deliverables (time lines and quality) and value added. A minimum technical score of 42 points out of 70 was required for the proponent to be further evaluated.

Standardized pricing was then evaluated using a pricing schedule which calculated costs utilizing a standardized 96,000 kilometres, a complete vehicle preventative maintenance cycle. This method was used to ensure that the evaluation of pricing for service work was consistently assessed amongst all bidders.

The scoring did not evaluate the geographic location of the service providers as a requirement. Selecting a number of providers affords flexibility to ensure preventative maintenance and repairs for the EMS fleet are completed in a timely manner.

Table 1 summarizes the results of the proposal evaluations received.

Table 1
Proposals Submitted

Name of Company	Shop Location	Technical Score	Standardized Pricing	Overall Score
Chrislynn Automotive Group Inc. o/a Midas Auto Service Experts	Woodbridge	54.00	\$5,972.08	77.44
Matmic Investments Inc. o/a Midas Auto Service Experts	Rexdale	53.75	\$5,972.08	77.19
Stellar Fleet Services	North York	53.50	\$6,030.00	76.72
Fortech Automotive Inc	Newmarket	43.75	\$4,666.40	73.75
Three K's Investment Ltd. o/a Ray and Sons Automotive	Newmarket	52.25	\$6,592.30	73.49
Roy Foss Chevrolet Buick GMC	Woodbridge	49.00	\$7,345.00	68.06
998972 Ontario Ltd.- Mr. M's Auto Service Centre	Newmarket	43.00	\$6,715.00	63.85
Victoria Square Service Centre Inc.	Gormley	14.50	Did not meet minimum technical score	
Transervice Lease Co.	Etobicoke	0	Did not meet minimum technical score	
Ice Age Automotive	Concord	Withdrew proposal		

Supplies and Services examined the proposals received for accuracy and compliance to standard procedures. All proposals were found to be in order.

Link to key Council-approved plans

There is no link as this is a routine operational matter.

5. FINANCIAL IMPLICATIONS

The annual cost of vehicle maintenance and repair is estimated at \$475,000, excluding taxes, and is included in the EMS operating budget. No additional funds are required. The total cost for three years is estimated at \$1,425,000, excluding taxes. The annual EMS budget for maintenance and repairs is \$550,000. Although \$475,000 has been directly allocated to the seven recommended vendors, the balance of the allocated budget is directed to specialty repairs (electrical, transmissions) outside of Request for Proposal P-11-79.

Each vendor has different service capacities due to the number of repair bays available and staffing levels. Some vendors are able to service just two vehicles at one time, while others are able to service six vehicles at one time. For this reason, a number of providers are required to ensure adequate service capacity is available for the EMS fleet. Awarding multiple service providers has no impact on the overall budget/cost within the EMS repairs and maintenance budget.

It is recommended that contracts be awarded to the seven successful bid proponents as outlined in Table 2. In the previous RFP, issued in 2008, six successful proponents were selected to be on the roster. Four of those proponents have been successful in this bid.

Estimated costs have been allocated based on the service capacity of the vendors as indicated from their RFP submission and the number of EMS vehicles stationed within the vicinity of the vendor. The successful bid proponents will be approved vendors of record, therefore, no volume of work is guaranteed.

Table 2
Proponent Bid Costs

Successful Proponent	Estimated 1-year Cost	Estimated 3-year Total Cost
Chrislynn Automotive Group Inc. (Midas)	\$ 95,000	\$ 285,000
Matmic Investments Inc. (Midas)	23,750	71,250
Stellar Fleet Services	47,500	142,500
Fortech Automotice Inc.	23,750	71,250
Ray & Sons Automotive	156,750	470,250
Roy Foss	57,000	171,000
Mr. M's Automotive	71,250	213,750
Total	\$475,000	\$1,425,000

6. LOCAL MUNICIPAL IMPACT

Ongoing maintenance and repairs are a vital part of EMS responses ensuring residents that ambulances and rapid response units are in good mechanical condition to provide safe and efficient transportation.

7. CONCLUSION

It is anticipated that the vendors identified in Table 2 will address York Region Emergency Medical Services' vehicle repair and maintenance requirements. The number of proponents, as well as their geographic locations, will assist in ensuring rapid repair, maintenance and timely return of vehicles to their deployment areas.

It is recommended that contracts under Request for Proposal P-11-79 be awarded to the seven vendors identified in this report.

For more information on this report, please contact Norm Barrette, Chief and General Manager, Emergency Medical Services, at Ext. 4709.

The Senior Management Group has reviewed this report.