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TENDER AWARDS REPORT APRIL 1, 2012 – JUNE 30, 2012

The Finance and Administration Committee recommends the adoption of the recommendation contained in the following report dated July 26, 2012, from the Commissioner of Finance.

1. RECOMMENDATION

It is recommended that this report be received for information.

2. PURPOSE

The purpose of this report is to advise Council of all tenders awarded by the Chief Administrative Officer from April 1, 2012 to June 30, 2012.

3. BACKGROUND

On November 19, 2009, Council amended the purchasing bylaw and delegated authority to staff to award contracts meeting specific criteria.

Section 7.6 to 7.13 of the Purchasing Bylaw requires purchases of goods and services exceeding \$100,000 to be procured through a request for proposal or tender. The bylaw's provisions are:

- The Director of Supplies and Services, in consultation with the Department Head, prepares the specifications for tenders and proposals.
- The call for tenders and proposals documentation shall be circulated and advertised in as wide and extensive a manner as will ensure the most competitive responses.
- The Regional Clerk receives tender and proposal submissions until the deadline specified in the tender/proposal documents.
- Every tender and proposal received within the time specified in the tender or proposal documents will be opened in public by a Tender/Proposal Opening Committee and a written record of all bids received is made.
- The Director of Supplies and Services and the departmental representatives evaluate all tenders and proposals received over \$100,000.00 and make a recommendation on the award to the Chief Administrative Officer.

The Chief Administrative Officer has the authority to award capital works projects provided that:

- The award was made to the lowest bidder
- Total cost did not exceed the amount in the annual budget
- No challenges to the tender processes were made
- There was no irregularity or informality that was not resolved by the Bid Review Committee.

The Chief Administrative Officer and the Regional Chair also have the authority to approve additional work over \$100,000 that needs immediate approval to prevent the delay of work in progress that could result in incurring additional unnecessary costs. Approval for additional work is facilitated through a Fast Track approval process identified in the attached tables.

The Purchasing Bylaw also provides that awards may be made for emergency purchases and reported subsequent to authorization of the work.

Contracts awarded due to single bid responses to calls for bids are reviewed by staff to determine that costs are consistent with staff assessment of the scope of work and budgeting provisions.

4. ANALYSIS AND OPTIONS

Tenders issued in the second quarter equal \$107,647,086.92

The total value of the fifty-two proposals or tenders issued in this quarter is \$107,647,086.92

- 23 for Transportation and Community Planning in the amount of \$45,711,107.25
- 17 for Environmental Services, Water and Wastewater in the amount of \$57,424,203.30
- 4 for Finance in the amount of \$636,721.62
- 2 for Corporate Services in the amount of \$796,271.70
- 6 for Community and Health Services in the amount of \$3,078,783.05

Attachment 1 provides a list of projects that were awarded by the Chief Administrative Officer from April 1, 2012 to June 30, 2012.

Link to Key Council–approved Plans

This report is consistent with the 2011 to 2015 Strategic Plan’s objective of practicing sound fiscal management.

5. FINANCIAL IMPLICATIONS

All items awarded were within the approved budgets. There are no other financial implications. Tenders issued in the second quarter equal \$107,647,086.92.

6. LOCAL MUNICIPAL IMPACT

There is no local municipal impact associated with this report.

7. CONCLUSION

The Chief Administrative Officer and, for Fast Track situations, the Chief Administrative Officer and the Regional Chair, have delegated authority to award contracts in excess of \$100,000 under Purchasing Bylaw No. 2009-41, provided that certain conditions are met. A report is submitted quarterly to advise Council of contract awards under this authority.

The total value of the fifty-two proposals or tenders issued in this quarter is \$107,647,086.92

- 23 for Transportation and Community Planning in the amount of \$45,711,107.25
- 17 for Environmental Services, Water and Wastewater in the amount of \$57,424,203.30
- 4 for Finance in the amount of \$636,721.62
- 2 for Corporate Services in the amount of \$796,271.70
- 6 for Community and Health Services in the amount of \$3,078,783.05

Attachment 1 provides a list of contract awards by the Chief Administrative Officer from April 1, 2012 to June 30, 2012.

These awards were in compliance with the Purchasing Bylaw and the authority delegated by Council.

For more information on this report, please contact Stan Gal, Director, Supplies & Services at Ext. 1650.

The Senior Management Group has reviewed this report.

(The attachment referred to in this clause is attached to this report.)

Table 1
Transportation and Community Planning
April 1, 2012 - June 30, 2012

Contract & Description		
P-11-131 For a Transportation Demand Management Program and Implementation Strategy	No. of Bids/ Contract Renewals	6
	Contractor	BA Consulting Group Ltd.
	Previously Approved	
	Amount	\$143,894.00
12-171 For Crack Repair and Sealing on Various Roads within the Regional Municipality of York.	No. of Bids/ Contract Renewals	2
	Contractor	Roadmaster Road Construction & Sealing Ltd.
	Previously Approved	
	Amount	\$227,930.20
T-12-01 For Debris pick-up, Disposal and Grass Cutting on Boulevards in the Southwest Maintenance District in the Regional Municipality of York. (Term: 2 years with an option to renew for 3 additional 1 year terms)	No. of Bids/ Contract Renewals	10
	Contractor	Colpac Construction Inc.
	Previously Approved	
	Amount	\$289,130.00
12-150 Full Depth Reclamation with Expanded Asphalt Stabilization and Hot Mix Asphalt Paving on the 15th Side Rd. from 350m east of Keele St. to 90m west of Bathurst St. for a total length of approx. 3.6 kms in the Township of King.	No. of Bids/ Contract Renewals	7
	Contractor	Furfari Paving Co. Ltd.
	Previously Approved	
	Amount	\$953,150.20
Q-11-08 Revisions to Existing Electrical Plant for the Accessibility for Ontarians with Disabilities Act in the Regional Municipality of York.	No. of Bids/ Contract Renewals	3
	Contractor	Stacey Electric Company Limited
	Previously Approved	
	Amount	\$114,337.00

12-154 Full Depth Reclamation with Expanded Asphalt Stabilization and Hot Mix Asphalt Paving on King Rd. from east of Albion Vaughan Rd. to west of Highway 27 in the Township of King.	No. of Bids/ Contract Renewals	8
	Contractor	Fermar Paving Ltd.
	Previously Approved	
	Amount	\$1,663,651.00
12-151 Full Depth Reclamation with Expanded Asphalt Stabilization and Hot Mix Asphalt Paving on McCowan Rd. south of Mount Albert Rd., north of Holborn Rd; and In-Place Full Depth Reclamation and Hot Mix Asphalt Paving on McCowan Rd. north of Holborn Rd. to south pavement edge of Ravenshoe Rd. in the Town of East Gwillimbury.	No. of Bids/ Contract Renewals	4
	Contractor	Lisbon Paving Co. Limited
	Previously Approved	
	Amount	\$2,396,518.00
P-10-141 Advertising Agency - To provide a Comprehensive Strategy for ongoing Communications/Marketing campaign and Creative and Strategic Services for Transportation Services.	No. of Bids/ Contract Renewals	Contract Increase and Extension 2nd year
	Contractor	Fingerprint Communications Inc.
	Previously Approved	\$54,021.80
	Amount	\$48,700.00
11-103 Pre-Loading for Approach Embankments at the Proposed Grade Separation Structure over the Go Transit Railway, Donald Cousens Parkway in the City of Markham.	No. of Bids/ Contract Renewals	12
	Contractor	KAPP Contracting Inc.
	Previously Approved	
	Amount	\$1,736,657.75
12-156 Partial Depth Removal of Asphalt Pavement and Full Depth Reclamation with Expanded Asphalt Stabilization and Hot Mix Asphalt Paving on Woodbine Avenue (Y.R. 8) from the north end of the Woodbine Avenue Bypass (approximately 640m south of the 19th Avenue centerline) to 600m north of the 19th Avenue centerline, and Full Depth Removal of Asphalt Pavement and Hot Mix Asphalt Paving on Woodbine Avenue (Y.R. 8) from 600m north of the 19th Avenue centerline to 410m south of the Stouffville Road (Y.R. 14) centerline , in the City of Markham and the Town of Whitchurch-Stouffville.	No. of Bids/ Contract Renewals	6
	Contractor	Furfari Paving Co. Ltd.
	Previously Approved	
	Amount	\$955,164.74
12-152 Full Depth Reclamation with Expanded Asphalt Stabilization and Hot Mix Asphalt Paving on McCowan Rd. south of Elgin Mills Rd. to south of Stouffville Rd., in the City of Markham and the Town of Whitchurch-Stouffville.	No. of Bids/ Contract Renewals	6
	Contractor	Miller Paving Limited
	Previously Approved	
	Amount	\$1,476,314.50

T-12-36 Contract Administration & Inspection Services for Contracts: a) 12-171 Crack Repair and Sealing and b) 12-172 Partial Depth Removal of Asphalt and Hot Mix Asphalt Paving for various locations within York Region.	No. of Bids/ Contract Renewals	2
	Contractor	Chisholm, Fleming and Associates
	Previously Approved	
	Amount	\$162,700.00
T-12-18 For Catch Basin Structure Cleaning at various locations in the Regional Municipality of York.	No. of Bids/ Contract Renewals	5
	Contractor	Flow-Kleen Technology Ltd.
	Previously Approved	
	Amount	\$103,409.60
T-12-44 Inspection Services for the 15th Side Rd., Bloomington Rd. from Keele Street to Highway 404 and Microsurfacing at Various Locations in the Regional Municipality of York.	No. of Bids/ Contract Renewals	2
	Contractor	Highway Construction Inspection Ont. Inc.
	Previously Approved	
	Amount	\$946,833.00
T-12-34 For the Supply and Operation of all Labour, Material and Equipment and any Duty and Excise Taxes to perform the application of Longitudinal Pavement Markings on Highway 7, Rutherford Rd., Carrville Rd. and 16th Avenue.	No. of Bids/ Contract Renewals	2
	Contractor	Guild Electric Company Ltd.
	Previously Approved	
	Amount	\$104,970.71
11-105 Reconstruction and Widening of Bloomington Rd., including PD9 Watermain, Storm Sewers, Street Lighting, Traffic Control Signals, Sidewalks, Bikeways, Guiderail, Traffic Noise Barrier, Fencing, Pavement Markings, Signage and Plantings on Bloomington Rd. from Bathurst St. to Highway 404, including intersections at Yonge St., Bayview Ave., and Leslie St. in the Town of Aurora and the Town of Richmond Hill.	No. of Bids/ Contract Renewals	10
	Contractor	Kapp Contracting
	Previously Approved	
	Amount	\$29,052,900.00

T-12-49 Contract Administration Services for various Road Rehabilitation Projects in various locations throughout York Region.	No. of Bids/ Contract Renewals	2
	Contractor	Chisholm Fleming and Associates
	Previously Approved	
	Amount	\$127,984.00
12-172 Partial Depth Removal of Asphalt and Hot Mix Asphalt paving at various locations in the Regional Municipality of York.	No. of Bids/ Contract Renewals	7
	Contractor	D&A Rd. Services Inc.
	Previously Approved	
	Amount	\$1,302,762.00
12-174 Type III Modified Microsurfacing on various roads in the Regional Municipality of York.	No. of Bids/ Contract Renewals	2
	Contractor	Duncor Enterprises Inc.
	Previously Approved	
	Amount	\$1,802,638.80
12-173 Type III Modified Microsurfacing on various roads in the Regional Municipality of York.	No. of Bids/ Contract Renewals	2
	Contractor	Miller Paving Ltd.
	Previously Approved	
	Amount	\$816,280.00
T-11-49 (Part "A") Body Work and Painting of approximately 32 Buses for York Region Transit for Part "A". (Part "A" - Veolia South-West Contractor, 8300 Keele St., Vaughan)	No. of Bids/ Contract Renewals	2
	Contractor	Eastway 1555314 Ontario Inc.
	Previously Approved	
	Amount	\$368,854.00

T-11-49 (Parts "B & C") Body Work and Painting of approximately 67 Buses for York Region Transit for Parts "B & C". (Part "B" - Miller Transit Contractor, 8050 Woodbine Ave., Markham) (Part "C" - First Transit Contractor, 534 Kent Drive, Newmarket)	No. of Bids/ Contract Renewals	2
	Contractor	Tokmakjian Inc. o/a SN Diesel Service
	Previously Approved	
	Amount	\$400,003.75
T-11-53 Installation of Public Washrooms and Associated Infrastructure Upgrades at the YRT Richmond Hill Centre Terminal located at 8875 Yonge Street in the Town of Richmond Hill.	No. of Bids/ Contract Renewals	14
	Contractor	Ross Clair (R.O.M.) Contractors Inc.
	Previously Approved	
	Amount	\$516,324.00
Transportation and Community Planning TOTAL		\$45,711,107.25

Table 2
Environmental Services, Water and Wastewater
April 1, 2012 - June 30, 2012

Contract & Description		
T-10-63 Installation of 150mm Watermain and Appurtenances on 14th Avenue from the Milliken Pumping Station to Kennedy Rd. and on Kennedy Rd. from 14th Avenue to 560m North of Highway 7 in the Town of Markham.	No. of Bids/ Contract Renewals	2
	Contractor	Technicore Underground Inc.
	Previously Approved	
	Amount	\$38,849,899.00
T-11-82 Fairy Lake Gardens Creek Restoration Project, 468 Eagle Street in the Town of Newmarket.	No. of Bids/ Contract Renewals	3
	Contractor	560789 Ontario Limited o/a R&M Construction
	Previously Approved	
	Amount	\$191,530.50
P-12-43 For the Provision of Consulting and Drilling Services for the Sentry Well Drilling Project.	No. of Bids/ Contract Renewals	6
	Contractor	Conestoga-Rovers & Associates Limited
	Previously Approved	
	Amount	\$324,975.00

P-12-65 For Contract Administration and Site Inspection Services for the Queensville Side Rd. Elevated Tank Project at 1774 Queensville Side Rd. in the Town of East Gwillimbury.	No. of Bids/ Contract Renewals	1*
	Contractor	Conestoga-Rovers & Associates Limited
	Previously Approved	
	Amount	\$499,914.00
P-12-16 For Consulting, Technical, Condition Assessment and Class Environmental Assessment Study, Newmarket Well 13 and 16 Facility Upgrades in the Town of Newmarket.	No. of Bids/ Contract Renewals	4
	Contractor	MMM Group Limited
	Previously Approved	
	Amount	\$208,715.00
PR0827 Langstaff/407 Watermain Repair. Emergency Works for the Bayview Pumping Station West Watermain in the City of Markham and Town of Richmond Hill. This repair includes the replacement and realignment of the affected portion of the watermain and relocations of the drain chamber. This option effectively addresses and provides a solution to the existing failure, structural concerns and accessibility issues of the watermain.	No. of Bids/ Contract Renewals	Contract Increase to Complete Emergency Repairs
	Contractor	Memme Excavation Company Limited
	Previously Approved	\$1,000,000.00
	Amount	\$6,100,000.00
PR-0778 For Emergency Repair Works to install a new pressure vessel head on the Leslie Street Sewage Pumping Station Surge pressure Vessel #2.	No. of Bids/ Contract Renewals	Emergency**
	Contractor	Nelson Welding & Services
	Previously Approved	
	Amount	\$150,000.00
PR0829 Langstaff/407 Watermain Repair. Emergency Works Detail Design Engineering Contract for the Bayview Pumping Station West Watermain in the City of Markham and Town of Richmond Hill.	No. of Bids/ Contract Renewals	Emergency
	Contractor	McCormick Rankin Corporation
	Previously Approved	
	Amount	\$250,000.00

T-10-42 Construction of a 7.55 ML Queensville Elevated Water Storage Tank and all Ancillary Work in the Town of East Gwillimbury. Environmental Services staff have verified that the price for this work is comparable to similar tank installations and of a fair market value.	No. of Bids/ Contract Renewals	1***
	Contractor	Landmark Structures Co.
	Previously Approved	
	Amount	\$7,511,000.00
T-09-97 For Tree Maintenance and Removal on Regional Rd. Allowances for 2012. Includes Routine, Request, and 24 Hour Emergency Tree Maintenance.	No. of Bids/ Contract Renewals	Contract Increase and Extension 4th year
	Contractor	WM Weller Tree Service Ltd.
	Previously Approved	\$357,468.68
	Amount	\$141,945.00
P-11-41 To supply consulting services, installation and support of a Software Application to administer a data management framework for the Environmental Promotion and Protection Programs.	No. of Bids/ Contract Renewals	3
	Contractor	Enfotech & Consulting
	Previously Approved	
	Amount	\$439,000.00
T-12-02 Supply and delivery of Ammonium Sulphate and Calcium Hypochlorite to various locations in York Region. (Term: 1 year with an option to renew for 4 additional 1 year terms)	No. of Bids/ Contract Renewals	4
	Contractor	Brenntag Canada Inc.
	Previously Approved	
	Amount	\$228,732.80
P-11-70 Contract Administration and Site Inspection Services for the Orchard Heights Pumping Station	No. of Bids/ Contract Renewals	6
	Contractor	GHD Inc.
	Previously Approved	
	Amount	\$453,942.00
PR0917 Emergency Works Contract for Uplands Sewer Repair Project in the Town of Richmond Hill.	No. of Bids/ Contract Renewals	Emergency
	Contractor	Memme Excavation Company Limited
	Previously Approved	
	Amount	\$1,000,000.00

PR0917 Emergency Design Works Contract for Uplands Sewer Repair Project in the Town of Richmond Hill.	No. of Bids/ Contract Renewals	Emergency
	Contractor	The Municipal Infrastructure Group Ltd.
	Previously Approved	
	Amount	\$100,000.00
T-11-45 The Design, Supply, Fabrication, Delivery and Supervision of the Installation, Commissioning and Warranty of Stage 3 Influent Pumping Station Odour Control Biofilter Contract for the Duffin Creek Water Pollution Control Plant - Stage 3 Liquid Process Expansion Project.	No. of Bids/ Contract Renewals	1****
	Contractor	H2Flow Equipment Inc.
	Previously Approved	
	Amount	\$585,000.00
P-11-128 Consulting Services for Water Efficient Fixture Rebate Participant Inspections.	No. of Bids/ Contract Renewals	3
	Contractor	Quality Source Incorporated
	Previously Approved	
	Amount	\$389,550.00
TS - Environmental Services TOTAL		\$57,424,203.30

* As only one bid was received in response to this RFP, plan-takers were contacted with the following results:

- AECOM indicated on the Region's 'No Bid' form that they could not meet the delivery/completion requirements.
- HCIO indicated that they found the requirements for experience on similar projects too restrictive and decided not to submit a proposal. The complete text of their message is in Supplies and Services files.

** PR0778 Emergency action initiated due to system failure that would likely cause catastrophic wastewater flooding.

*** Landmark Structures Co. submitted a bid in the amount of \$7,511,000.00 Follow up calls to the firms that picked up the tender but did not submit bids indicated that they either submitted as subcontractors or they were suppliers instead of contractors.

*** Firms that obtained a copy of the tender document and opted not to submit were contacted; responses were as follows:

- ACG Technology Ltd.: "Did not have time to bid this project..." (Dale Jackson).
- ASCO Construction Ltd.: "We viewed the documents; however, chose not to submit a tender price as the work was, in our understanding, this stage of the project/tender was mostly excavation/site preparation. For ASCO, as a general contractor, we look at projects that involved more major specification sections." (Cynthia Bell, Office Manager).
- Aplus General Contractors Corp.: "We were unable to submit this bid as none of the acceptable vendors listed under DIV. 11 submitted their supply proposal to us. We have attempted to contact both vendors with no success. At the same time the scope did not include installation, the vendors will be discouraged to bid directly to the Region as it is extremely difficult for them to meet the Region's bonding and insurance requirements." (Peter Martins).

Table 3
Finance
April 1, 2012 - June 30, 2012

Contract & Description		
P-11-126 A Corporate Budgeting System Solution - Phase III Corporate Capital Budget Module.	No. of Bids/ Contract Renewals	1*
	Contractor	Deloitte Management Services LP
	Previously Approved	
	Amount	\$249,955.20
A017273 Annual Premier Support for IT from Microsoft Canada Co. Proprietary Software. The services provided in this agreement is excluded from the competitive bid process under Schedule "A" of the Purchasing Bylaw and requires annual renewal under the authority of the CAO.	No. of Bids/ Contract Renewals	Contract Increase and Extension 8th Year
	Contractor	Microsoft Canada Co.
	Previously Approved	\$504,940.00
	Amount	\$93,559.00
AO25097 Annual Citrix Maintenance Renewal. The services provided in this agreement is excluded from the competitive bid process under Schedule "A" of the Purchasing Bylaw and requires annual renewal under the authority of the CAO.	No. of Bids/ Contract Renewals	Contract Increase and Extension 4th Year
	Contractor	Citrix Systems, Inc.
	Previously Approved	\$234,926.00
	Amount	\$95,502.82
P-11-11 To provide and implement an information Technology Enterprise Network Access Control (NAC) Solutions.	No. of Bids/ Contract Renewals	6
	Contractor	CompuCom Canada Co.
	Previously Approved	
	Amount	\$197,704.60
Finance TOTAL		\$636,721.62

* Quatro Group Software Systems Inc. advised they did not bid as the requirements specified in the RFP document are very specific to the type of experience required. (The RFP for phase 3 of the corporate budget system specifically required the proponent to build the system within the Cognos Express or TM1 environment and have experience implementing Cognos Express or TM1 solutions. This requirement was to ensure all three modules would exist within the same system.)

Table 4
Corporate Services
April 1, 2012 - June 30, 2012

Contract & Description		
T-12-03 Supply of all labour, material and equipment necessary to carry out work associated with the replacement of a section of the existing roof at 8300 Keele Street in the City of Vaughan.	No. of Bids/ Contract Renewals	12
	Contractor	Sproule Specialty Roofing Limited
	Previously Approved	
	Amount	\$395,886.00
P-11-152-RT To carry out a Contamination Study for the H2 - Vaughan Metropolitan Centre Extended Environmental Services - Highway 7, Vaughan (i) Weston Rd. to Edgeley Blvd. and (ii) CNR MacMillan to Centre Street at Dufferin St.	No. of Bids/ Contract Renewals	10
	Contractor	Cole Engineering Group Ltd.
	Previously Approved	
	Amount	\$400,385.70
Corporate Services TOTAL		\$796,271.70

Table 5
Community and Health Services
April 1, 2012 - June 30, 2012

Contract & Description		
T-10-81 Construction of a New 2 Bay Drive-thru Paramedic Response Station at 160 Morton Avenue, Keswick, Town of Georgina. Increase to contract to remediate unforeseen site conditions.	No. of Bids/ Contract Renewals	Fast Track
	Contractor	Topsite Contracting limited
	Previously Approved	1,020,885.00
	Amount	\$498,813.50
PR0000676 For the supply of 14 Demers Type 111 Ambulance Model Mystere Ford E350, cutaway 158" w/base with ambulance prep package. All terms, conditions and pricing are in accordance with the Ministry of Health and Long Term Care's Vendor of Record.	No. of Bids/ Contract Renewals	Cooperative Purchase MOH (Ministry of Health)
	Contractor	Demers Ambulances
	Previously Approved	
	Amount	\$2,008,601.70

PR0000677 For the supply of 8 - 2012 Ford Expeditions Model SSV UIG 100A Paramedic Response Vehicles. All terms, conditions and pricing are in accordance with the Police Co-operative Purchasing Group of Ontario Spec # VEO-7402.	No. of Bids/ Contract Renewals	Cooperative Purchase YRP (York Regional Police)
	Contractor	Shanahan Ford Lincoln Sales
	Previously Approved	
	Amount	\$299,776.00
T-11-20 For the provision of medical grade oxygen refills and oxygen cylinder rentals for Emergency Medical Services. Contract Extension - 2nd year of 5 year term.	No. of Bids/ Contract Renewals	Contract Increase and Extension 2nd Year
	Contractor	MAGGAS Medical Inc.
	Previously Approved	60,300.00
	Amount	\$70,000.00
P-09-03 For the Supply of York Region EMS Uniform Shirts as per the terms and conditions of York Regional Police RFP-09-03. Contract Extension - 2nd year of 5 year term.	No. of Bids/ Contract Renewals	Contract Increase and Extension 2nd Year
	Contractor	Perfection Shirt Inc.
	Previously Approved	150,000.00
	Amount	\$50,008.65
P-10-136 To provide 1 EMS Special Response Unit Vehicle.	No. of Bids/ Contract Renewals	1*
	Contractor	Rowland Emergency Vehicle Products Inc.
	Previously Approved	
	Amount	\$151,583.20
Community and Health Services TOTAL		\$3,078,783.05

* Bid-takers indicated the following reasons for not submitting bids: 1. Uncertainty as to whether they could qualify for MOH Certification 2. Inability to meet the Region's technical specifications (e.g., length of vehicle) and 3. Inability to meet the Region's deadlines for delivery.