



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

EXPRESSION OF INTEREST NO. 2024-004

Afterhours Emergency Call Response

For

The District of Thunder Bay Social Services Administration Board

Afterhours Emergency Call Response

The District of Thunder Bay Social Services Administration Board (TBDSSAB) is seeking Expressions of Interest (EOI) from organizations wishing to provide after hours emergency call services to all TBDSSAB direct owned properties within the City of Thunder Bay.

TBDSSAB owns approximately 2,400 housing units within the City of Thunder Bay. This housing is a mix of large multi-unit apartment buildings, smaller multi-unit buildings, townhouse neighbourhoods, semi-and-single detached homes. TBDSSAB employs a team of repair persons and custodians that address regular maintenance issues during normal business hours.

TBDSSAB's goal is to have an organization respond to emergency calls from 4:30 pm to 8:30 am Monday to Friday and full weekend hours, for afterhours calls received on an emergency basis from tenants.

TBDSSAB has after-hours emergency call reference materials that provides guidance, and directs actions to be taken under most circumstances, and within specific dollar values.

Call out logs with full details are to be maintained and provided to TBDSSAB daily.

Submission Requirements

Submissions should include information to demonstrate the following:

1. Experience in assessing and addressing emergency building / housing repairs;
2. Familiarity with the Ontario Fire Code, Ontario Building Code, and any other related construction/ housing Codes, and working with Thunder Bay Fire Service, and the Electrical Safety Authority (ESA).
3. Ability to respond in-person to calls requiring presence.
4. Ability to provide all follow up documentation to TBDSSAB.

Submission Details

In the response to the EOI, respondents should include:

1. The name of the respondent (if organization, legal name of organization) and the key contact information (phone number, mailing and e-mail addresses).
2. The respondents experience in maintaining physical properties.
3. A summary of the team members that demonstrates their experience as it relates to maintaining physical building / housing properties, assignments of similar scope and size, accreditations as applicable, etc.
4. Hourly call out rates for after-hours/ on-call service.

Review Criteria

TBDSSAB will review all EOI's and determine the general viability of proposals as well as the ability to meet the defined needs outlined in this EOI.

TBDSSAB will review submissions based on the following:

- Administrative processes to administer after hours/ on-call service
- Experience providing after-hours/ on-call services for building/ housing operations
- Ability to provide full scope of services for building/ housing repairs

TBDSSAB may, as a result of the EOI, decide to proceed directly to negotiate a contract with a respondent or may seek to engage a number of respondents in further discussions.

TBDSSAB reserves the right to reject all EOI's and take no further action.

Submission Deadline

Expressions of Interest are to be addressed to:

The District of Thunder Bay Social Services Administration Board
231 May Street South
Thunder Bay, ON P7E 1B5

and should be received by 4:00 p.m. local time on October 31, 2024.

Expressions of Interest may be submitted by email to the contact person named below, or it may be sent to the address specified above by mail or delivered by courier, in each case prior to the closing time.

Dave Stewart
Supervisor, Purchasing & Inventory Control
procurement@tbdssab.ca

Questions

All questions/inquiries related to this EOI shall be directed in writing via electronic mail to Dave Stewart, Supervisor Purchasing and Inventory Control as per contact information listed above. Any information provided by anyone other than the above mentioned will not be considered binding, nor will it change the requirements of this EOI.

Late Expression of Interest

TBDSSAB, may in its discretion, accept, or reject and return, any EOI received after the closing time.

Lack of Information

Following receipt of an EOI, TBDSSAB may, in its sole discretion and without having any duty or obligation to do so, request that the respondent provide TBDSSAB with additional information to clarify or substantiate the information provided by the respondent.

If a respondent fails to provide information required for TBDSSAB evaluation of the respondent's qualifications or fails to provide timely clarification or substantiation of the information supplied, that failure may result in no further consideration being given to the EOI.

Confidentiality

All information collected and discussed regarding the above EOI's, are to be kept private and confidential between the respondent and TBDSSAB. No public disclosures to any third party, are to take place unless agreed upon by both parties.

Attachments

Appendix 1 - On-call Reference Book – Table of Contents, 2024