

TABLE OF CONTENTS
RFQ No. Doc5595966583

1.1	General.....	2
1.5	Security and Confidentiality	3
<input type="checkbox"/>	Master key systems.....	3
<input type="checkbox"/>	Access control layouts.....	3
<input type="checkbox"/>	Security procedures.....	3
<input type="checkbox"/>	Shelter operations	3
1.6	Hours of Work.....	3
1.6.4	Emergency Hours of Work.....	4
1.7	Warranty and Damage Responsibility	4
1.8	Supplier Contact	4
SECTION 2 – DEFINITIONS		5
2.1	Definitions.....	5
SECTION 3 – SOCIAL PROCUREMENT		6
3.1	The City of Toronto Social Procurement Program.....	6
APPENDICES.....		7
Appendix A – Shelter Locations		7

SECTION 1 – SPECIFICATIONS AND REQUIREMENTS FOR DELIVERABLES

1.1 General

- 1.1.1 The Successful Supplier must provide all labour, materials, tools, equipment, transportation, and supervision necessary to perform locksmith and door hardware services at various City of Toronto shelter locations, as identified by the City. Services shall be provided on an as-needed basis and may include emergency, routine, and preventive maintenance work.

1.2 Services Included

- 1.2.1 The Successful Supplier must provide on-site service, troubleshooting, repair, maintenance, replacement, and installation of door hardware and locking systems, including but not limited to:
1. Rekeying of locks
 2. Master keying and maintenance of master key systems
 3. Key cutting and duplication (authorized keys only)
 4. Re-pinning and servicing of cylinders
 5. Door closers
 6. Cabinet locks
 7. Panic bar hardware
 8. Mechanical and electronic access control systems
 9. Abus keypad locks
 10. Supply and replacement of doors and associated hardware
 11. Barrier-free operators and automatic sliding doors
 12. All door and lock hardware associated parts
 13. Supply, install or repair of miscellaneous door hardware such as locks, levers, locksets, cylinders, keys blanks, panic bars, hinges, closers, electric strikes for doors and access systems, door openers, etc.
 14. Supply and install hollow metal doors, frames, and fire-rated doors
 15. Electronic access control support
 16. Emergency locksmith services
 17. Direct supply of Medeco keyways, keys, and products both M3-DW and X4-DAK keyways and cores
 18. Design or maintain the City's end-user master key systems.
 19. Warranty and deficiency repair services

1.3 Medeco Systems

- 1.3.1 The Successful Supplier must be a certified ASSA ABLOY Security Partner and authorized to service Medeco locking systems, including but not limited to M3-DW and X4-DAK keyway systems. The Supplier must supply Medeco keyways, keys, cores, and products directly, ensuring compliance with manufacturer requirements and City security protocols.

1.4 Asset and Key Management

- 1.4.1 The Successful Supplier shall:

- Design, maintain, and update the City's end-user master key systems as directed
- Maintain accurate records of all rekeying, key issuance, and lock changes
- Provide updated keying schedules and documentation following each Work Order, upon request
- Ensure strict control and secure handling of all keys, cylinders, and access components

Unauthorized duplication of keys or disclosure of keying information is strictly prohibited.

1.5 Security and Confidentiality

1.5.1 The Successful Supplier acknowledges that shelter locations are sensitive environments and shall maintain strict confidentiality regarding:

- Master key systems
- Access control layouts
- Security procedures
- Shelter operations

1.5.2 The Successful Supplier must report any lost, stolen, or compromised keys, cylinders, or access credentials immediately to the City. The Successful Supplier shall cooperate fully with any required corrective actions.

1.6 Hours of Work

1.6.1 Due to the nature of the Work, the Successful Supplier must be available, respond, and perform Work at all times, twenty-four (24) hours per day, seven (7) days per week, every day of the year, including after-hours, weekends, and holidays. The City will identify required hours of Work in the Work Order or Work Request or any other communication from the City to the Supplier, including conversation and other electronic means (email, text message).

- a) Regular hours: 8:00 a.m. to 5:00 p.m. (Monday to Saturday)
- b) Overtime hours: 5:01 p.m. to 7:59 a.m. (evenings Monday to Saturday and all day Sunday)
- c) Statutory Holiday

1.6.2 The Successful Supplier shall;

- a) Sign in upon arrival at the site;
- b) Check in with the Property Services Supervisor or Property Services Foreperson to confirm work location and scope;
- c) Adhere to health and safety policy of each site;
- d) Wear appropriate footwear and all required PPE at all times while on site;
- e) Maintain the work area in a clean and safe condition and ensure all debris is removed prior to departure;
- f) Coordinate with site cleaning staff for garbage removal, where applicable;
- g) Sign out prior to leaving site.

- 1.6.3 Overtime work shall not be undertaken without prior written approval from City staff. Any overtime hours completed without such approval will be compensated at regular rates.

1.6.4 Emergency Hours of Work

- a) The Successful Supplier acknowledges that, given the nature of the services, the City may require work on short notice. The Successful Supplier shall be considered “on-call” and must respond to requests for emergency services as directed by the City.
- b) The Successful Supplier shall confirm receipt of any service request within two (2) hours of notification and shall commence work or be on-site within 24 hours of the City’s request, unless otherwise approved in writing. The City considers this response time critical to operational needs.

1.7 Warranty and Damage Responsibility

- 1.7.1 The Successful Supplier shall provide warranty coverage for all supplied materials and workmanship in accordance with manufacturer standards and contract requirements.

1.8 Supplier Contact

- 1.8.1 The Successful Supplier must provide an active email address, which the Successful Supplier must maintain and check every day for the duration of the Contract, at no cost to the City of Toronto. The email address provided at the start of the Contract must remain the same for the entire duration of the Contract.
- 1.8.2 In addition to the email address, the Successful Supplier must provide the name of the Successful Supplier contact representative(s) responsible for receiving and responding to service requests submitted by the City (via phone, mobile). A secondary representative must also be in place, in the case that the primary contact representative is unavailable.
- 1.8.3 The Successful Supplier contact representative must respond within two (2) business hours to all requests placed by City Staff and must confirm within two (2) business hours of receiving an Order or any other correspondence from City Staff during the regular work hours. All e-mails from City Staff must be responded to within twenty-four (24) hours.
- 1.8.4 The Successful Supplier must provide a cell phone to the person in charge of the Work. The Successful Supplier shall call City Staff in charge of the Work at least one (1) day before the Work to confirm the details and provide information about the crew and equipment and shall call immediately in case of delay or another problem.

1.9 Reporting

- 1.9.1 The Successful Supplier must submit to the City of Toronto monthly “Invoice

and Payment Report”, at no additional cost to the City. The report(s) shall be an electronic report in columnar text format.

The report shall be broken down by location, item descriptions, quantities, unit pricing, extension and year to date totals. The report shall also include the following:

Dollar value and usage information by:

- a. Division/Contract Number and CRO (Contract Release Order) (SAP) number (City internal accounting system number)
- b. Project or Work Order Number and Booking Number (to be provided by City Staff placing an order)
- c. Service Location
- d. Service Date
- e. Invoice number
- f. Name of the person placing the Order
- g. Account net amount before tax
- h. Account HST
- i. All other applicable information, such as Recycling/Disposal information, additional warehousing cost, etc. and copies of disposal slips

SECTION 2 – DEFINITIONS

2.1 Definitions

In addition to the definitions set out in Part 1 - Section 3.14 the following definitions shall apply throughout Part 3 (SPECIFICATIONS AND REQUIREMENTS FOR DELIVERABLES), Part 4 (SUBMISSION FORMS), and Part 5 (PRICING FORM) of this RFQ, unless inconsistent with the subject matter or context.

- .1 “Diverse Supplier” means any business that is certified by a Supplier Certification Organization to be:
 - 51% or more (majority) owned, managed, and controlled by Indigenous Person or persons belonging to an Equity-deserving Community, or
 - A social purpose enterprise whose primary purpose is to create social, environmental or cultural value and impact, and where 51% or more of the persons who are fulltime equivalent employees or are participating in, or have completed, transitional employment training, experience economic disadvantage.
- .2 “Equity-deserving Community” means a group that experiences economic disadvantage through discrimination or barriers to equal opportunity. This includes, but is not limited to, women, recent immigrants (10 years or less), racialized minorities, Black Torontonians, persons with a disability including mental health, 2SLGBTQ+, vulnerable youth, veterans, and persons with low income.

- .3 "Indigenous Persons" are original inhabitants of Canada which includes First Nations (status and non-status Indians), Inuit (Aboriginal peoples from Arctic Canada), and Metis (mixed First Nation and European ancestry).
- .4 "Supplier Certification Organization" means a non-profit organization recognized by the City of Toronto that certifies businesses as Diverse Suppliers by assessing them using established, consistent criteria. Recognized Supplier Certification Organizations include:
- Canadian Aboriginal and Minority Supplier Council (CAMSC)
 - Canadian Council for Aboriginal Business (CCAB)
 - Canadian Gay and Lesbian Chamber of Commerce (CGLCC)
 - Inclusive Workplace and Supply Council of Canada (IWSCC)
 - Women Business Enterprise (WBE) Canada
- .5 **Work** means all services, tasks, and activities required to perform the requested door hardware, locking systems, keys, access control components, as authorized by the City, including any preparatory or ancillary activities necessary to complete such services.

SECTION 3 – SOCIAL PROCUREMENT

3.1 The City of Toronto Social Procurement Program

Not Applicable.

APPENDICES**Appendix A – Shelter Locations**

Shelter Location:	Shelter Address:
Seaton House	339 George Street Toronto, ON M5A 2N2
Women's Residence	674 Dundas Street W. Toronto, ON M5T 1H9
Fort York Residence	38 Bathurst Street Toronto, ON M5V 3W3
Robertson House	291 Sherbourne Street Toronto, ON M5A 2R9
Family Residence	4222 Kingston Road Scarborough, ON M1E 2M6
Birkdale Residence	1229 Ellesmere Road, Scarborough, ON M1P 4V8
Streets to Homes Assessment and Referral Centre	129 Peter Street Toronto, ON M5V 2H3
Scarborough Village Residence	3306 Kingston Road Scarborough, ON M1M 1P8
Downsview Dells	1651 Sheppard Ave W, North York, ON M3M 2X4
Junction Place	731 Runnymede Road Toronto, ON M6N 3V7
Travellers Hostel	76 Church Street Toronto, ON M5C 2G1
Scarborough Progress Centre	705 Progress Ave F Scarborough, ON M1H 2X1
Additional Sites Opening (2026-2030)	
A)	2204-2212 Eglinton Ave West, York, ON M6E 2L1
B)	1220 Wilson Ave, North York, ON M3M 2K1

**** The City of Toronto reserves the right to add and delete locations as and when required.**