



Date: October 24, 2017

Report to: Board of Directors
CityHousing Hamilton Corporation

Submitted by: Tom Hunter
Chief Executive
Officer/Secretary

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Services

Subject: Report #17031 – CHH Policies

RECOMMENDATION:

That the following CHH policies be approved:

- Authorization Limits for Procurement
- Low Dollar Value
- Request for Proposals
- Request for Quotations
- Request for Tender
- Technical Consulting Services
- Non Competitive Procurement

A handwritten signature in blue ink that reads "Tom Hunter".

Tom Hunter
Chief Executive Officer/Secretary

EXECUTIVE SUMMARY:

In May 2016, SHS Consulting and Re/fact Consulting conducted an Operational Review (Review) on behalf the Service Manager. The Review identified policies required to be developed and updated to meet CHH organizational needs as well as ensure legislative compliance. CHH has completed the majority of the policies required of the Review.

BACKGROUND:

The Review completed by SHS Consulting in association with Re/fact Consulting on behalf the Service Manager was brought forward to the May 2016 Board meeting (Report #16019). The Review identified a suite of directives and recommendations as it relates to developing and updating policies that would allow for continuous improvement.

DISCUSSION:

The Review identified policies that CHH should develop in order to assist organizational improvement in servicing its residents and policies that require updating to meet current legislative requirements.

The following policies have been completed by CHH staff and training will be provided to ensure policy adherence. A summary of each of the completed policies is described below.

Authorization Limits for Procurement Policy (Appendix A)

This policy was previously approved by the Board of Directors at its February, 2017 meeting. However revisions have been made to insure alignment with newly developed procurement policies. The revised policy now includes authorization limits for job roles procuring goods and/or services on behalf of CHH not previously identified in the policy.

Low Dollar Procurement Policy (Appendix B)

The Low Dollar Procurement Policy identifies that staff with approved authorities outlined in the Authorization Limits for Procurement Policy can purchase goods and/or services to a maximum of \$10,000 but must insure that the purchases are of the highest quality at the lowest price possible and must be purchased in a fair and equitable manner.

Request for Quotations Policy (Appendix C)

This policy stipulates that three formal (written) quotations must be obtained for procurements valued between \$10,001 and \$99,999. All formal quotes must be authorized by staff with applicable authorization limits outlined in the Authorization Limits for Procurement Policy.

Request for Tender Policy (Appendix D)

The Requests for Tenders Policy outlines that procurements of \$100,000 or more must be publically advertised to obtain competitive pricing.

Tender packages must include complete specifications with all necessary design details and drawings.

Bid Security of 10% of the contract price and Performance Security of 100% of the contract price must be provided at tender submission.

Request for Proposals Policy (Appendix E)

This policy governs staff when there are no applicable CHH contracts for procurements with an estimated value of \$10,000 or greater and where comprehensive technical specifications cannot be fully defined or specified, or when alternate methods are being sought to perform certain functions or services, such as with software, real estate, utilities, etc. An evaluation committee will review all compliant bids based on an established criteria and award accordingly.

Technical Consulting Services Policy (Appendix F)

This policy describes how CHH staff contract technical consulting services when there is a project requirement. Procurement of technical consulting services will be acquired in accordance with CHH procurement policies where informal and/or formal quotations or tenders are required.

Non Competitive Procurement Policy (Appendix G)

Within this policy the following conditions must be met before moving forward with non competitive procurements:

- Goods and/or services are judged to be in short supply due to market conditions. Justification is required to support why it is beneficial for CHH to award this work to a particular contractor versus going through a competitive process;
- A single source for the supply of a particular good and/or service is being recommended because it is more cost effective or beneficial for the organization; and
- A CHH contract has expired or will very shortly expire and unforeseeable circumstances have caused a delay in issuing a new RFP or RFT so that a contract extension is required.

Approval is required by the CEO of CHH through the completion of a Form 11 for purchases up to \$100,000 for consultancy services and up to \$250,000 for other services, before staff can enter into discussions with any contractor for the purchase of goods and/or services. The total cumulative value should not exceed \$250,000 in any given year or multiple consecutive years, based on the length of the contract.

Should the goods and/or services exceed the limits outlined above, the purchase must be approved by the Board of Directors.

CONCLUSION:

The completed policies demonstrate compliance with the Review to ensure continuous improvement and legislative compliance.

ALIGNMENT TO THE 2017-2021 STRATEGIC PLAN:

This report implements:

Community Engagement & Participation

CityHousing Hamilton has an open, transparent and accessible approach in working with its residents to make a positive impact on the community.

Healthy and Strong Communities

CityHousing Hamilton believes that housing is a key influential determinant of health and is strongly tied to the quality of life as it impacts the physical, social, emotional and mental health of all persons.

Built Environment and Social Infrastructure

CityHousing Hamilton is committed to finding new ways to be innovative that will contribute a dynamic City characterized by unique infrastructure, buildings, and public spaces. The maintenance, renewal and new development of our housing stock will ensure that the quality of life, well-being and enjoyment of our residents', influences the design and planning of our homes.

Our People Our Performance

CityHousing Hamilton aims at delivering consistent and excellent service for all its residents, while searching for ways to increase efficiencies and effectiveness in how we operate. To provide the highest quality of service to our residents within current resources, we work to empower staff to deliver on our service commitments by strengthening staff competencies, standardizing operating processes, streamlining services and technology and holding staff accountable to better respond to the needs of residents.

Mission: We provide affordable housing that is safe, well maintained and cost effective and that supports the diverse needs of our many communities.