



Report to: General Committee

Meeting Date: April 1, 2025

SUBJECT: Award of Contract #163-R-24 Supply and Delivery of
Branded Merchandise and Workplace Apparel

PREPARED BY: Darius Chung, Senior Buyer, Ext. 2025
Joanna Chan, Senior Financial Analyst, Ext. 2073

RECOMMENDATION:

- 1) That the report entitled “Award of Contract #163-R-24 Supply and Delivery of Branded Merchandise and Workplace Apparel” be received; and,
- 2) That the contract be awarded to the lowest priced, highest ranked bidder, Five Star Enterprise, for a term of two years in the total amount of \$384,686.00 inclusive of HST as per the following;
April 1, 2025 - March 31, 2026 - \$ 192,343.00
April 1, 2026 - March 31, 2027 - \$ 192,343.00
Total: \$ 384,686.00 and,
- 3) That the contract includes an option for the City (in its sole discretion) to extend the contract for up to two additional years. Pricing will be firm for the initial term of the contract (April 1, 2025 to March 31, 2027), and options to extend in years 3-4 (April 1, 2025 to March 31, 2027) will be subject to Consumer Price Index (CPI) increase to a maximum of 2%; and,
- 4) That the Director of Recreation and Senior Manager of Procurement & Accounts Payable be authorized to extend the contract for an additional two years subject to adoption of the annual operating budget, vendor performance, and an increase based on the CPI to a maximum of 2%; and,
- 5) That the annual amount of \$192,343.00 (inclusive of HST) be funded from various operating accounts as illustrated in the financial considerations section; and,
- 6) That the award amounts in 2026 to 2029 be subject to Council adoption of the respective annual operating budgets; and,
- 7) That staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

The purpose of this report is to obtain approval to award the contract for the supply and delivery of “Markham” branded workplace apparel and merchandise. The types of apparel and merchandise vary from a department to department depending on the level of visibility to the public and the type of work being performed.

The full catalogue of branded merchandise and sizes related to workplace apparel will include but is not limited to:

Markham Branded Workplace Apparel

- Shirts/polos;
- Sweaters;
- Aquatic gear;
- Pants/shorts;
- Jackets;
- Baseball caps;
- Winter toques;
- Golf shirts/seasonal wear.

Markham Branded Merchandise

- Flashlights;
- Bottles and openers;
- Lanyards;
- USB keys;
- Phone stands;
- Duffle bags;
- Pens;
- Lapel pins.

BACKGROUND:**Workplace Uniforms**

Workplace apparel/uniforms are utilized by various departments (identified within the Financial Considerations section) as a visual identifier when interacting with the public as part of day-to-day performance of duties. They ensure that all staff members are clearly identifiable as Markham employees while in our facilities, or out in the community.

Standardized uniforms ensure staff have a professional and consistent appearance and perform a safety function for both our employees and residents. Children that participate in programs can easily identify staff for assistance and in addition, parents can identify whom to approach if in need of help or information.

City volunteers supporting City events (for example: The annual Children’s Festival) also wear Markham uniforms procured through this contract.

Markham-Branded Products

Promotional materials are used to market City of Markham programs, services, and events through various City corporate partners, businesses, and international business development missions. Branded products include but are not limited to: pens, expandable drinking bottles, flash drives, button pins, lanyards, and tumblers.

PROPOSAL INFORMATION:

Bid closed on	December 4, 2024
Number picking up bid document	13
Number responding to bid	11

PROPOSAL EVALUATION:

The evaluation team was comprised of staff from Recreation, Operations, and People Services and staff from the Procurement Department acted as the evaluation facilitator.

The evaluation was based on pre-established evaluation criteria as outlined in the Request for Proposal: Qualifications and Experience of the Bidder 15%, Experience of the Project Team and Account Manager 15%, Website Design and Online Ordering System 10%, Project Delivery and Performance Measures 30%, and price 30%, for a total of 100% with the resulting score as noted below.

Bidder	Total Score (100 points)
Five Star Enterprise	91

Five Star Enterprise is a local company operating out of Markham providing branded merchandise and workplace apparel to City of Barrie, Toronto, and Ottawa. Samples of high-volume items were received have been validated to be satisfactory and at fair prices.

OPTIONS/DISCUSSION:

It is critical that clients and residents can clearly recognize a staff member both in day-to-day operations and in the event of an emergency by their apparel.

Regulation 565 of the Ontario Pools Regulation requires identification of lifeguards in any pool setting. All staff responsible for care and supervision should also be identifiable for the safety of those participating.

Additionally, the current CUPE collective agreement requires the employer to provide some types of workplace apparel for selected outside workers.

The applicable department Director oversees all staff requests through an established internal review procedure and tracking process to approve all orders and ensure proper frequency of replacement.

Workplace apparel/uniforms for Staff & Markham-branded products are funded through multiple accounts across all departments as illustrated in the financial considerations table below. This however excludes Markham Fire & Emergency Services Department and By-law Enforcement Officer Uniforms are covered under separate contracts and are excluded from this contract.

FINANCIAL CONSIDERATIONS:

Recommended bidder	Five Star Enterprise (lowest priced / highest ranked bidder)	
Current budget available	\$ 192,343.00	Various Accounts (See Financial Considerations)
Less cost of award	\$ 192,343.00	April 1, 2025 – March 31, 2026
	\$ 192,343.00	April 1, 2026 – March 31, 2027
	\$ 192,343.00	April 1, 2027 – March 31, 2028
	\$ 192,343.00	April 1, 2028 – March 31, 2029
	\$ 769,372.00	Total cost of award (Incl. of HST)
Budget shortfall	0.00	

The term of the Contract is for two (2) years commencing April 1, 2025 and ending on March 31, 2027 with an option to extend for two (2) additional years at the same pricing, terms and conditions set out in the Contract. Pricing will be firm fixed for the first two years of the Contract. Two-year extension option is subject to CPI increase to a maximum of 2%.

The cost of award reflects the budget allocated as an annual upset spend limit for all City departments.

In comparison to the 2019-2025 contract and based on the top 50 products procured, cost for branded merchandise has stayed relatively the same however cost for apparel has increased by approximately 20% on select items (comparable to CPI over the same period). Staff will monitor the ongoing expenditures and ensure department spending is within their allocated budget.

FINANCIAL CONSIDERATIONS BY DEPARTMENT:

Department	Account Number	Budget	Cost of Award
Recreation	515-198-4260	\$131,930.00	\$131,930.00
Operations	700-998-4260	\$5,150.00	\$5,150.00
Asset Management & Sustainability	270-998-4260	\$1,156.00	\$1,156.00
Planning and Urban Design	620-998-4260	\$457.00	\$457.00
Waste & Environmental Services	770-998-4238	\$2,000.00	\$2,000.00
Waterworks	760-998-4290	\$9,000.00	\$9,000.00
Flato Markham Theatre	530-534-5661	\$360.00	\$360.00
Varley Art Gallery	540-548-4210	\$460.00	\$460.00
Museum	520-521-4260	\$2,980.00	\$2,980.00
Building Standards	600-998-4260	\$16,000.00	\$16,000.00
Engineering	640-998-4260	\$11,600.00	\$11,600.00
By-laws (Not Including Officers)	310-323-4260	\$1,050.00	\$1,050.00
Economic Development	610-998-5808	\$10,000.00	\$10,000.00
Event - United Way Annual Fundraising	795-796-5685	\$200.00	\$200.00
Total inclusive of HST Impact		\$192,343.00	\$192,343.00

- Recreation's budget accommodates for annual programs, aquatics staff, new hires, seasonal staff, and events.
- Operation's budget accommodates for temporary/seasonal staff and outside weather conditions and safety apparel.

- Environmental Services' budget accommodates for regular full-time, temporary, and seasonal staff for outside weather conditions.
- Economic Development uses the promotional materials to market City of Markham through various City corporate partners, businesses, and international business development missions.
- People Services use branded products through the City's employee recognition program that helps support a culture that appreciates and recognizes the efforts and contributions of staff. This program is called Recognizing Incredible Staff Endeavors (RISE).
- By-law uses branded products to identify field staff excluding officers.

PEOPLE SERVICES CONSIDERATIONS:

Not Applicable

ALIGNMENT WITH STRATEGIC PRIORITIES:

Goal	Examples – How the Solution can Help Achieve the Goal
Exceptional Services by Exceptional People	Required for staff engaging with clients and residents throughout the community.
Engaged, Diverse & Thriving City	The Five Star Enterprise is a local company supporting local businesses.
Safe & Sustainable Community	Apparel/uniforms are imperative to operating safe and sustainable facilities for users and staff.
Stewardship of Money & Resources	This competitive procurement demonstrates good value for the City.

BUSINESS UNITS CONSULTED AND AFFECTED:

Comments from Recreation Services, Operations, and People Services have been incorporated into these operations and are supportive of the recommendation. This contract affects all departments across the City.

RECOMMENDED BY:

Mary Creighton,
Director, Recreation Services

Trinela Cane,
Commissioner, Corporate Services

Morgan Jones,
Commissioner, Community Services

ATTACHMENTS:

Not Applicable