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# The Regional Municipality of Durham Report

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To: Health and Social Services Committee  
From: Commissioner of Social Services  
Report: #2023-SS-11  
Date: October 5, 2023

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**Subject:**

Standardization and Supply of Food Rethermalization Equipment for the Regional Municipality of Durham's Long-Term Care Homes

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**Recommendation:**

That the Health and Social Services Committee recommends to Regional Council:

- A) That authorization be granted to award a sole source agreement to Burlodge Canada for the procurement of new and replacement Multigen rethermalization equipment and SDX ThermoBox meal delivery systems at a total estimated cost not to exceed \$411,914 and that the Multigenic rethermalization equipment and SDX ThermoBox meal delivery systems be the Regional standard for a period of five (5) years effective January 1, 2024, at the Regional Municipality of Durham's Long-Term Care Homes, subject to financing being approved in the annual Social Services Business Plans and Budgets; and
- B) That authorization be granted to award a sole source agreement to Burlodge Canada effective January 1, 2024, for a period of five (5) years for the ongoing preventative maintenance and service of Multigen rethermalization equipment and SDX ThermoBox meal delivery systems at a total estimated cost not to exceed \$44,300 at the Regional Municipality of Durham's Long-Term Care Homes, subject to financing being approved in the annual Social Services Business Plans and Budgets; and
- C) That the Commissioner of Finance be authorized to execute any necessary agreement.

**Report:****2. Purpose**

- 2.1 The purpose of this report is to provide details and seek approval to standardize to Burlodge Canada's (Burlodge) Multigen rethermalization units and SDX ThermoBox meal delivery systems for new and replacement rethermalization and heated delivery units and negotiate a sole source agreement with Burlodge for ongoing preventative maintenance and service of the rethermalization equipment and heated delivery units at the Regional Municipality of Durham's (Region) Long-Term Care Homes (LTCH) for a five (5) year period.

**3. Background**

- 3.1 To continue to provide temperature-safe, nutritious and appetizing meals to the residents of the Region's LTCHs, there is a need for lifecycle management of rethermalization equipment and hot delivery units as well as ongoing preventative maintenance and service of the equipment.
- 3.2 Since 2002, the LTCHs have been purchasing Burlodge's Multigen rethermalization units. The LTCHs will continue to replace aging and obsolete units, at a total estimated cost not to exceed \$351,765 over the next five (5) years, to be funded from within the annual Social Services Business Plans and Budgets.
- 3.3 Two LTCHs have purchased Burlodge's SDX ThermoBox meal delivery systems and the other two (2) homes will be purchasing heated meal delivery systems, at a total estimated cost not to exceed \$60,149 over the next five (5) years, to be funded from within the annual Social Services Business Plans and Budgets.
- 3.4 Over the course of the next five (5) years, ongoing preventative maintenance and service of the rethermalization equipment and heated meal delivery systems is estimated to cost a maximum of \$44,300.
- 3.5 The current preventative maintenance support contract with Burlodge will expire on December 31, 2023.

**4. Previous Related Reports**

- 4.1 2019-SS-2: Supply and Service of Food Rethermalization Equipment for the Region of Durham's four (4) Long Term Care Homes.

**5. Justification for Sole Source**

- 5.1 Burlodge has been in the food service operation business for over 30 years. Through research and development, they have become innovative leaders and are an industry leader in utilizing advanced technology to ensure food arrives to the service location at an optimal and safe temperature, and is presented in an

appealing fashion. Burlodge designs, manufactures, and services their own Multigen brand of rethermalization units.

- 5.2 Burlodge is the exclusive distributor of the SDX ThermoBox meal delivery system. This equipment is innovative with the ability to maintain a higher degree of temperature regulation and hot holding. The door seal provides a more consistent hot holding temperature for ultimate food safety. The compartment is stainless steel and can be fully sanitized. The slim size makes the transportation of the unit more ergonomically suitable for staff when pushing and pulling and could reduce potential health & safety incidents associated with other heavier, bulkier units.
- 5.3 Resident satisfaction with food quality is important. Two (2) of the Region's LTCHs are using inferior hot boxes with a limited hot holding capability. As all the LTCH's transition towards more in-house cooking, it is vital to ensure the food can be delivered safely while maintaining the desirable temperature and integrity of the food for the resident's dining experience. SDX ThermoBox meal delivery system equipment has demonstrated the capacity to accomplish this.
- 5.4 The current preventative maintenance contract with Burlodge will expire on December 31, 2023. Burlodge is the manufacturer of the existing Multigen equipment and is the licensed provider of the SDX ThermoBox equipment. Burlodge is the only supplier of parts and services using Burlodge trained technicians in the Greater Toronto Area.
- 5.5 Throughout the 21-year relationship with Burlodge, they have demonstrated excellent customer service. Their qualified technicians are knowledgeable, responsive and have parts on hand for immediate repair. Burlodge has a specialized test kitchen for training LTC staff on the use of the Multigen equipment.
- 5.6 Burlodge is the only manufacturer that supplies mobile rethermalization service carts like the Multigen line in North America.

## **6. Financial Implications**

- 6.1 The Region of Durham's Purchasing By-law #16-2020, Section 7.2 Limited tendering (sole/single source purchases) permits the acquisition of goods and services through limited tendering under specific circumstances outlined in Appendix C of the By-law. Section 1.1 of Appendix "C" permits sole source purchases where the goods or services can be supplied only by a particular supplier, to ensure compatibility with existing goods, or to maintain specialized goods that must be maintained by the manufacturer of those goods or its representative.
- 6.2 Financing for the acquisition of rethermalization equipment and heated meal delivery systems and the preventative maintenance agreement will be included in the annual Social Services Business Plans and Budget submissions.

## 7. Relationship to Strategic Plan

- 7.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
- a. Goal 5: Service Excellence – To provide exceptional value to Durham taxpayers through responsive, effective, fiscally sustainable service delivery.

## 8. Conclusion

- 8.1 It is recommended that Burlodge Canada's Multigen rethermalization equipment and SDX ThermoBox be adopted as the standard for food rethermalization equipment within the Region's LTCHs.
- 8.2 Further, it is recommended that authorization be granted to award an agreement with Burlodge Canada for the provision of Multigen rethermalization equipment, SDX ThermoBox meal delivery systems and the ongoing preventative and corrective maintenance of this equipment at the Regional Municipality of Durham's Long-Term Care Homes for a five (5) year term commencing January 1, 2024, with the actual number of units purchased determined based on financing approved in the annual Social Services Business Plans and Budget.
- 8.3 This report has been reviewed by the Finance Department and the Commissioner of Finance concurs with these recommendations.

Respectfully submitted,

Original signed by

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Stella Danos-Papaconstantinou  
Commissioner of Social Services

Recommended for Presentation to Committee

Original signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer