



REPORT FOR ACTION

Renewal of Contract No. 47020391 to TBM Service Group

Date: December 20, 2017

To: Government Management Committee

From: General Manager, Facilities Management

Wards: All

SUMMARY

On December 13, 2016 City Council directed the General Manager of Facilities Management to report back to the Government Management Committee on the impact of a Job Quality Assessment Tool on the TBM custodial contract prior to exercising the first option year. As addressed in EX 29.12, 'TO Prosperity: Toronto Poverty Reduction Strategy 2017' report, The Job Quality Assessment Tool has not been created at this time. City staff had recommended six standards of job quality that should be included in a job quality tool. The only standard not addressed by one of the City's Fair Wage policy, the Provincial Bill 148, or is proposed for an internal pilot period is the standard to provide at least two weeks' advance notice for scheduling for employees. This report summarizes TBM's adherence to this job quality standard and advises that Facilities Management will be proceeding with the renewal of the first option year of TBM's contract.

RECOMMENDATIONS

The General Manager, Facilities Management recommends that:

1. The Government Management Committee receive this report for information.

FINANCIAL IMPACT

There is no financial impact to the City of Toronto resulting from this report

The Acting Chief Financial Officer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

At its meeting on November 14, 2016, Government Management Committee, in accordance with Section 195-14C of Toronto Municipal Code Chapter 195 (Purchasing By-law) authorized the Chief Corporate Officer to negotiate and enter into an agreement with TBM Service Group Inc. being the highest scoring Proponent meeting the requirements as a result of the Request for Proposal (RFP) 0203-16-0091 for the provision of Custodial Services for various locations throughout the City of Toronto for a period of one year from February 1, 2017 to January 31, 2018, at the sole discretion of the Chief Corporate Officer based on the terms and conditions set out in the Request for Proposal and in a form satisfactory to the City Solicitor.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.GM16.10>

On December 13, 14, and 15, 2016, City Council requested the Executive Director, Social Development, Finance and Administration to report to the Government Management Committee by the second quarter of 2017 on the Job Quality Assessment Tool and requested the Chief Corporate Officer to report on the impact of the Job Quality Assessment Tool Report on the contract with TBM Service Group Inc., prior to the exercise of the first option year to confirm if the option year should be exercised.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.GM16.10>

On December 13, 2016 City Council adopted the 2017 Workplan for TO Prosperity: Toronto Poverty Reduction Strategy, which included plans to develop a Job Quality Assessment Tool.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.EX20.10>

At its meeting on May 29, 2017, Government Management Committee, requested that The Chief Corporate Officer and the Executive Director, Social Development, Finance and Administration report to the Government Management Committee in the fourth quarter of 2017 on options for requiring the integration of new standards in to City contracts:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.GM21.13>

COMMENTS

Facilities Management was directed by City Council to report on the impact of a Job Quality Assessment Tool on the TBM custodial contract prior to renewal. At the time that the Tool was being developed the Province of Ontario was proposing new legislation, Bill 148, Fair Workplaces, Better Jobs Act, 2017, aimed to increase the minimum wage and to strengthen the Employment Standards Act, 2000 and the Labour Relations Act, 1995 to reduce precarious employment. As a result of this new legislation (which received Royal Assent in December 2017) City staff determined that it was best to see the final Bill before developing any City standards.

City staff proposed 6 standards of job quality to be included in the Job Quality Assessment Tool. Only one standard is not directly addressed by one of Bill 148, the City's Fair Wage policy or a proposed pilot involving Social Development, Finance & Administration and the Purchasing and Materials Management Divisions. The remaining unaddressed standard is the requirement to provide a staff schedule to workers at least two weeks' in advance of their shift.

Facilities Management has required all custodial vendors, including TBM, to provide their staff with a schedule at least two weeks in advance of a shift. Additionally, Facilities Management has committed to provide TBM a minimum of two weeks' notice for any non-emergency service change which could impact staff schedules. This has proven successful and there have been no significant issues raised to management about scheduling related to this service provider. Facilities Management continues to monitor compliance and enforce the fair scheduling agreement.

As the changes from Bill 148 are incorporated into policy within the City of Toronto, the Facilities Management Division will work diligently to ensure all updates to our contracts and procurement process are in compliance. Furthermore Facilities Management continues to strengthen and monitor the fair scheduling practices of all our vendors to prepare for future outcomes of the policies developed as a result of the poverty reduction strategy.

Facilities Management is satisfied with the work that has been provided by TBM and their compliance with the proposed Fair Scheduling in City Contracts standard. As a result FM will be proceeding with the renewal of the first option year of the contract.

CONTACT

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SIGNATURE

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