



## BID AWARD PANEL CONTRACT AWARD

### **Award of Vendor of Record (VOR) Arrangement Tender #7434 Management Consultant Services to Deloitte Inc. for the City of Toronto's Customer Service Operating Model**

**Date:** August 15, 2019  
**To:** Bid Award Panel  
**From:** Chief Purchasing Officer  
**Wards:** All

#### **RECOMMENDATIONS**

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**The Chief Purchasing Officer, recommends that the Bid Award Panel grant authority to award the following contract as per the Toronto Municipal Code, Chapter 195-6.6. Procurement of same goods and services as a public body.**

**Call Number:**  
Request for Services RFS# 7434-CM-19-04-01

#### **Description:**

The Vendor of Record (VOR) Arrangement for Service Category 8: Strategic Management and Planning Services for the provision of management consultant to review the services provided by all public facing City of Toronto divisions and perform a customer segmentation analysis, make recommendations on service and channel rationalization, report on the existing customer service operating model, and propose a future state operating model structure.

The contract will be awarded for a six (6) month term with no option to renew.

The VOR Arrangement commenced on June 16, 2018, and expires on June 15, 2022 with the option to extend for an additional 1-year term at the sole discretion of MGCS.

**Recommended Proponent:**  
Deloitte Inc.

**Contract Award Value:**  
\$740,000 net of all applicable taxes and charges  
\$836,200 including HST and all applicable charges  
**\$753,024 net of HST recoveries**

**Contract is expected to start on September 3, 2019 and end on March 3, 2020.**

## **FINANCIAL IMPACT**

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The total contract award identified in this report is \$836,200.00 including all applicable taxes and charges. The cost to the City is \$753,024 net of HST recoveries.

Funding is available in 2019 Approved Capital Budget and 2020-2028 Approved Capital Plan for 311 Toronto (WBS Element CTO014-03 - 311 Tech SOGR - CRM Upgrade and Replacement). Additional details for in Table 1.

Table 1: Financial Impact Summary of Recommended Contract

| <b>Budget Year</b>              | <b>Contract Award<br/>(Net of HST Recoveries)</b> |
|---------------------------------|---------------------------------------------------|
| September 3 - December 31, 2019 | \$494,737                                         |
| January 1 - March 3, 2020       | \$258,287                                         |
| <b>Total</b>                    | <b>\$753,024</b>                                  |

## **CALL SUMMARY**

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**Call Issued:** July 11, 2019

**Call Closed:** August 1, 2019

**Number of Addenda Issued:** Three (3)

**Number of Bids:** Eight [8]

Table 2: Summary of Proposals Received for RFS# 7434-CM-19-04-01

|                                    |
|------------------------------------|
| Proponent Name:                    |
| 1. Deloitte Inc                    |
| 2. EY LLP                          |
| 3. Bridgeable Inc*                 |
| 4. Optimus SBR Inc*                |
| 5. Write. Think. Do. Inc.*         |
| 6. Ecceler8 Inc*                   |
| 7. Knowsys Group Ltd*              |
| 8. Starnino Iadarola Design Inc.** |

\* Firms' technical Proposal does not meet the minimum technical threshold of 80% (or 64 points) in order for their cost information to be considered.

\*\* Non-Compliant Proposal for not meeting mandatory requirement

## **DIVISION CONTACTS**

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Jill Bada, Director, Strategic Policy and Planning, 416-397-5539, [jill.bada@toronto.ca](mailto:jill.bada@toronto.ca)

## **COMMENTS**

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The City of Toronto is utilizing the Ministry of Government, Consumer Services Contract for the recommended award, as per the Toronto Municipal Code, Chapter 195-6.6. Procurement of same goods and services as a public body, the following requirements have been met

a. The firm recommended for award is the highest scoring Proponent based on the evaluation criteria included in the Call and meeting the requirements of the Call.

b. The resulting contract between the public body and the supplier stipulates that the same goods and/or services be made available to other public bodies which include the City at the same price as provided by the supplier to the initiating public body;

c. The same goods and/or services will be made available to the City for the same or better price than the price that is to be paid by the public body;

d. The appropriate Division has reviewed the Ministry of Government, Consumer Services' submission and found the price to be reasonable, within available budget and concurs with the recommendation;

e. The supplier is not ineligible, suspended or otherwise in contravention of Chapters 71- Financial Control and 195- Purchasing of the City of Toronto Municipality Code

f. The total contract value is less than \$20 million dollars (excluding applicable taxes) and the contract term is:

For a contract funded by the Capital budget, five (5) years or less including any option terms.

g. Being within the authority of the Bid Award Panel;

h. There are no material written objections to the award;

i. RFS document was issued through piggy back VOR process and all prequalified 113 firm were invited for submission in accordance with VOR management Consultant Userguide.

j. the Fair Wage Office confirms the recommended firm understands the Fair Wage Policy and Labour Trades requirements and has agreed to comply fully.

Additional details and information for the above calls are on the file in the Purchasing and Materials Management Division.

**SIGNATURE**

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Michael Pacholok  
Chief Purchasing Officer