



BID AWARD PANEL CONTRACT AWARD

Award of Request for Proposal No. 9155-18-7093 to Various Proponents for Corporate Learning and Leadership Development

Date: November 27, 2019

To: Bid Award Panel

From: Chief Purchasing Officer

Wards: All

RECOMMENDATIONS

The Chief Purchasing Officer recommends that the Bid Award Panel grant authority to award the following contract:

Call Number:

Request for Proposal No. 9155-18-7093

Description:

For the provision of Corporate Learning Service Provides for a period of one (1) year from the date of award with the option to renew for an additional four (4) one (1) year periods, at the sole discretion of the City and subject to budget approval(s).

Should the option year(s) be exercised, the Executive Director of People and Equity Division will request the Chief Purchasing Officer to process the renewals under the same terms and conditions.

Recommended Proponents:

- Beck Goodman and Associates Inc. (Component C, Category 1 and 4; Component D, Category 2)
- Essential Communications LTD (Component B, Category 2, Topic 1, 2, and 3; Category 3; Component C, Category 2, 3 and 5)
- Lee Hecht Harrison Knightbridge Corp. (Component A, Category 1)
- Procept Associates Ltd. (Component B, Category 4; Component D, Category 1)
- Right Management Inc. (Component A, Category 2)
- Sara Beth Luther (Component D, Category 3)

Contract Award Value:

Beck Goodman and Associates Inc.:

From the date of award to July 31, 2020

\$265,000 net of all applicable taxes and charges

\$299,450 including HST and all applicable charges

\$269,664 net of HST recoveries

Option Year 1 - August 1, 2020 to July 31, 2021

\$265,000 net of all applicable taxes and charges
\$299,450 including HST and all applicable charges
\$269,664 net of HST recoveries

Option Year 2 - August 1, 2021 to July 31, 2022

\$265,000 net of all applicable taxes and charges
\$299,450 including HST and all applicable charges
\$269,664 net of HST recoveries

Option Year 3 - August 1, 2022 to July 31, 2023

\$265,000 net of all applicable taxes and charges
\$299,450 including HST and all applicable charges
\$269,664 net of HST recoveries

Option Year 4 - August 1, 2023 to July 31, 2024

\$265,000 net of all applicable taxes and charges
\$299,450 including HST and all applicable charges
\$269,664 net of HST recoveries

The total potential cost for Beck Goodman and Associates Inc. including the option years is \$1,348,320 net of HST recoveries, \$1,325,000 net of all taxes and charges and \$1,497,250 including all applicable taxes and charges.

Essential Communications LTD.:

From the date of award to July 31, 2020

\$350,000 net of all applicable taxes and charges
\$395,500 including HST and all applicable charges
\$356,160 net of HST recoveries

Option Year 1 - August 1, 2020 to July 31, 2021

\$350,000 net of all applicable taxes and charges
\$395,500 including HST and all applicable charges
\$356,160 net of HST recoveries

Option Year 2 - August 1, 2021 to July 31, 2022

\$350,000 net of all applicable taxes and charges
\$395,500 including HST and all applicable charges
\$356,160 net of HST recoveries

Option Year 3 - August 1, 2022 to July 31, 2023

\$350,000 net of all applicable taxes and charges
\$395,500 including HST and all applicable charges
\$356,160 net of HST recoveries

Option Year 4 - August 1, 2023 to July 31, 2024

\$350,000 net of all applicable taxes and charges

\$395,500 including HST and all applicable charges
\$356,160 net of HST recoveries

The total potential cost for Essential Communications LTD including the option years is \$1,780,800 net of HST recoveries, \$1,750,000 net of all taxes and charges and \$1,977,500 including all applicable taxes and charges.

Lee Hecht Harrison Knightbridge Corp.:

From January 1, 2020 to December 31, 2020

\$ 181,925 net of all applicable taxes and charges
\$ 205,575 including HST and all applicable charges
\$ 185,127 net of HST recoveries

Option Year 1 - January 1, 2021 to December 31, 2021

\$138,200 net of all applicable taxes and charges
\$156,166 including HST and all applicable charges
\$140,632 net of HST recoveries

Option Year 2 - January 1, 2022 to December 31, 2022

\$138,200 net of all applicable taxes and charges
\$156,166 including HST and all applicable charges
\$140,632 net of HST recoveries

Option Year 3 - January 1, 2023 to December 31, 2023

\$138,200 net of all applicable taxes and charges
\$156,166 including HST and all applicable charges
\$140,632 net of HST recoveries

Option Year 4 - January 1, 2024 to December 31, 2024

\$138,200 net of all applicable taxes and charges
\$156,166 including HST and all applicable charges
\$140,632 net of HST recoveries

The total potential cost for Lee Hecht Harrison Knightbridge Corp. including the option years is \$747,656 net of HST recoveries, \$734,725 net of all taxes and charges and \$830,239 including all applicable taxes and charges.

Procept Associates Ltd.:

From the date of award to July 31, 2020

\$300,000 net of all applicable taxes and charges
\$339,000 including HST and all applicable charges
\$305,280 net of HST recoveries

Option Year 1 - August 1, 2020 to July 31, 2021

\$300,000 net of all applicable taxes and charges
\$339,000 including HST and all applicable charges
\$305,280 net of HST recoveries

Option Year 2 - August 1, 2021 to July 31, 2022

\$300,000 net of all applicable taxes and charges
\$339,000 including HST and all applicable charges
\$305,280 net of HST recoveries

Option Year 3 - August 1, 2022 to July 31, 2023

\$300,000 net of all applicable taxes and charges
\$339,000 including HST and all applicable charges
\$305,280 net of HST recoveries

Option Year 4 - August 1, 2023 to July 31, 2024

\$300,000 net of all applicable taxes and charges
\$339,000 including HST and all applicable charges
\$305,280 net of HST recoveries

The total potential cost for Procept Associates Ltd. including the option years is \$1,526,400 net of HST recoveries, \$1,500,000 net of all taxes and charges and \$1,695,000 including all applicable taxes and charges.

Right Management Inc.:

From January 1, 2020 to December 31, 2020

\$106,670 net of all applicable taxes and charges
\$120,537 including HST and all applicable charges
\$108,547 net of HST recoveries

Option Year 1 - January 1, 2021 to December 31, 2021

\$106,670 net of all applicable taxes and charges
\$120,537 including HST and all applicable charges
\$108,547 net of HST recoveries

Option Year 2 - January 1, 2022 to December 31, 2022

\$106,670 net of all applicable taxes and charges
\$120,537 including HST and all applicable charges
\$108,547 net of HST recoveries

Option Year 3 - January 1, 2023 to December 31, 2023

\$106,670 net of all applicable taxes and charges
\$120,537 including HST and all applicable charges
\$108,547 net of HST recoveries

Option Year 4 - January 1, 2024 to December 31, 2024

\$106,670 net of all applicable taxes and charges
\$120,537 including HST and all applicable charges
\$108,547 net of HST recoveries

The total potential cost for Right Management Inc. including the option years is \$542,737 net of HST recoveries, \$533,350 net of all taxes and charges and \$602,685 including all applicable taxes and charges.

Sara Beth Luther.:

From the date of award to July 31, 2020

\$200,000 net of all applicable taxes and charges

\$226,000 including HST and all applicable charges

\$203,520 net of HST recoveries

Option Year 1 - August 1, 2020 to July 31, 2021

\$200,000 net of all applicable taxes and charges

\$226,000 including HST and all applicable charges

\$203,520 net of HST recoveries

Option Year 2 - August 1, 2021 to July 31, 2022

\$200,000 net of all applicable taxes and charges

\$226,000 including HST and all applicable charges

\$203,520 net of HST recoveries

Option Year 3 - August 1, 2022 to July 31, 2023

\$200,000 net of all applicable taxes and charges

\$226,000 including HST and all applicable charges

\$203,520 net of HST recoveries

Option Year 4 - August 1, 2023 to July 31, 2024

\$200,000 net of all applicable taxes and charges

\$226,000 including HST and all applicable charges

\$203,520 net of HST recoveries

The total potential cost for Sara Beth Luther including the option years is \$1,017,600 net of HST recoveries, \$1,000,000 net of all taxes and charges and \$1,130,000 including all applicable taxes and charges.

The total potential contract award including all option years is \$6,843,075 net of all applicable taxes and charges, \$7,732,674 including all applicable taxes and charges. The total potential cost to the City including all option year is \$6,963,513 net of HST recoveries.

Contracts under component A are expected to start on January 1, 2020 and end on December 31, 2020 with the option to renew the Contract for four (4) additional separate one (1) year periods.

Contracts under components B, C, and D are expected to start on date of award and end on July 31, 2020 with the option to renew the Contract for four (4) additional separate one (1) year periods.

The following Proponents have also been awarded contracts under delegated authority for the following Components in which they were the highest scoring Proponent in the RFP:

- University of Toronto School of Continuing Studies (Component B, Category 1, Topic 3).

- Customer Service Professional Network Inc. (Component B, Category 1, Topic 4 and 5; Component C, Category 7.
- MC Planning Ltd. (Component C, Category 6).

FINANCIAL IMPACT

The total potential contract award, including all option years, identified in this report is \$7,732,674 including all applicable taxes and charges. The total potential cost to the City is \$6,963,513 net of HST recoveries.

Funding is included in the 2019 Approved Operating Budget and the 2020 Operating Budget Submission of the City Manager's Office under cost center CM0502, cost element 4310. The approved sources of funding will include recoveries from divisional training budgets covering partial cost of program delivery. Recoveries are calculated by dividing the total program delivery costs by the number of participants.

Should the City choose to exercise its option to renew for an additional four (4) separate one (1) year periods, then appropriate additional funding, if needed, will be included in the 2021 to 2024 annual Operating Budget Submissions of the City Manager's Office.

Funding details are provided in Table 1 below

Table 1: Financial Impact Summary of Recommended Contract (net of HST Recoveries)

Vendor	From Date of Award to Dec 31, 2019	Jan 1, 2020 to Dec 31, 2020	Jan 1, 2021 to Dec 31, 2021	Jan 1, 2022 to Dec 31, 2022	Jan 1, 2023 to Dec 31, 2023	Jan 1, 2024 to July 31, 2024	Total for 5 Years net of HST Recovery
Beck Goodman and Associates Inc	\$134,832	\$269,664	\$269,664	\$269,664	\$269,664	\$134,832	\$1,348,320
Procept Associates Ltd	\$152,640	\$305,280	\$305,280	\$305,280	\$305,280	\$152,640	\$1,526,400
Sara Beth Luther	\$101,760	\$203,520	\$203,520	\$203,520	\$203,520	\$101,760	\$1,017,600
Essential Communications LTD	\$178,080	\$356,160	\$356,160	\$356,160	\$356,160	\$178,080	\$1,780,800
Total	\$567,312	\$1,134,624	\$1,134,624	\$1,134,624	\$1,134,624	\$567,312	\$5,673,120
Vendor	From January 1, 2020 to December 31, 2020 From January 1, 2021 to December 31, 2021 From January 1, 2022 to December 31, 2022 From January 1, 2023 to December 31, 2023 From January 1, 2024 to December 31, 2024						Total for 5 Years net of HST Recovery
Lee Hecht Harrison Knightbridge Corp	\$185,127 \$140,632 \$140,632 \$140,632 \$140,632						\$747,656
Right Management Inc	\$108,547 \$108,547 \$108,547 \$108,547 \$108,547						\$542,737
Total	\$293,674 \$249,179 \$249,179 \$249,179 \$249,179						\$1,290,393

CALL SUMMARY

Call Issued: January 9, 2019

Call Closed: February 22, 2019

Number of Addenda Issued: Five (5)

Number of Bids: Ninety-Four (94)

Number of Proponents: Twenty Eight (28)

Table 2: Summary of Proposals Received for RFP No. 9155-18-7093

Component A - Leadership Development Programming

Category 1 - Manager Development Program:

1. Achieveblue Corporation*
2. Durham College*
3. International Institute for Learning Inc.*
4. LHH Knightsbridge
5. Queen's Executive Education*
6. Right Management Inc.
7. Schulich Executive Education Centre
8. Skillsoft Corporation*
9. The Institute on Governance
10. University of Toronto School of Continuing Studies*

Category 2 - Supervisor and New Manager:

1. Achieveblue Corporation*
2. Canadian Management Centre (CMC)
3. Essential Communications Ltd.*
4. International Institute for Learning Inc.*
5. LHH Knightsbridge
6. Mohawk College Enterprise Corporation*
7. Right Management Inc.
8. Schulich Executive Education Centre*
9. Skillsoft Corporation*
10. St. Stephen's Community House*
11. Stratford Managers Corporation*
12. The Institute on Governance*
13. University of Toronto School of Continuing Studies*

Category 3 - Courses for Managers, Supervisors and Senior Professionals:

1. Achieveblue Corporation
2. Canadian Management Centre (CMC)
3. International Institute for Learning Inc.*
4. LHH Knightsbridge
5. Mohawk College Enterprise Corporation*
6. Procept Associates Ltd.
7. Right Management Inc.
8. Skillsoft Corporation*
9. St. Stephen's Community House*
10. The House of Purpose*

11. The Institute on Governance

Component B - Specialized Programming

Category 1 - Transformation, Innovation and Excellence Curriculum for Practitioners:

1. Customer Service Professional Network Inc.
2. Esquire Consulting Group*
3. Global Knowledge Network (Canada) Inc.*
4. Swerhun Inc.*
5. Whiteboard Consulting Group Inc. *
6. Global Knowledge Network (Canada) Inc. *
7. University of Toronto School of Continuing Studies *

Category 2 - Equity and Diversity (Various topics):

1. Customer Service Professional Network Inc.*
2. Essential Communications Ltd.
3. St. Stephen's Community House*

Category 3 - Managing Conflict and Negotiating:

1. Customer Service Professional Network Inc.
2. Essential Communications Ltd.
3. Global Knowledge Network (Canada) Inc.
4. St. Stephen's Community House

Category 4 - IT Service Planning and Management:

1. Procept Associates Ltd.
2. Global Knowledge Network (Canada) Inc.

Component C - General Catalogue for All Staff:

Category 1 - Employee Engagement:

1. Beck, Goodman & Associates
2. Customer Service Professional Network Inc.
3. Essential Communications Ltd.
4. Skillsoft Corporation*

Category 2 - Communications:

1. Beck, Goodman & Associates
2. Customer Service Professional Network Inc.
3. Essential Communications Ltd.
4. Skillsoft Corporation*
5. University of Toronto School of Continuing Studies
6. Stephen de Paul (WordTask Information Strategies)

Category 3 - Teamwork

1. Beck, Goodman & Associates
2. Customer Service Professional Network Inc.
3. Essential Communications Ltd.
4. Skillsoft Corporation*
5. St. Stephen's Community House

Category 4 - Customer Service in the Public Sector

1. Beck, Goodman & Associates
2. Customer Service Professional Network Inc.
3. Skillsoft
4. St. Stephen's Community House

Category 5 - Personal and Professional Excellence

1. Beck, Goodman & Associates
2. Customer Service Professional Network Inc.
3. Essential Communications Ltd.
4. Skillsoft Corporation*
5. University of Toronto School of Continuing Studies*

Category 6 - Financial and Retirement Planning:

1. Customer Service Professional Network Inc.
2. MC Planning Ltd.

Category 7 - Continuous Improvement and Innovation:

1. Beck, Goodman & Associates *
2. Customer Service Professional Network Inc.
3. Skillsoft Corporation*
4. University of Toronto School of Continuing Studies*

Component D - Facilitation of City-Owned Courses/ Programs Complement by Proponent Proposed Programming:**Category 1 - Project Management:**

1. Achieveblue Corporation
2. Esquire Consulting Group
3. Procept Associates Ltd.
4. University of Toronto School of Continuing Studies

Category 2 - Change Management:

1. Achieveblue Corporation*
2. Beck, Goodman & Associates
3. Esquire Consulting Group*
4. Procept Associates Ltd.
5. Prompta Inc

Category 3 - Human Rights:

1. Sara Beth Luther

Category 4 - AODA:

This Category has been cancelled due no bids received

* Proponent did not meet the technical evaluation threshold for one or more category/topic

** Proponent was found non-compliant with mandatory requirements in one or more category/topic

DIVISION CONTACTS

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COMMENTS

Due to the amount of time taken to award this RFP the PMMD Manager has identified that some of the contracts were mistakenly issued ahead of receipt of proper award authority. The Client has been duly advised and no activity will commence until this Bid Award Panel Report has been properly authorized.

Also due to the protracted award process there remain two (2) subcomponents not yet fully evaluated. These will be recommended for award in a future amended BAP report.

For the recommended contract award, 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 appropriate Division has reviewed submissions and found the price to be reasonable, within available budget and concurs with the recommendation;
- c. the total contract value is less than \$20 million dollars (excluding applicable taxes) and the contract term is:
 1. for a contract funded by the operating budget, 5 years or less including any option years; or
 2. for a contract funded by the capital budget, within the projected term of the capital funding for the project as set out in the capital budget, being within the authority of the Bid Award Panel;
- d. there are no material written objections to the award;
- e. the call document was advertised on the City's internet website and bids or proposals were opened publicly; and
- f. 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 call are on the file in the Purchasing and Materials Management Division.

SIGNATURE

Michael Pacholok
Chief Purchasing Officer