



BID AWARD PANEL CONTRACT AWARD

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

Date: December 10, 2019
To: Bid Award Panel
From: Chief Purchasing Officer
Wards: All

RECOMMENDATIONS

The Chief Purchasing Officer recommends that the Bid Award Panel

1. The Bid Award Panel rescind its December 4, 2019, Item BA57.1 decision to award Request for Proposal No. 9155-18-7093 to various Proponents for Corporate Learning and Leadership.
2. The Bid Award Panel grant authority to award Request for Proposal No. 9155-18-7093 to various Proponents for Corporate Learning and Leadership Development, in accordance with the revised contract details set out in the report below:

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, 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 and 3)
- MC Planning Ltd. (Component C, Category 6)
- Procept Associates Ltd. (Component B, Category 4; Component D, Category 1)

- Right Management Inc. (Component A, Category 2 and 3)
- 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

\$270,300 net of all applicable taxes and charges

\$305,439 including HST and all applicable charges

\$275,057 net of HST recoveries

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

\$275,706 net of all applicable taxes and charges

\$311,548 including HST and all applicable charges

\$280,558 net of HST recoveries

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

\$281,220 net of all applicable taxes and charges

\$317,779 including HST and all applicable charges

\$286,170 net of HST recoveries

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

\$286,845 net of all applicable taxes and charges

\$324,134 including HST and all applicable charges

\$291,893 net of HST recoveries

The total potential cost for Beck Goodman and Associates Inc. including the option years is \$1,403,342 net of HST recoveries, \$1,379,071 net of all taxes and charges and \$1,558,350 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

\$357,000 net of all applicable taxes and charges

\$403,410 including HST and all applicable charges

\$363,283 net of HST recoveries

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

\$364,140 net of all applicable taxes and charges
\$411,478 including HST and all applicable charges
\$370,549 net of HST recoveries

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

\$371,423 net of all applicable taxes and charges
\$419,708 including HST and all applicable charges
\$377,960 net of HST recoveries

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

\$378,851 net of all applicable taxes and charges
\$428,102 including HST and all applicable charges
\$385,519 net of HST recoveries

The total potential cost for Essential Communications LTD including the option years is \$1,853,471 net of HST recoveries, \$1,821,414 net of all taxes and charges and \$2,058,198 including all applicable taxes and charges.

Lee Hecht Harrison Knightbridge Corp.:

From January 1, 2020 to December 31, 2020

\$ 291,925 net of all applicable taxes and charges
\$ 329,875 including HST and all applicable charges
\$ 297,063 net of HST recoveries

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

\$253,164 net of all applicable taxes and charges
\$286,075 including HST and all applicable charges
\$257,620 net of HST recoveries

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

\$258,227 net of all applicable taxes and charges
\$291,797 including HST and all applicable charges
\$262,772 net of HST recoveries

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

\$263,392 net of all applicable taxes and charges
\$297,633 including HST and all applicable charges
\$268,028 net of HST recoveries

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

\$268,660 net of all applicable taxes and charges
\$303,585 including HST and all applicable charges
\$273,388 net of HST recoveries

The total potential cost for Lee Hecht Harrison Knightbridge Corp. including the option years is \$1,358,870 net of HST recoveries, \$1,335,368 net of all taxes and charges and \$1,508,966 including all applicable taxes and charges.

MC Planning Ltd.:

From the date of award to July 31, 2020

\$100,000 net of all applicable taxes and charges

\$113,000 including HST and all applicable charges

\$101,760 net of HST recoveries

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

\$102,000 net of all applicable taxes and charges

\$115,260 including HST and all applicable charges

\$103,795 net of HST recoveries

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

\$104,040 net of all applicable taxes and charges

\$117,565 including HST and all applicable charges

\$105,871 net of HST recoveries

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

\$106,121 net of all applicable taxes and charges

\$119,917 including HST and all applicable charges

\$107,989 net of HST recoveries

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

\$108,243 net of all applicable taxes and charges

\$122,315 including HST and all applicable charges

\$110,148 net of HST recoveries

The total potential cost for MC Planning Ltd. including the option years is

\$529,563 net of HST recoveries, \$520,404 net of all taxes and charges and \$588,057 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

\$306,000 net of all applicable taxes and charges

\$345,780 including HST and all applicable charges

\$311,386 net of HST recoveries

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

\$312,120 net of all applicable taxes and charges

\$352,696 including HST and all applicable charges

\$317,613 net of HST recoveries

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

\$318,362 net of all applicable taxes and charges
\$359,750 including HST and all applicable charges
\$323,966 net of HST recoveries

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

\$324,730 net of all applicable taxes and charges
\$366,945 including HST and all applicable charges
\$330,445 net of HST recoveries

The total potential cost for Procept Associates Ltd. including the option years is \$1,588,689 net of HST recoveries, \$1,561,212 net of all taxes and charges and \$1,764,170 including all applicable taxes and charges.

Right Management Inc.:

From January 1, 2020 to December 31, 2020

\$229,620 net of all applicable taxes and charges
\$259,471 including HST and all applicable charges
\$233,661 net of HST recoveries

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

\$234,212 net of all applicable taxes and charges
\$264,660 including HST and all applicable charges
\$238,335 net of HST recoveries

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

\$238,897 net of all applicable taxes and charges
\$269,953 including HST and all applicable charges
\$243,101 net of HST recoveries

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

\$243,675 net of all applicable taxes and charges
\$275,352 including HST and all applicable charges
\$247,963 net of HST recoveries

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

\$248,548 net of all applicable taxes and charges
\$280,859 including HST and all applicable charges
\$252,923 net of HST recoveries

The total potential cost for Right Management Inc. including the option years is \$1,215,983 net of HST recoveries, \$1,194,952 net of all taxes and charges and \$1,350,295 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

\$204,000 net of all applicable taxes and charges

\$230,520 including HST and all applicable charges

\$207,590 net of HST recoveries

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

\$208,080 net of all applicable taxes and charges

\$235,130 including HST and all applicable charges

\$211,742 net of HST recoveries

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

\$212,242 net of all applicable taxes and charges

\$239,833 including HST and all applicable charges

\$215,977 net of HST recoveries

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

\$216,486 net of all applicable taxes and charges

\$244,630 including HST and all applicable charges

\$220,297 net of HST recoveries

The total potential cost for Sara Beth Luther including the option years is

\$1,059,126 net of HST recoveries, \$1,040,808 net of all taxes and charges and

\$1,176,113 including all applicable taxes and charges.

The total potential contract award including all option years for all recommended proponents is \$8,853,228 net of all applicable taxes and charges, \$10,004,148 including all applicable taxes and charges. **The total potential cost to the City including all option years for all recommended proponents is \$9,009,045 net of HST recoveries.**

The above cost calculations for the Option Year reflects an estimated annual 2 percent increase as per the Consumer Price Index (CPI)

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).

FINANCIAL IMPACT

The total potential contract award, including all option years, identified in this report is \$10,004,148 including all applicable taxes and charges. The total potential cost to the City is \$9,009,045 net of HST recoveries for the period 2019-2024.

Funding is included in the 2019 Approved Operating Budget of the City Manager's Office under cost center CM0502, cost element 4310 (Training/Development External). The sources of funding for 2020 are broken down as follows:

SN	2020 Funding Source	Amount
1	City Manager's Office cost element 4310 (Training/Development External)	\$1,005,317
2.	Recoveries from Solid Waste and Toronto Water	\$101,971
3.	Training budgets from City Divisions	\$672,182
	Total	\$1,779,473

Should the City choose to exercise its option to renew for an additional four (4) separate one (1) year periods, then additional funding, will be included in the 2021 to 2024 annual Operating Budget submissions as required.

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	\$272,361	\$277,808	\$283,364	\$289,031	\$145,946	\$1,403,342
Procept Associates Ltd	\$152,640	\$308,333	\$314,499	\$320,790	\$327,205	\$165,222	\$1,588,689
Sara Beth Luther	\$101,760	\$205,555	\$209,666	\$213,860	\$218,137	\$110,148	\$1,059,126
Essential Communications LTD	\$178,080	\$359,722	\$366,916	\$374,254	\$381,739	\$192,760	\$1,853,471
MC Planning Ltd.	\$50,880	\$102,778	\$104,833	\$106,930	\$109,068	\$55,074	\$529,563
Total	\$618,192	\$1,248,749	\$1,273,722	\$1,299,198	\$1,325,180	\$669,150	\$6,434,191

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 Knightsbridge Corp	\$297,063	\$257,620	\$262,772	\$268,028	\$273,388	\$1,358,871
Right Management Inc	\$233,661	\$238,335	\$243,101	\$247,963	\$252,923	\$1,215,983
Total	\$530,724	\$495,955	\$505,873	\$515,991	\$526,311	\$2,574,854

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 Insistute 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

The purpose of this report is to request the Bid Award Panel to rescind the award of Request for Proposal No. 9155-18-7093 to appendage the award of the outstanding subcomponent (Component A, Category 3) and revise the award values to reflect the Option Year estimated annual 2 percent increase as per the Consumer Price Index (CPI). The amendment to item BA57.1 set out in this report is to revise the award to reflect the additional subcomponent and to revise the Option Year values with the estimated annual 2 percent increase.

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.

The contract award value will be issued as a purchase order and a blanket contract to the recommended Proponents.

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