

## **Amendment to Various Purchase Orders and Blanket Contracts with Various Vendors for Corporate Learning Services Providers for People and Equity**

**Date:** April 17, 2024

**To:** General Government Committee

**From:** Chief People Officer and Chief Procurement Officer

**Wards:** All

### **SUMMARY**

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The purpose of this report is to request City Council authority to provide a two (2) year extension to Various Purchase Orders and Blanket Contracts issued to Various Vendors for the Corporate Learning Services Providers beyond the original 5-year term. This will allow People and Equity and divisions to complete the work already started and to continue to provide Learning Service Providers access, while People and Equity conducts further needs analysis for corporate learning needs for future procurement of new services. No additional dollar value is being requested.

On August 1, 2019, purchase orders and blanket contracts were executed for Request for Proposal Number 9155-18-7093 for a variety of learning series, such as those related to employee engagement, improving customer service, leadership development, improving communication, project management and equity and diversity.

The vendors provide learning for the courses for the Toronto Public Service program as well as for the Intact Team Training program through purchase orders and blanket contracts (attached). Divisions access the Learning Services Providers services through the blanket contracts and the Intact Team Training program. The purchase orders are used by People and Equity to procure corporate level in-person and Virtual Instructor Led Training for the Toronto Public Service.

Through the Intact Team Training program, divisions such as Toronto Paramedics Services access the blanket contract to provide Human Rights training to all new recruits. Access to the blanket contract reduces the need for the division to acquire three quotes and provides consistency to the learning provided as all recruits receive the same training from the same provider at a cost that was vetted through the Request for Proposal process.

A corporate learning needs assessment will be completed in 2025 prior to going to market with a Request for Proposal in 2026.

City Council approval is required in accordance with Municipal Code Chapter 195, Purchasing, where the current request exceeds the Chief Procurement Officer's authority of the cumulative five-year commitment limit for each vendor under Article 7, Section 195-7.3(D) of the Purchasing By-law.

## **RECOMMENDATIONS**

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The Chief People Officer and the Chief Procurement Officer recommend that:

1. The General Government Committee authorizes the Chief People Officer and Chief Procurement Officer to:

a. Extend the following purchase orders and blanket contracts for two years as follows:

1. Purchase Order 6049525 -- Extend to July 31, 2026
2. Purchase Order 6049821 -- Extend to July 31, 2026
3. Purchase Order 6049527 -- Extend to July 31, 2026
4. Purchase Order 6049522 -- Extend to July 31, 2026
5. Purchase Order 6049520 -- Extend to July 31, 2026
6. Purchase Order 6050000 -- Extend to July 31, 2026
7. Blanket Contract 47022405 -- Extend to July 31, 2026
8. Blanket Contract 47022479 -- Extend to July 31, 2026
9. Blanket Contract 47022406 -- Extend to July 31, 2026
10. Blanket Contract 47022404 -- Extend to July 31, 2026
11. Blanket Contract 47022403 -- Extend to July 31, 2026
12. Blanket Contract 47022534 -- Extend to July 31, 2026
13. Purchase Order 6050391 -- Extend to December 31, 2026
14. Purchase Order 6050387 -- Extend to December 31, 2026
15. Purchase Order 6050392 -- Extend to December 31, 2026
16. Purchase Order 6050388 -- Extend to December 31, 2026
17. Blanket Contract 47022839 -- Extend to December 31, 2026
18. Blanket Contract 47022837 -- Extend to December 31, 2026
19. Blanket Contract 47022838 -- Extend to December 31, 2026
20. Blanket Contract 47022836 -- Extend to December 31, 2026

b. Extend the legal agreement for each Vendor for the Corporate Learning Services Providers for two years as mentioned above with a yearly pricing increase of 2% or the Consumer Price Index, whichever is less, under the same terms and conditions as the existing agreement, and in a form satisfactory to the City Solicitor.

## **FINANCIAL IMPACT**

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This report is requesting a non-competitive term extension to competitive contracts, which requires no additional dollar value to be added. Specifically, there is no incremental financial impact beyond the dollar amounts that have been previously approved for these Purchase Orders and Blanket contracts' original terms. Due to COVID-19 impacts and changes to operational working models and training needs, these Purchase Orders and Blanket contracts have not used up their approved funding. The remaining unspent amounts for all the Purchase Orders and Blanket contracts by the end of their original terms have already been included in 2024 Operating Budget and will be included in 2025-2026 Operating Budget submissions for relevant Divisions under cost element 4310 (Training/Development External) to fund the extension requested in this report as needed/applicable.

Annual pricing increases applicable (2% or Consumer Price Index, whichever is less) to the extension will not result in any incremental financial impact because they will be accommodated within the remaining unspent funds referred above.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the information as presented in the Financial Impact Section.

## **DECISION HISTORY**

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At its meeting on December 24, 2019, the revised award for the Request for Proposal Number 9155-18-7093 was presented to the Bid Award Panel and adopted by the Panel.

<https://secure.toronto.ca/council/agenda-item.do?item=2019.BA60.5>

At its meeting on December 4, 2019, the Request for Proposal Number 9155-18-7093 was presented to the Bid Award Panel and adopted by the Panel.

<https://secure.toronto.ca/council/agenda-item.do?item=2019.BA57.1>

## **COMMENTS**

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The purpose of this report is to request City Council authority to provide a two (2) year extension to Various Purchase Orders and Blanket Contracts issued to Various Vendors for the Corporate Learning Services Providers beyond the original 5-year term. This will allow People and Equity and other City divisions to complete the work already started and to continue to provide Learning Service Providers access, while People and Equity conducts further needs analysis for corporate learning needs for future procurement of new services. No additional dollar value is required.

On August 1, 2019, purchase orders and blanket contracts were executed for Request for Proposal Number 9155-18-7093 for the following categories of learning:

Vendor	Categories
Beck Goodman and Associates Inc	<ul style="list-style-type: none"> <li>• Employee Engagement</li> <li>• Customer Service in the Public Sector</li> <li>• Change Management</li> </ul>
CSPN (Customer Service Professionals Network Inc.)	<ul style="list-style-type: none"> <li>• Improving Customer Service</li> <li>• Innovation (all staff)</li> <li>• Continuous Improvement and Innovation (for practitioners)</li> </ul>
Essential Communications Ltd.	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Teamwork</li> <li>• Personal and Professional Excellence</li> <li>• Equity and Diversity</li> <li>• Managing Conflict and De-Escalating Difficult Situations</li> </ul>
Procept Associates Ltd.	<ul style="list-style-type: none"> <li>• Project Management</li> <li>• IT Service Planning and Management (ITIL)</li> </ul>
Sara Luther	<ul style="list-style-type: none"> <li>• Human Rights</li> </ul>
University of Toronto, School of Continuing Studies	<ul style="list-style-type: none"> <li>• Process Improvement</li> </ul>
Right Management Inc.	Leadership Comp A Cat 2
Right Management Inc.	Leadership Comp A Cat 3
Lee Hecht Harrison Knightsbridge Corp.	Leadership Comp A Cat 1
Lee Hecht Harrison Knightsbridge Corp.	Leadership Comp A Cat 3

Starting in the 3rd quarter of 2023, staff began the process to go back out to market for the next Request for Proposal for Learning Services. Through this work, a thorough corporate learning needs analysis was determined as necessary, given the changing learning landscape and learning needs of the organization. Based on the complexity of this work and the need to identify and coordinate corporate learning needs, it is anticipated that the needs review and results analysis will be completed in the 4th quarter of 2025. Once the needs analysis is done, a Request for Proposal will be written and released in 2026.

If not approved, Corporate Learning Service Providers will not be available for divisional use. Divisions will have to follow divisional purchasing process to access learning resulting in inconsistency and will involve the use of divisional resources to source learning. As the pricing schedule for our learning offerings was determined through Request for Proposal, the best value for money is obtained when accessing a blanket Amendment to Multiple Purchase Orders and Blanket Contracts for Corporate Learning Service Provider

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contract rather than obtaining three quotes. The vendors have been vetted and the course offerings reviewed and approved by People and Equity.

The Fair Wage Office has reported that all vendors engaged for these services have indicated that they have reviewed and understand the Fair Wage Policy and Labour Trades requirements and have agreed to comply fully.

## **CONTACT**

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## **SIGNATURE**

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Mary Madigan-Lee  
Chief People Officer

Geneviève Sharkey  
Chief Procurement Officer

## **ATTACHMENTS**

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Attachment 1 - 2023-2024 Intact Team Course Price Guide

Attachment 2 - Vendor Summary