

Non-Competitive Procurement with Symphony Talent, LLC, for Skills Assessment Services

Date: November 26, 2025

To: General Government Committee

From: Chief People Officer and Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to request authority to enter into a non-competitive agreement with Symphony Talent, LLC, for skills assessment software. Symphony Talent, LLC, was previously awarded RFP No. 3405-16-3013 on January 1, 2020, for a three-year term, plus two one-year renewals, executed in 2023 and 2024. This contract was extended for one year through a non-competitive procurement and expires December 31, 2025.

The skill-testing software provided by Symphony Talent, LLC is a critical component of the City's recruitment process, supporting approximately 10,000 candidate assessments annually and ensuring recruitment timelines are maintained.

People & Equity is currently leading a capital technology project and working with Technology Services Division to modernize recruitment systems. Vendor demonstrations are ongoing, and a final procurement strategy is expected shortly.

A non-competitive procurement with Symphony Talent, LLC is required as a change cannot be made for economic or technical reasons without causing service delivery gaps and recruitment delays. This will ensure operational continuity and mitigate risks during the transition to a new solution.

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 or exceeds the threshold of \$500,000 net of Harmonized Sales Tax allowed under staff authority as per the Toronto Municipal Code, Chapter 71, Financial Control, Section 71-11(A).

RECOMMENDATIONS

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

1. City Council authorize the Chief People Officer to in accordance with Section 195-7.1(E) of the Toronto Municipal Code Chapter 195, Procurement, to enter into, and execute a non-competitive contract with Symphony Talent, LLC, commencing from January 1, 2026, for a one (1) year term with an option to extend the contract by one (1) additional one (1) year period for a total potential value of \$190,045 net of all taxes and charges (\$193,390 net of HST recoveries), subject to terms and conditions acceptable to the Chief People Officer.

FINANCIAL IMPACT

The total value of the proposed contract identified in this report, including the optional extension, is \$190,045 net of all applicable taxes and charges (\$193,390 net of HST recoveries). Funding has been allocated in the approved 2026 City Manager's Office Operating Budget and will also be included in the 2027 Operating Budget submission.

Table 1 – Symphony Talent, LLC, financial impact summary by contract year (net of Harmonized Sales Tax recoveries)

People & Equity Division Cost Centre: CM0603	Cost Center	Cost Element:	Total Value
January 1, 2026 - December 31, 2026	CM0603	4474	\$ 94,337
Optional extension January 1, 2027 - December 31, 2027	CM0603	4474	\$ 99,053
Total Net of HST recoveries from January 1, 2026 - December 31, 2027			\$193,390

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial impact section.

DECISION HISTORY

Symphony Talent, LLC, was awarded RFP No. 3405-16-3013 effective January 1, 2020, under a three (3) year agreement valued at \$262,010 net of all applicable taxes and charges (\$266,621 net of HST recoveries). Two (2) optional renewal periods were exercised in 2023 and 2024 for a combined amount of \$180,010 net all applicable taxes and charges (\$183,178 net of HST recoveries). Subsequently, a one (1) year NCP was approved for the period January 1, 2025, to December 31, 2025, in the amount of \$90,005 net of all applicable taxes and charges (\$91,589 net of HST recoveries). In total, the agreement has amounted to \$532,025 net of all applicable taxes and charges (\$541,389 net of HST recoveries).

COMMENTS

The purpose of this report is to request authority to enter into a non-competitive contract agreement with Symphony Talent, LLC, for skills assessment software in the amount of \$190,045 net of all applicable taxes and charges (\$193,390 net of HST recoveries), for an initial period of one (1) year, commencing January 1, 2026 to December 31, 2026, with an option to extend the contract by one (1) additional one (1) year period.

Symphony Talent, LLC, was awarded RFP No. 3405-16-3013 effective January 1, 2020, under a three (3) year agreement, followed by two (2) optional one (1) year renewal periods exercised in 2023 and 2024. Subsequently, a one (1) year NCP was awarded from January 1, 2025, to December 31, 2025.

The existing contract with Symphony Talent, LLC, expires on December 31, 2025. The skill-testing software provided by Symphony Talent, LLC, is a critical component of the City's recruitment process, supporting approximately 10,000 candidate assessments annually and ensuring that recruitment timelines are maintained.

In the meantime, a non-competitive procurement is required, as changes cannot be made for economic or technical reasons without causing a significant service delivery gap, leading to delays in recruitment processes and potentially affecting service levels and workforce planning. To ensure operational continuity and mitigate risk during the transition to a new solution, People & Equity recommends proceeding with a non-competitive procurement with Symphony Talent, LLC, for a one (1) year agreement commencing January 1, 2026 – December 31, 2026, with an option to extend the contract by one (1) additional one (1) year period. The total combined cost for the initial term and extension is \$190,045 net of all applicable taxes and charges (\$193,390 net of HST recoveries).

CONTACT

Tobie Mathew, Director, Talent Acquisition,
People & Equity Division, 416-338-9901, Tobie.Mathew@toronto.ca

Kerri Forfar, Manager, Talent Acquisition
People & Equity Division, 416-397-2126, Kerri.Forfar@toronto.ca

David Bishay, Manager Category Management & Strategic Sourcing
Purchasing & Materials Management, 416-392-7486, David.Bishay@toronto.ca

SIGNATURE

Mary Madigan- Lee
Chief People Officer

Geneviève Sharkey
Chief Procurement Officer