

## Report to Community and Protective Services Committee

**To:** Chair and Members  
Community and Protective Services Committee  
**From:** Kevin Dickins, Deputy City Manager, Social & Health Development  
**Subject:** Irregular Result RFP 21-71 Consultant for Employment Services Transformation Single Bid Award Recommendation  
**Date:** March 1, 2022

## Recommendation

That on the recommendation of the Deputy City Manager, Social and Health Development and with the concurrence of the Director, Financial Services, that the following actions be taken with respect to the Irregular Result RFP 21-71 Consultant for Employment Services Transformation Single Bid Award Recommendation report, as per City of London Procurement Policy Section 19.4 “Only One Bid Received”, that;

- a) the Request for Proposal (RFP 21-71) submitted by StrategyCorp **BE ACCEPTED**, at the cost of \$79,500, plus H.S.T.;
- b) that Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in relation to this project, and;
- a) that approvals hereby given **BE CONDITIONAL** upon the Corporation entering into a formal contract or having a purchase order relating to the subject matter of this approval.

## Executive Summary

On February 12, 2019, the Ontario government announced its approach to Employment Services Transformation (EST). Through this transformation, the Provincial government is seeking innovative and efficient approaches to better connect individuals to sustainable employment, creating a clear path to employment for all job seekers including those who are at risk of long-term unemployment and who face systemic and other barriers to employment. Employment support services for Ontario Works (OW) and the Ontario Disability Support Program (ODSP) will be integrated into Employment Ontario to create one system. This transformed Employment Ontario system is intended to work more effectively to meet employers’ needs, and better match job seekers to employers.

A key part of the new system is the establishment of Service System Manager (SSM) to oversee the planning, design, and delivery of Employment Ontario services in a way that is integrated, inclusive, people-focused, outcomes-driven, and considerate of local community and employer needs.

Employment transformation is being implemented in a phased approach across Ontario’s 15 catchment areas.

To inform the City of London’s potential bid to become the SSM of Employment Ontario services for the London Economic Region catchment area (inclusive of Middlesex, Elgin, and Oxford Counties), Civic Administration is procuring a consultant to conduct research on current employment service delivery across the area; conduct engagement with relevant regional stakeholders; complete a gap analysis of employment service delivery; and develop financial modelling and risk analysis associated with administrating Employment Ontario services across the region.

## Linkage to the Corporate Strategic Plan

[2019-2023 Strategic Plan for the City of London](#)

Strengthening our Community

- Londoners have access to the supports they need to be successful
- Londoners have access to the services and supports that promote well-being, health, and safety in their neighbourhoods and across the city

#### Growing our Economy

- London will develop a top-quality workforce
- London creates a supportive environment where entrepreneurs, businesses and talent can thrive

#### Leading in Public Service

- The City of London is trusted, open, and accountable in service of our community
- Londoners experience exceptional and valued customer service
- The City of London is a leader in public service as an employer, a steward of public funds, and an innovator of service.

#### Links to Community Recovery

The City of London is committed to inclusive economic recovery that creates opportunities for residents, ensuring everyone has the best possible opportunity to participate and benefit from recovery. An inclusive labour market allows and encourages all people of working age to participate in paid work. The new Employment Ontario model includes an equity lens on priority groups hardest hit by COVID.

## Analysis

### 1.0 Background Information

#### 1.1 Previous Reports Related to this Matter

- CPSC June 17, 2019 [Employment Ontario Transformation – Service System Management Competition](#)
- CPSC January 21, 2020 [Employment Ontario Transformation – Service System Management Competition](#)
- Briefing Note to Council June 7, 2021 – Employment Services Transformation
- Briefing Note to Council July 5, 2021 – Employment Services Transformation Update

#### 1.2 Timeline Review

On February 12, 2019, the Ontario government announced the transformation of its employment services to help more people find and keep quality jobs and increase the number of businesses finding the right workers with the right skills. Transformation would be implemented in a phase approach across Ontario's 15 catchment areas.

In 2020, three catchment areas were identified to be the first of the EST prototypes (Muskoka-Kawartha, Hamilton-Niagara, and the Region of Peel). The Ministry of Labour, Training and Skills Development (MLTSD) underwent a competitive bid process to select regional Service System Managers (SSM) from the private, public, and non-profit sectors.

In January 2021, MLTSD launched EST in the prototype catchment areas of Muskoka-Kawartha, Hamilton-Niagara, and the Region of Peel.

In June 2021, MLTSD issued a Request for Qualifications (RFQ) to identify qualified organizations interested in becoming a SSM when EST is expanded to the remaining catchment areas across the province. The City of London participated and was deemed to be qualified to participate in a future Call for Proposal (CFP). MLTSD outlined the next steps of EST utilizing a phased approach:

Phase 1: (September 2021) - MLTSD issued a CFP for SSM to oversee employment services for York, Halton, Stratford-Bruce Peninsula and Kingston-Pembroke. The

successful proponents have yet to be announced. MLTSD expects to have these new SSM contracts in place by April 2022.

Phase 2: (Spring 2022 – date yet to be determined) - MLTSD will issue a CFP for SSM to oversee employment services for London (including Middlesex, Elgin, and Oxford Counties), Durham, Kitchen-Waterloo-Barrie, Ottawa, and Windsor-Sarnia catchment areas. MLTSD expects to have these new SSM contracts by the end of 2022.

Phase 3: (date yet to be determined) - MLTSD will release a CFP for SSM to oversee employment services for Toronto and Northern Ontario.

## **2.0 Discussion and Considerations**

### **2.1 Procurement Process**

On December 17, 2021, Request for Proposal (RFP 21-71) “Consultant for Employment Services Transformation” was issued on london.bidsandtenders.ca with a closing date of January 17, 2022. After the RFP was posted, there were two (2) Addendums issued to respond to questions, inquiries, and requests for clarifications.

When the RFP closed, only one (1) bid was received. Per Section 19.4(b) of the City of London’s Procurement of Goods and Services Policy, the bid was opened with approval of the Deputy City Manager and the Manager of Purchasing and Supply and evaluated in accordance with the City’s usual procedures.

A two-envelope RFP process was used – one envelope contained the technical project proposal, and the second contained the pricing proposal. The upper limit for the budget was disclosed at \$80,000, representing one-time project funding.

An internal evaluation team, comprised of three (3) representatives from Social & Health Development, with the support of Purchasing and Supply, evaluated the single bid based on the technical criteria outlined in the RFP document. Following the determination of the technical score, the pricing envelope was opened. Both the technical score and the pricing met the required criteria.

Per Section 19.4(c) of the City of London’s Procurement of Goods and Services Policy, the single bid was found acceptable and, as such, would need to be awarded as an Irregular Result requiring Committee and Council approval, per Section 8.10.

## **3.0 Financial Impact/Considerations**

StrategyCorp’s submission of \$79,500, excluding H.S.T., is within the 2022 operating budget for Life Stabilization.

## **Conclusion**

Employment Services Transformation is being implemented in a phased approach across Ontario’s 15 catchment areas. MLTSD is seeking qualified SSM’s to oversee the administration of the eventually transformed Employment Ontario system.

Civic Administration is recommending the City of London enters into a contract with StrategyCorp to complete the advanced research needed to inform and position the City of London’s potential bid submission for the SSM of Employment Ontario services for the London catchment area.

<b>Submitted by:</b>	<b>Shirley Glover, Director, Life Stabilization</b>
<b>Recommended by:</b>	<b>Kevin Dickins, Deputy City Manager, Social and Health Development</b>
<b>Concurred by:</b>	<b>Ian Collins, Director, Financial Services</b>