



Regional Municipality of York Police Services Board

17250 Yonge Street, Newmarket, Ontario Canada L3Y 4W5
905-895-1231 or Toll Free: 1-877-464-9675 Ext. 7906
Fax: 905-895-5249 Web Site: www.yrpsb.ca



To Make a Difference in Our Community

January 29, 2010

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Danny Wheeler
Regional Councillor
and Deputy Mayor

Vice-Chairman

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Provincial Appointee

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Regional Chairman
and C.E.O.

Mayor Frank Scarpitti
Regional Council
Appointee

Sam Herzog
Provincial Appointee

Joanna Yu
Provincial Appointee

Barbara Bartlett
Regional Council
Appointee

Executive Director
Mafalda Avellino

Mr. Denis Kelly
Regional Clerk
The Regional Municipality of York
17250 Yonge Street
Newmarket, Ontario
L3Y 6Z1

Dear Mr. Kelly:

At its meeting on January 27, 2010, the Regional Municipality of York Police Services Board received the attached report entitled *Request for Proposal Award – Employee Assistance Program* from Chief Armand P. La Barge, and approved the following recommendation:

1. That the Board authorize entering into a contract with Shepell.fgi for the provision of an Employee Assistance Program at a cost of \$240,312.00 excluding applicable taxes based on a 17 percent utilization rate, subject to the award of the Request for Proposal by Regional Council; and
2. That the term of the contract be for a period of two years, commencing on February 1, 2010, with an option to renew for an additional period of one year; and
3. That the Chairman be authorized to execute the contract, and any renewal, subject to the approval of the Region's Legal Services as to form and content.

Please forward the attached *Request for Proposal Award – Employee Assistance Program* to Regional Council through the Finance and Administration Committee for information purposes.

Yours truly,

Mafalda Avellino
Executive Director

Attachment



York Regional Police

Chief of Police
Armand P. La Barge

17250 Yonge Street, Newmarket, Ontario, Canada L3Y 4W5
1-866-8POLICE TTY 1-800-668-0398 Fax 905-853-5810 www.police.york.on.ca

THE REGIONAL MUNICIPALITY OF YORK POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

27 JANUARY 2010

Request for Proposal Award – Employee Assistance Program

RECOMMENDATIONS

1. That the Board authorize entering into a contract with Shepell.fgi for the provision of an Employee Assistance Program at a cost of \$240,312.00 excluding applicable taxes based on a 17 percent utilization rate, subject to the award of the Request for Proposal by Regional Council; and
2. That the term of the contract be for a period of two years, commencing on February 1, 2010, with an option to renew for an additional period of one year; and
3. That the Chairman be authorized to execute the contract, and any renewal, subject to the approval of the Region's Legal Services as to form and content.

SYNOPSIS

The Regional Municipality of York and York Regional Police both utilize Employee Assistance Plan services. In an effort to reduce costs and obtain the best pricing, it was decided to combine requirements and issue one Request for Proposal. Shepell.fgi, the recommended proponent, although the highest overall scoring proponent, was the second lowest bid. The contract for service will commence on February 1, 2010, for a period of two years. The one year renewal option is subject to the successful proponent's satisfactory performance and mutual agreement between the Regional Municipality of York, York Regional Police and the successful proponent.

Section 7.10 of By-Law 11-06 allows the Chief of Police to award a Request for Proposal where the bid achieves the highest evaluation score, the total cost is under \$500,000 and the bidder is the lowest cost responsive bid. As the Shepell.fgi bid was the second lowest cost, the award of the contract must be made by the Police Services Board.

FINANCIAL IMPLICATIONS

The total two year award amount for York Regional Police is \$240,312.00, not including taxes, which is based on a 17 percent utilization rate. Pricing will be held firm for the two year term of the contract and should the third year option be exercised, there will be no increase at that time as well.

There are adequate funds in the 2010 Operating Budget for the Employee Assistance Program for the first year of this contract. Finance will ensure adequate funds are included in the 2011 Operating Budget for this contract.

BACKGROUND

The Regional Municipality of York and York Regional Police both utilize Employee Assistance Plan services. In order to obtain better pricing, it was decided to combine requirements and issue one Request for Proposal. A Request for Proposal was released on the Biddingo website on November 3, 2009, by Supplies and Services. The Request for Proposal closed on November 23, 2009 at 1:00 p.m., local time and four proponents submitted bids. One proponent, Sykes Assistance Services Corporation, did not submit an executed Form of Proposal and their submission was rejected as non-compliant in accordance with the Instructions to Proponents.

Each evaluator was provided a copy of each proponent's proposal to evaluate and score. The committee met as a group on December 14, 2009, to discuss the proposals and come to a consensus on the scores for the technical submissions.

The evaluation committee members were as follows:

York Regional Police

- Mark Holland, Manager of Financial Services
- Gilda Sutton, Manager of Human Resources
- John Miskiw, YRPA President
- Juliet Mardner, Purchasing Supervisor - Observer

The Regional Municipality of York

- Nancy Patterson, Manager of Employee Services
- Bonnie Alexander, Projects Assistant
- Brittany Dunlop, Workplace Wellness Co-coordinator
- Kathryn J. Davey, Supervisor, Capital Procurement, Supplies & Services & Services - Moderator

The submission process for this Request for Proposal was a two envelope process. The technical submissions were scored and only proponents receiving a minimum score of 42 out of a possible 70 points progressed to the pricing review stage. The breakdown of the scoring is as follows:

Technical (70 points)

Experience and Credentials of the Firm Including:

- Experience and Credentials of firm and years in business
- Experience and qualifications of personnel
- Familiarity with business requirements
- References indicating the competence and track record of the Proponent in the marketplace with similar size organizations

Submission

- Responsiveness to the Request for Proposal, completeness/comprehensiveness of submission
- Demonstrated full understanding of the service objectives and the services to be provided

Service Deliverables

- Demonstrated ability to refer clients to external professionals
- Capacity and company policies on confidentiality and privacy
- Administrative capabilities, intake and scheduling
- Location/geographic ability to deliver. Availability outside business hours
- Ability to provide all standard and additional programs
- Methodology and client centred approach
- Innovation of Solution and any Value Added

Price (30 points)

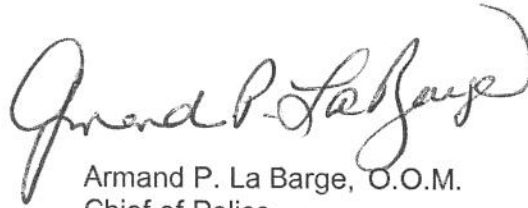
- Price of the Services outlined in the Request for Proposal.

Each proponent provided several variations in their pricing submission making a comparison quite difficult. After careful review and consideration of each price submission, the evaluation team looked at the price quoted by each proponent based on 17 percent utilization rate, which enabled an authentic price comparison. The 17 percent utilization rate was chosen as the comparator as it was a baseline set-out and priced specifically in each submission.

The results were as follows:

<u>Proponent</u>	<u>Technical Score 70%</u>	<u>Total Score</u>	<u>Total Annual Cost excl. GST</u>	<u>Cost Per Technical Point</u>
Shepell.fgi	55.9	83.9	\$ 297,228.00	\$5,321.90
Human Solutions Inc.	47.0	77.0	\$ 278,052.00	\$5,922.30
Homewood Employee Health	48.7	75.0	\$ 316,404.00	\$6,503.68

Shepell.fgi being the highest scoring proponent is recommended by both the Region of York and York Regional Police for award.



Armand P. La Barge, O.O.M.
Chief of Police

APL/jm