

Meeting Date: April 6, 2005

Subject: Notice Of Award - Data Entry Services

Recommendation

It is recommended that the Commission confirm the approval by two Commissioners and the Chief General Manager for the notice of award of a contract to The People Bank (a Division of Design Group Staffing) in the amount of \$371,275 and Uptown Data Services Inc. in the amount of \$388,368 for a total upset limit amount of \$759,643 for the supply of data entry services for the period March 29, 2005 to March 31, 2008.

Funding

Sufficient funds for the 2005 expenditures have been included in the 2005 TTC Operating budget, approved by City Council on February 28, 2005. Additional funds will be included in future Operating budgets, as required.

Background

At its meeting of February 9, 2005, the Commission approved revision and updates to the Authorization for Expenditures Policy / Instruction, which states that "The Commission delegates authority to the Chair, one Commissioner and the Chief General Manager to authorize items on an interim basis when the approval is required before the next Commission meeting. The interim authorization (see Appendix B) is to be followed up by a confirmation of approval Commission report that is to be submitted to the next scheduled Commission meeting".

For many years the Toronto Transit Commission has utilized the services of an external service bureau for data entry purposes. Documents requiring immediate turnaround such as payroll corrections and general ledger journal voucher transactions are keyed internally by the Commission's staff and contractors. Other data, primarily associated with Finance, Job Based Cost and Mileage Systems are keyed externally at the data entry service bureau. This data updates critical TTC systems such as the Payroll, Materials Management and the Vehicle Maintenance Systems.

Discussion

The work required under this contract includes:

Section A: (Recruitment Services)

1. Provision of four data control operators, three full-time and one part-time operator to work from the TTC's premises.

Section B: (Data Entry and Courier Services)

1. Data entry services at the vendor's location;
2. Provision of courier services to pick up and deliver TTC documents; and
3. Electronic transfer batch data files back to the TTC once keyed.

The Commission reserved the right to award contracts to more than one proponent at its discretion; therefore proponents were allowed to bid on Section A (Recruitment Services), or Section B (Data Entry and Courier Services), or both sections.

A Request for Proposal was prepared with detailed requirements and posted on the Materials and Procurement web site on December 18, 2004 with a closing date of January 20, 2005. Eleven (11)

companies requested copies of the proposal documents out of which six (6) submitted a proposal (see Appendix 'A').

The Price Schedule was revised via Addendum and the submissions received by ATS Reliance Technical Group and Focus Personnel Inc. included the incorrect Price Schedule with their Form of Proposal and therefore, their submissions were considered unacceptable.

The People Bank (a Division of Design Group Staffing) submitted the lowest priced proposal for Section A (Recruitment Services) and did not state any exceptions or qualifications. As they had not worked previously for the Commission, reference checks were completed which indicated that they had satisfactorily performed work of a similar size and nature in the past. Their proposal was therefore considered acceptable.

Uptown Data Services Inc. submitted the lowest priced proposal for Section B (Data Entry and Courier Services) and did not state any exceptions or qualifications. As they had not worked previously for the Commission, reference checks were completed which indicated that they had satisfactorily performed work of a similar size and nature in the past. Their proposal was considered acceptable.

Ontario Traffic Inc. and Reliable Data Inc. also submitted proposals and did not state any exceptions or qualifications. Their proposals were considered acceptable.

Upon review of the existing rates of the current provider and the proposed rates of the recommended companies it was found that Section A rates increased by 1.12% and Section B rates decreased by 15.05%.

Justification

Information Technology Services requires external vendors to handle the immediate turnaround of large quantities of keypunching and to provide recruitment services to assist the Data Control section to provide computing services for applications such as Payroll, General Ledger, Materials Management and the Vehicle Maintenance Systems.

March 16, 2005

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Attachment: Appendix A – Proposal Summary – Data Entry Services
Appendix B – Staff Summary Sheet – Interim Authorization

APPENDIX 'A'

DATA ENTRY SERVICES

PROPOSAL SUMMARY

TOTAL PROPOSAL PRICE		
COMPANY	SECTION A (Recruitment Services)	SECTION B (Data Entry & Courier Services)
The People Bank	\$371,275.02*	No Bid
Uptown Data Services Inc.	No Bid	\$388,367.64*
Reliable Data Inc.	\$558,956.25	\$495,937.26
Ontario Traffic Inc.	\$376,292.25	\$588,457.20
ATS Reliance Technical Group	Undetermined**	Undetermined**
Focus Personnel	Undetermined**	Undetermined**

*Recommended for award

**Proposal is commercially unacceptable