

MEETING DATE: June 22, 2005

SUBJECT: Procurement Authorization Attendance Management Audit

RECOMMENDATION

It is recommended that the Commission approve the award of a contract to Mercer Human Resource Consulting Limited in the upset limit amount of \$100,000 to audit the procedures and processes of the attendance management program at the TTC.

FUNDING

The required Attendance Management Audit is an unbudgeted item and funds will be made available through under expenditures in the Operations Branch 2005 operating budget.

BACKGROUND

The Commission requires an audit of the attendance management program in order to identify if there are process and organizational improvements which may help to reduce absenteeism and related costs.

DISCUSSION

A Request for Proposals (RFP) was issued in April 2005. The RFP specified that the work was to be completed to an upset limit amount of \$100,000. Seven companies were invited to submit a proposal out of which three firms submitted a proposal.

All proposals received were reviewed and rated by the evaluation team with representatives from Materials and Procurement, Human Resources and Support Services on the basis of the company's corporate experience and qualifications; proposed staff's qualifications, experience and work history; project dedication; and proposed approach to the work.

The RFP was issued as a two envelope process, which consist of reviewing the qualification and experience (qualitative) information of the submissions first and then considering pricing information (hourly rates in a second envelope) as a factor in the evaluation of only those firms determined to be qualified to successfully complete the work.

During the qualitative analysis portion of the evaluation it was determined that only Mercer Human Resource Consulting Limited (Mercers) was considered to be the only qualified firm to perform the work. The proposal submitted by Mercer was considered superior in all aspects of the proposal requirement over the other proposals submitted. They were rated best choice overall as they demonstrated a good understanding of the Commission's requirements and possess extensive experience in all required areas. The proposed project team has very good qualifications.

Following the evaluation and determination of the final ranking as summarized on Appendix "A" only Mercer's pricing envelope was opened, since they were the only firm considered qualified. Upon review of Mercer's billing rates, the evaluation team considered the rates from Mercer as fair and reasonable in light of the experience and qualifications of the project team.

Prior to undertaking the audit portion of the work, Mercer will be required to prepare a work plan (Phase 1), clearly defining all tasks, milestones, deliverables and resources to perform the work for Phase 2 – Attendance Management Audit.

Mercer has agreed to comply with the Commission's standard terms and conditions and is

considered commercially acceptable. Their proposal is recommended for acceptance. Mercer has previously satisfactorily performed other work for the Commission.

The proposals submitted by The HayGroup and Hicks Morley Hamilton Stewart Storie LLP were rated lower in all areas of the evaluation criteria to that of the recommended company. Their submissions were technically unacceptable and they were considered not qualified to perform the work.

JUSTIFICATION

The award of this contract to Mercers in the upset limit amount of \$100,000 will allow the Commission to identify if there are means to improve attendance of employees at the TTC.

June 8, 2005
40-81
Attachment (Appendix A)

APPENDIX A

PROPOSAL EVALUATION SUMMARY

Contract Title: Attendance Management Audit
Proposal No. P03CH05110

COMPANY NAME	RANKING
Mercer Human Resource Consulting Ltd.	1
Hicks, Morley, Hamilton, Stewart, Storie LLP	2
The HayGroup	3

EVALUATION CRITERIA

A. CORPORATE QUALIFICATIONS/EXPERIENCE

- Number of Years in Business
- Relevant Corporate Experience
- Depth of Available Resources (local office)

B. PROJECT STAFF QUALIFICATIONS/EXPERIENCE

i Project Manager

- Number of Years of Direct Experience
- Work of a Similar Size and Nature
- Technical Qualifications

ii Project Team/Subconsultants

- Number of Years of Direct Experience
- Work of a Similar Size and Nature
- Technical Qualifications

C. PROJECT STAFF DEDICATION

- Key Staff Sufficiently Dedicated to the Work
- Right Mix Between Senior Staff and Balance of Team

D. Understanding of the Work

- Proposed Methodology/Approach to the Work
- Sample Plans