Toronto
District
School
Board

Contract Awards, Operations

To: Special Finance, Budget and Enrolment Committee

Date: 25 November, 2020

Report No.:   11-20-3996

Strategic Directions

- Allocate Human and Financial Resources Strategically to Support Student Needs

Recommendation

It is recommended that:

1. the contract awards on Appendix A be received for information; and

2. the contract award on Appendices B and C be approved.

Context

In accordance with the Board's Policy P.017: Purchasing:

- The Director or designate may approve operations contracts over $50,000 and up to $175,000 and report such contracts to Finance, Budget and Enrolment Committee;

- Finance, Budget and Enrolment Committee may approve operations contracts in excess of $175,000 and up to $250,000; and

- The Board shall approve all operations contracts over $250,000. All contracts for consulting services (as defined in the Broader Public Sector Procurement Directive) in excess of $50,000 must be approved by the Board.

The recommended suppliers and the term of each contract are shown in the attached appendices. Appendix A outlines contract awards provided for information; Appendix B outlines contracts requiring Finance, Budget and Enrolment Committee approval, and

Appendix C outlines contracts requiring Board approval. The amounts shown are based on the estimated annual consumption unless indicated otherwise. Actual amounts depend on the volume of products/services actually used during the term of the contract.

Purchasing Services invited bids from a minimum of three firms except where sole/single source is indicated. Requirements expected to exceed $100,000 were posted on the Bids & Tenders e-Tendering portal (www.bidsandtenders.ca), to advertise procurement opportunities in compliance with the Broader Public Sector Procurement Directive, applicable trades treaties (e.g. Canadian Free Trade Agreement, Comprehensive Economic and Trade Agreement, etc.) and Board policy and procedure.

When a Request for Tender is issued, the lowest cost bid is accepted where quality, functionality, safety, environmental and other requirements are met. When a Request for Proposals is issued, a variety of evaluation criteria are used, including price. Each of those criteria is weighted based on relative importance to the Board. The bidder with the highest overall score is recommended for contract award. Every effort is made to include input from end users in the development of specifications and the evaluation process. Copies of all bids received and detailed information regarding all recommended awards are available in the Purchasing Services department.

Action Plan and Associated Timeline

Not applicable.

Resource Implications

Funding sources have been identified for each award listed in the attached appendices.

Communications Considerations

Not applicable.

Board Policy and Procedure Reference(s)

PO:17 - Purchasing

Appendices

- Appendix A: Contract Awards Provided for Information
- Appendix B: Contracts Requiring Finance, Budget and Enrolment Committee Approval
- Appendix C: Contracts Requiring Board Approval
- Appendix D: Briefing Note – External IT Technical Support – Office 365 Email Migration

- Appendix E: Briefing Note – External IT Technical Support – Service Now
- Appendix F: Briefing Note – Various Digital Resources to Support Virtual Schools
- Appendix G: Briefing Note – Provision of Executive Search Services

From

Craig Snider, Acting Associate Director – Business Operations and Service Excellence, at craig.snider@tdsb.on.ca or at 416-397-3188.

Marisa Chiu, Executive Officer – Finance (Interim) at marisa.chiu@tdsb.on.ca or at 416-397-3188.

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APPENDIX A

Contract Awards Provided for Information (contracts over $50,000 and up to $175,000)

#	User/Budget Holder School/Department	Products/Services Details	Ward	Recommended Supplier	Low Bid/ Highest Score	Objections	# of Bids Rec'd	Estimated Annual Amount	Projected Start/End Date of Contract	Customer Involvement
1	IT Services - Enterprise Administration	**Provision of External IT Technical Support Services Provider** To provide support in the migration of Exchange email mailboxes and other content from current on-premises solution to Office 365 Exchange Online. **See Appendix 'D'**	N/A	Softlanding	Yes	No	3	$66,580	July 2020 / December 2020	IT Services Enterprise Administration
2	IT Services Mobile & Web Development	**Provision of External IT Technical Support Services MGCS IT TENDER 6484** Services of one Application Developer to provide assistance in the development of Phase 3 and 4 features for the Community Connected Experiential Learning application (CCEL) to improve the submission, assessment and monitoring of student applications for the accelerated Ontario Youth Apprenticeship Program (OYAP) and central Co-op programs. This developer worked on earlier phases of this project and will continue work on the final phases.	N/A	Altis Professional	Sole Source	N/A	N/A	$77,618	October 2020/ April 2021	IT Services Mobile & Web Development

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3	IT Services Mobile & Web Development	**Provision of External IT Technical Support Services OECM RFP 2019-327** Services of one Application Developer to provide assistance in the development of Phase 2 features for the TDSB Connects app to provide additional communication and productivity features to students and staff. The same developer used for Phase 1 will be continuing the work with Phase 2.	N/A	Step By Step Professional Services	Sole Source	N/A	N/A	$79,380	October 2020/ April 2021	IT Services Mobile & Web Development
4	Experiential Learning	**Ontario Tourism Education Corporation (OTEC) Service Excellence Dynamics Online e- Learning Course for teachers and students.** This online course allows students to obtain their Service Excellence Certification for SHSM programs to meet Ministry certification and training requirements. It can also be used by technical education and co-op students to help prepare them for the workforce. Also included is the Designated Trainer program that allows teachers to be trained to deliver the certification.	N/A	Ontario Tourism Education Corporation (OTEC)	Sole Source	N/A	N/A	$57,460	November 2020	Experiential Learning

#	Department	Description		Vendor				Amount	Date	Department
5	Information Technology Service Now	**Provision of External IT Technical Support Services OECM RFP 2019-327** The services of a Developer/Administrator is required to implement various enhancements on *Service Now* platform. **See Appendix 'E'**	N/A	Randstad Technologies	Yes	No	5	$132,825	November 2020 / July 2021	Information Technology Service Now
6	Leadership, Learning and School Improvement	**Provision of Digital Resources in Support of Virtual Schools –** Mathology – additional licences to cover all Kindergarten to Grade 3 teachers in the Virtual School. **See Appendix 'F'**	N/A	Pearson Education Canada	Sole Source	N/A	N/A	$96,400	November 2020/ November 2021	Leadership, Learning and School Improvement
7	Leadership, Learning and School Improvement	**Provision of Digital Resources in Support of Virtual Schools –** Echos/Mon reseau ma vie **See Appendix 'F'**	N/A	Pearson Education Canada	Sole Source	N/A	N/A	$72,050	November 2020/ November 2021	Leadership, Learning and School Improvement
8	Leadership, Learning and School Improvement	**Provision of Digital Resources in Support of Virtual Schools –** Nelson's PM eCollection **See Appendix 'F'**	N/A	Nelson Canada	Sole Source	N/A	N/A	$117,810	November 2020/ November 2021	Leadership, Learning and School Improvement

APPENDIX B

Contracts Requiring Finance, Budget and Enrolment Committee Approval
(contracts over $175,000 and up to $250,000)

#	User/Budget Holder School/Department	Products/Services Details	Ward	Recommended Supplier	Low Bid/ Highest Score	Objections	# of Bids Rec'd	Estimated Annual Amount	Projected Start/End Date of Contract	Customer Involvement
1	Leadership, Learning and School Improvement	**Provision of Digital Resources in Support of Virtual Schools – Portal/Spark** See Appendix 'F'	N/A	Pearson Education Canada	Sole Source	N/A	N/A	$230,605	November 2020/ November 2021	Leadership, Learning and School Improvement

APPENDIX C

Contracts Requiring Board Approval (contracts over $250,000 and Consulting Services over $50,000)

#	User/Budget Holder School/Department	Products/Services Details	Ward	Recommended Supplier	Low Bid/ Highest Score	Objections	# of Bids Rec'd	Estimated Annual Amount	Projected Start/End Date of Contract	Customer Involvement
1	Director / Associate Director/ Senior Team	**Executive Search Services JL20-469P** Provision of executive search services for senior level positions as and when required. **See Appendix "G"**	N/A	Four Corners Group Lough Barnes Consulting Group Mandrake Management Consultants The Phelps Group Inc.	Yes	No	12	$245,000	December 10, 2020/ December 31, 2022	Business Services/ Associate Directors

APPENDIX D

BRIEFING NOTE

Date   25 November 2020

To   Finance, Budget & Enrolment Committee

From   Peter Singh, Executive Officer, Information Technology and Information Management

Subject   **External IT Technical Support – Office 365 Email Migration**

Purpose   IT Services obtained quotations for the support of an external service provider to use their expertise in the creation of the technical design and assist in the migration from the current Microsoft Exchange email on premise solution (run on servers in the TDSB Data Centre) to the new Microsoft Office 365 Exchange online (runs in the Cloud) without service interruption. Softlanding's quotation demonstrated their ability to conduct the work and also was the lowest cost. In addition, Softlanding is creating a technical solution to be used for migration of TDSB's current Dynamic Distribution lists to the new Exchange online environment in order to ensure service continuity to the system.

Strategic Direction
- Allocate human and financial resources strategically to support student needs.

APPENDIX E

BRIEFING NOTE

Date	25 November 2020
To	Finance, Budget & Enrolment Committee
From	Peter Singh, Executive Officer, Information Technology and Information Management
Subject	**External IT Technical Support – Service Now**
Purpose	IT Services requires the support of an external service provider to assist in the implementation of several digital transformation projects in ServiceNow (an existing technology platform where the "ServiceIT" functionality resides) to help the organization move away from paper-based processes and enhance support for students, parents and the community. These efforts will help us adapt to changing needs recently magnified by the pandemic.
	Key projects include Governance & Risk, Virtual Agent, Parent/Student IT portal, and mobility (providing an app to access ServiceIT as an alternative to using a browser).
Strategic Direction	• Allocate human and financial resources strategically to support student needs.

BRIEFING NOTE

Date	25 November 2020
To	Finance, Budget & Enrolment Committee
From	Andrew Gold, Interim Associate Director – Leadership, Learning, and School Improvement
Subject	**Various Digital Resources to Support Virtual Schools**
Purpose	Immediate access to levelled resources is essential and urgent to support educators and students in Virtual Schools. The condensed timeframe for Virtual School Implementation requires timely provision of these content resources. The following products are being rolled out pending successful cyber risk assessments by the IT Security Operations department.
	These resources are copyrighted and unique products. They are copyrighted by the publishers and are not available through other suppliers.

Vendor: Pearson Education Canada	**Product:** Portal/Spark
Pearson Portal/Spark is a comprehensive digital literacy portal that contains 700 titles or levelled books, including Canadian content, Indigenous titles, STEAM readers, etc. (including, but not limited to the following series: Sails Literacy Series, Turtle Island Voices, Celebrate Canada, Smithsonian STEAM readers, TCM Fiction/Nonfiction books, etc.) Can be used for Shared, Guided, Independent reading. These resources support Access for educators and students is through a live link that can be posted in any Virtual Classroom. Pearson Portal/Spark Supports the TDSB Multi-Year Strategic Plan in the Following way: - Promotes the use of a comprehensive literacy program to ensure all students are reading by the end of Grade One - Content includes culturally relevant and responsive texts, including those written by Indigenous authors - Support literacy diagnostic assessments such as Running Records - Promote Differentiated Instruction and Assessment Strategies	
Vendor: Pearson Education Canada	**Product:** Mathology
Mathology is a comprehensive math program for K-3 students. Each license includes access to 72 "little books" in interactive digital formats that link	

stories to the big ideas in the mathematics curriculum. It includes over 380 full lessons with activity cards that allow teachers to differentiate learning for students. Teachers can track student progress and identify learning gaps in the curriculum through online assessments in real time.

Mathology supports the TDSB multi-year strategic plan in the following ways:

- Promotes the use of research-informed instructional and assessment practices through an engaging program to help students develop strong math skills.
- Content supports students with special education needs through "read-aloud" functions and expressing math ideas using various representations.
- Content includes culturally relevant and responsive texts, including those written by Indigenous authors.
- Teachers and principals will have an increased understanding of the content of the new curriculum, high-impact instructional and assessment strategies, equitable and culturally relevant and responsive pedagogy in math, and differentiated support for students who may face barriers to achievement in math.

In October, an initial purchase of Mathology licenses was reported through the FBEC committee on report 10-20-3959 supporting approximately 25% of Kindergarten to Grade 3 teachers. This additional purchase provides licensing for the remaining 75%.

Vendor: Pearson Education Canada	**Product:** Echos/Mon Reseau ma vie

Echos is a Trillium listed Core French program for Grades 4-6. Mon reseau, ma vie is a Trillium listed Core French program for Grades 7 and 8. This program offers reading texts, audio texts and tasks for all 4 strands of the curriculum (listening, speaking, reading and writing). The program includes aspects of the CEFR and the Action-oriented approach. It includes some features that support differentiation and multiple points of access for students, the representations of people and places are varied and diverse to support student engagement.

Vendor: Nelson	**Product:** PM eCollection

Nelson PM eCollection is a collection of 350 levelled texts available on any device, as well as a student management system that can be used for guided reading Independent Reading and Diagnostic Assessment. The Nelson eCollection will serve as a core resource to supporting literacy assessment and instruction in K-3 classrooms. The eCollection platform allows students to create a personal wordlist, and record themselves reading. Teachers can track student reading and personalize students bookshelves to meet individual student needs and interests.

Nelson eCollection support the TDSB Multi-Year Strategic Plan in the following ways.

- Promotes the use of a comprehensive literacy program to ensure all students are reading by the end of Grade One
- Support personalized and differentiated literacy instruction in the development of functional literacy skills
- Support Literacy Diagnostics including running records

Strategic Direction

- Allocate human and financial resources strategically to support student needs.

<div align="right">**APPENDIX G**</div>

BRIEFING NOTE

Date   25 November 2020

To   Finance, Budget & Enrolment Committee

From   Kathy Witherow, Interim Director of Education

Subject   **Provision of Executive Search Services**

Purpose   A Request for Proposals (RFP) for the provision of Executive Search Services was issued to secure a vendor or several vendors, to be available to provide recruitment services for senior level positions as and when required by the Director and Associate Directors offices. Agreements will be for a term of two years with two additional one-year extension options that may be exercised at the Board's discretion.

The RFP was issued on August 14, 2020 and closed on August 28, 2020. Twelve (12) submissions were received by the closing date and time.

All submissions were thoroughly reviewed and scored in accordance with the established evaluation criteria set out in the RFP. A short-list of four (4) firms were invited for second-stage interviews held on November 19, 2020.

With the conclusion of the evaluation process, it is recommended that the four (4) shortlisted vendors be awarded an agreement to provide the services on an as and when required basis. As vacancies occur, the Director and/or Associate Directors would have the ability to approach these pre-qualified vendors with their position-specific requirements requesting quotes. The firm that can best meet the needs for the specific vacancy to be filled will be offered that engagement. The four successful firms are:

- o Four Corners Group
- o Lough Barnes Consulting Group
- o Mandrake Management Consultants
- o The Phelps Group

Overall spend during the term of the agreement is unknown at this time as it would be dependent on the number of times a firm(s) is/are engaged. Based on the last agreement period with the previous provider of these services, the average annual spend over a three (3) fiscal year period was approximately $245,000.

Strategic Direction
- Allocate human and financial resources strategically to support student needs.