

REPORT

REPORT TO: Chair and Members of the Community and Corporate Affairs Committee

REPORT FROM: Jonna Ison, HR Business Partner

DATE: April 10, 2019

REPORT NO.: CORPSERV-2019-0026

RE: Award of the Ministry of Government Services contract OSS-00536904 for the Corporate Training and Development Program

RECOMMENDATION:

THAT Report No. CORPSERV-2019-0026, dated April 10, 2019 regarding the Award of the Ministry of Government Services contract OSS-00536904 for the Town of Halton Hills' Corporate Training and Development Program be received;

AND FURTHER THAT the Committee recommend that Council authorize the award of the Corporate Training and Development Program to the roster of firms as per the attached Schedule (A), at an upset limit totaling \$65,000.00 (inclusive of HST) for year one;

AND FURTHER THAT the Manager of Purchasing be authorized to issue purchase orders to the approved vendors on Schedule (A) as required to the upset limit for the first year of this contract;

AND FURTHER THAT the Manager of Purchasing be authorized to issue purchase orders for the optional renewal years subject to satisfactory service and price negotiation.

BACKGROUND:

A knowledgeable and skilled workforce is vital to the long-term success of any organization. The Town of Halton Hills recognizes that supporting the continuous professional development of employees will ensure that its workforce has the knowledge and skills to apply the latest and best practices. This in turn, enables the Town to continue to respond effectively to changes in the employment market and contributes to higher employee engagement and performance. As a high performing organization, the Town can more efficiently advance its strategic goals. Offering

learning and development opportunities to staff is also an attraction and retention tool, ensuring the Town maintains a talented workforce to drive its business forward.

Through the Town's various training and development programs, employees are able to access current knowledge and skills for the application of best practices within their field of expertise. Permanent full-time employees are eligible for the following learning and development programs:

- Education Assistance Program for graded courses (provides opportunities for staff to take courses at a recognized educational institution);
- Training and Development Opportunities for non-graded courses (provides opportunities for staff to participate in seminars and workshops offered by external firms);
- Corporate Training & Development Program (provides learning opportunities for staff on a variety of topics via on-site training by a qualified instructor or through e-learning, e.g. online modules).

The Corporate Training and Development Program enables a learning organization by fostering a culture of learning, ensuring employees have the knowledge, skills and competencies for their role through a blend of soft, technical and legislative training. Training is facilitated through the use of various vendors based on their related discipline and alignment with the Town's strategic needs. In 2017 and 2018, the Town offered 13 and 11 learning opportunities respectively, through the Corporate Training and Development Program. Staff participation totaled 234 and 159 in these respective years. Courses offered included topics such as communication, minute-taking, workplace investigations, employment law, computer-based training and leadership skills, to name a few.

The current contract for Corporate Training and Development expired in April of 2019. Human Resources staff has been presented with an option to use the current roster of firms selected through a competitive process by the Ministry of Government Services (MGS) of Ontario. The MGS contract with the vendors of choice is scheduled to expire in May of 2021 with an option to renew for one (1), additional two (2) year term. Should the Town elect to use the Government's roster, the Town would be subject to the terms and conditions of the contracts between the MGS and their selected training firms for the potential four (4) year period.

COMMENTS:

There are a number of advantages to using the Government of Ontario's training and development roster including:

- Provides the Town access to a significantly larger number of training firms covering a wide-range of subjects;

- Six (6) out of the thirteen (13) firms currently on the Town's roster, are also on the Government's roster; as such, the Town will have the opportunity to continue these business relationships;
- Cost savings through competitive pricing;
- Administrative savings in reduced staff time.

RELATIONSHIP TO STRATEGIC PLAN:

This report supports Council's Strategic Priority regarding "the effective, efficient and economical delivery of the Town's existing services".

FINANCIAL IMPACT:

The cost for Corporate Training and Development will be funded through an existing operational budget previously approved through the budget process. The annual amount for future years will be aligned with the operating budget.

CONSULTATION:

The Manager of Purchasing is in agreement with this award.

PUBLIC ENGAGEMENT:

As this report is administrative in nature, public engagement is not required.

SUSTAINABILITY IMPLICATIONS:

The Town is committed to implementing our Community Sustainability Strategy, Imagine Halton Hills. Doing so will lead to a higher quality of life.

COMMUNICATIONS:

There is no communications impact.

CONCLUSION:

Changing legislation and advances in technology and best practices point to the need for organizations to invest in the on-going development of employees. Through the Town's Corporate Training and Development Program, external training firms deliver a variety of on-site and/or e-learning courses to support staff in their delivery of effective and efficient services, and to prepare them for future opportunities at the Town.

The Ministry of Government Services (MGS) of Ontario has invited the Town to make use of their current roster of training firms that have been selected via a competitive process. As the Town's current training and development contracts have expired, it is the ideal time to consider this option which offers the following advantages: providing access to more training firms with a wide variety of specialties; cost-savings; and savings in administrative time. In addition, six out of the 13 firms currently on the Town's roster are also listed in the MGS' roster, enabling the Town to continue with these business relationships. Given the above advantages, staff recommends the award of the MGS contract 00536904, as per Schedule A for the Corporate Training and Development Program to an upset limit totaling \$65,000.00 for 2019.

Reviewed and Approved by,

A handwritten signature in cursive script that reads "Laura Lancaster".

Laura Lancaster, Manager of Human Resources

A handwritten signature in cursive script that reads "Jane Diamanti".

Jane Diamanti, Commissioner of Corporate Services

A handwritten signature in cursive script that reads "Brent Marshall".

Brent Marshall, Chief Administrative Officer