

City of Mississauga Corporate Report



Date: March 4, 2024 To: Chair and Members of General Committee	Originator's files:
From: Raj Sheth, P.Eng, Commissioner of Corporate Services	Meeting date: April 10, 2024

Subject

Single Source Award for a Human Resources Grievances and Investigations Solution from Sodales Solutions Inc.

Recommendation

1. That Council approve the single source procurement for a Human Resources Grievances and Investigations solution from Sodales Solutions Inc. for the modules identified in the corporate report entitled "Single Source Award for a Human Resources Grievances and Investigations Solution from Sodales Solutions Inc.", dated March 4, 2024, from the Commissioner of Corporate Services, for a period of five (5) years with an option to extend for an additional five (5) years, from May 1, 2024 to April 30, 2034; and
2. That the Chief Procurement Officer or designate be authorized to execute all contracts and related ancillary documents with respect to the purchase between the City and Sodales Solutions Inc. for an estimated amount of \$850,000 exclusive of taxes, in accordance with the City's Procurement By-law 0013-2022, as amended.

Executive Summary

- In February 2020, the City issued a Request for Proposal (RFP) to procure a Human Resources Incident and Disability Claims Management solution. Through this competitive RFP procurement process, Sodales Solutions Inc. ("Sodales") was awarded the contract and the City entered into a ten (10) year phased agreement with Sodales.
- In April 2022, the City implemented phase 3 of the Sodales Incident Reporting and Disability Claims Management solution.
- In January 2023, the City went to market and issued a Request for Information ("RFI") for a Human Resources Grievances and Investigations solution to manage grievances, investigations e.g. Respectful Workplace, Workplace Violence and employee complaints. Two RFI responses were received which included the Sodales Human

Resources Grievances and Investigations solution proposal. Staff reviewed the RFI proposals and concluded that the Sodales proposal best met the requirements. The RFI process does not result in a contract and is issued to garner market information to better understand the offerings that the market segment can provide to meet the needs of the City. As a result, a contract was not established with Sodales at the completion of the RFI process.

- The interoperability with the City's existing Sodales Incident and Disability Claims solution provides justification to single source the Sodales Human Resources Grievances and Investigations solution for the Grievances, Investigations, Disciplines, Collective Bargaining Agreements, Employee Relations Complaint Management, Administration Console, and Reporting modules.
- This report proposes to authorize the Chief Procurement Officer to negotiate and execute a contract with Sodales Solutions Inc., on a single source basis, for the Sodales Human Resources Grievances and Investigations solution.

Background

Sodales Solutions Inc. is a global, award-winning organization that specializes in providing Health and Safety and Employee Relations solutions for customers in the public sector, health and higher education, utilities, manufacturing, retail, construction, and transportation industries. Sodales Solutions Inc., with over 10 years of experience, has grown to serve more than a hundred and thirty large global enterprises including forty-three public sector customers such as Canada Post, Ministry of Ontario, and Government of Alberta.

In February 2020, the City issued a Request for Proposal (RFP) to procure a Human Resources Incident and Disability Claims Management solution. Through this competitive RFP procurement process, Sodales Solutions Inc. (Sodales) was awarded the contract.

In September 2020, the City entered into a ten (10) year agreement with Sodales to procure, implement and support the Human Resources Incident and Disability Claims Management solution. In December 2020, phase 1 was implemented to track the status of COVID-19 incidents and vaccination rates. In May 2021, phase 2 was implemented to manage incident reporting, corrective actions, and disability claims. In April 2022, phase 3 was implemented to manage vehicle collision damage incidents and provide analytics for incident reporting and disability claims.

The Sodales Incident Reporting and Disability Claims Management solution automated the existing paper-based processes while still meeting legislative requirements.

Comments

In January 2023, the City went to market and issued a Request for Information (RFI) for a Human Resources Grievances and Investigations solution to manage grievances, investigations e.g. Respectful Workplace, Workplace Violence, and employee complaints. Two RFI responses

were received which included the Sodales Human Resources Grievances and Investigations solution proposal. Staff reviewed the RFI proposals and concluded that the Sodales proposal best met the requirements. The RFI process does not result in a contract and is issued to garner market information to better understand the offerings that the market segment can provide to meet the needs of the City. As a result, a contract was not established with Sodales at the completion of the RFI process.

There may be instances when an incident (e.g. discrimination) or a disability claim may result in a grievance or employee complaint. For these instances, the Human Resources Grievances and Investigations solution must integrate with the City's Sodales Incident Reporting and Disability Claims Management solution for audit trails, reporting and risk management.

The Sodales Human Resources Grievances and Investigations solution for the Grievances, Investigations, Disciplines, Collective Bargaining Agreements, Employee Relations Complaint Management, Administration Console, and Reporting modules seamlessly integrate with the City's Sodales Incident Reporting and Disability Claims Management solution; and thus, no additional effort or cost is required. In addition, the City's Sodales Incident Reporting and Disability Claims Management solution, due to its proprietary nature, cannot technically integrate with third-party Human Resources Grievances and Investigations solutions.

In addition to the City of Mississauga, other Canadian municipalities using the Sodales Human Resources Grievances and Investigations solution includes the City of Burnaby, City of Regina, City of Edmonton, and City of Saskatoon.

Procurement By-law Authorization

Any future contract resulting from direct procurement from Sodales Solutions Inc. for the Sodales Human Resources Grievances and Investigations solution will follow Procurement By-law 0013-2022, Schedule "A" (1) using the Single Source Procurement justification clause shown below:

- (h) For additional Goods and/or Services from the original Supplier that were not included in the original Procurement, if the change of Supplier for such additional Goods and/or Services cannot be made for:
 - (i) Economic or technical reasons such as requirements of interchangeability or interoperability with existing equipment, software, services, or installations procured under the initial Procurement; and
 - (ii) Would cause significant inconvenience or substantial duplication of costs for the City.

Information Technology, Legal Services and Procurement Services staff will collaborate to define requirements, negotiate terms, finalize arrangements, and contract agreements.

Financial Impact

To ensure the seamless execution of the Sodales – Grievances and Investigations project, staff have approved monies in 2024 capital budget of \$250,000 and have forecasted a 10-year operating budget of approximately \$600,000. Total capital and operating costs will be in the range of \$850,000. The yearly operating allocation will adhere to the City's business planning cycle and annual budget approval.

Conclusion

Since 2020, the City has used the Sodales Incident Reporting and Disability Claims solution as its HR software solution. This report recommends authorizing the Chief Procurement Officer to negotiate and execute contracts with Sodales Solutions Inc., on a single source basis, for Sodales Human Resources Grievances and Investigations solution.



Raj Sheth, P.Eng, Commissioner of Corporate Services

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