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**REPORT TITLE: iCIMS Direct Negotiation Contract Renewal**

**FROM:** Gary Kent, CPA, CGA, ICD.D, Chief Financial Officer and Commissioner of Corporate Services

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## **RECOMMENDATION**

**That the contract with iCIMS, for the provision of an Applicant Tracking system be extended for one additional term (May 2022 to May 2023) in the amount of \$103,171 (excluding applicable taxes);**

**And further, that authority be granted to renew the contract for one additional term if required, based on available budget, until functionality is available and stabilized in the SAP Enterprise Resource Planning system.**

## **REPORT HIGHLIGHTS**

- An Applicant Tracking System provides the electronic handling of recruitment and hiring activities providing enhanced experience and operational efficiencies.
  - The iCIMS Applicant Tracking System has been used by the Region of Peel since 2012 as a stand-alone cloud-based system.
  - The Applicant Tracking System functionality is included in Phase 1 of the SAP Enterprise Resource Planning system implementation which is scheduled tentatively for January 2023.
  - Funding is available within the current budget.
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## **DISCUSSION**

### **1. Background**

The Region of Peel originally contracted with Workopolis in 2003 to provide an applicant tracking system and transitioned to iCIMS in 2012. An applicant tracking system provides the electronic handling of recruitment and hiring activities, providing enhanced experience and operational efficiencies. This includes posting jobs, collecting applications, communicating with candidates to confirm application, update on application status and scheduling interviews, and tracking candidates throughout the recruitment and hiring process.

In 2021 the iCIMS platform was integral to Peel's ability to hire 2764 employees to support the organization and the pandemic response. All current recruitment processes and workflows are built around this platform, in addition to supporting new hire processes. Human Resources is an integral partner to the delivery of Peel's programs and services by ensuring Peel has the top talent needed to deliver services to residents and businesses.

The implementation of SAP Human Capital System (HCM) allows the Region of Peel to modernize human resources processes by eliminating stand-alone systems and building an

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HCM system that focuses on data and information sharing across the platforms. The functionality provided through the current iCIMS system is basic. SAP HCM will provide enhanced tools and functionality to improve the recruitment process and candidate experience through enhanced communication capability, mass hiring support, focus on employer branding, hosting event recruiting, pipeline building and nurturing passive pipeline candidates, and provide the ability to measure and optimize recruitment results to identify future workforce trends and gaps. The information about a new hire that is captured as part of the job application process will flow seamlessly into other human resources processes, such as compensation, employee records, onboarding, performance, succession and learning and will avoid duplicate data entry. SAP HCM will allow the Region of Peel to have more comprehensive human capital data, enhanced analytics and greater insights into the Peel workforce allowing for informed workforce planning and proactive workforce trending.

SAP HCM will allow Human Resources to minimize the number of manual processes that currently exist and reduce the number of additional hours being worked, allowing Human Resources staff to perform more value-added activities and support organization growth and program delivery by developing its Human Capital resources. Significant efficiency improvements can be achieved by eliminating the need for duplicate data entry of candidate information, and by continuing to automate processes within Human Resources.

The functionality currently provided by iCIMS will be integrated into the SAP HCM system that is part of the organization's Enterprise Resource Planning system tentatively scheduled for a January 2023 launch. With the implementation of the SAP HCM platform, iCIMS will be decommissioned and the contract concluded. Conducting a competitive procurement process for an interim solution until SAP is available would not be feasible. Extending the existing contract during this period is more cost-effective from both a financial and resource perspective.

## **2. Procurement Process**

This is a non-competitive procurement process and requires Regional Council approval. The process to award this contract is in compliance with the Procurement By-law 30-2018.

In accordance with and Procurement By-law 30-2018, section 5.2.1 and Amending By-law 4-2020, which authorizes the award of direct negotiation procurements for goods and services that are reasonably available from only one source by reason of the scarcity of supply in the market or the existence of exclusive rights held by any vendor or the need for compatibility with goods and services previously acquired and there are no reasonable alternatives or substitutes.

## **FINANCIAL IMPLICATIONS**

There are sufficient funds in the approved operating budget for Human Resources to award the contract.

Transitioning to SAP HCM will provide the ability for reactive Human Resources processes to transition to platforms that are focused on employee experience and creating agility, productivity, and data-driven insights to enable informed business decisions. The transition to SAP HCM may provide opportunities for potential organizational cost savings.

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