
REPORT TITLE: Direct Negotiation with Workforce Software Inc.

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

RECOMMENDATION

- 1. That the Director of Procurement be authorized to enter into Direct Negotiations with Workforce Software Inc. to establish the licensing model for One Touch Call Callout Setup for Scheduling and Workforce Employee Payroll Time Clocks Rental and professional services, at an estimated annual cost of \$100,000, excluding applicable taxes, for the first three (3) year period, commencing July 2022 and ending in June 2025, subject to approval of the contract and annual budget review, in accordance with Procurement By-Law 30-2018, as amended; and**
- 2. That the Chief Financial Officer and Commissioner of Corporate Services be authorized to execute the contract and all related ancillary documents with Workforce Software Inc. on business terms satisfactory to the Chief Financial Officer and Commissioner of Corporate Services and on legal terms satisfactory to the Regional Solicitor; and**
- 3. That approval be granted to renew the contract for two (2) optional four (4) year periods, subject to satisfactory performance, price and approved budget and escalated in accordance with the terms of the contract; and**
- 4. That approval be granted to increase the value of the contract, negotiate and issue contract amendments to add any future solution features, functionalities, modules and systems from Concur Technologies Inc., subject to budget approval.**

REPORT HIGHLIGHTS

- In 2021, the Region procured an Enterprise Resourcing Planning Solution (ERP) with SAP Canada Inc. (SAP) under Document 2020-075P. A competitive process was completed, and approvals granted authorizing additional modules and additional licenses on an as required basis for the duration of the contract and subject to approved budget.
- The Region is currently implementing SAP as its ERP solution for Finance, Human Capital Management and Procurement functions.
- Regional staff were advised that although SAP has a partnership with Workforce Software Inc., SAP Canada Inc. has no ability to sell additional Workforce Software services, solutions and hardware directly to clients. At this time, Workforce Software Inc. remains as a separate legal entity.
- This report proposes to authorize Regional staff to execute the contract with Workforce Software Inc., on a direct negotiation basis, for hardware, solutions and professional

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services, subject to annual budget approval, in accordance with the Procurement By-Law 30-2018. This includes forecasted growth for the first five-year period.

DISCUSSION

1. Background

Workforce Software Inc. is a global provider of workforce management solutions with integrated employee experience capabilities. Workforce Software Inc. is one of SAP's global technology partners within SAP's Human Capital Management portfolio.

The Region conducted a competitive process and awarded the ERP product to SAP Canada Inc. under Document 2020-075P. The SAP ERP product is currently under implementation in order to modernize the Region's core business functionality while addressing its current, end of life Peoplesoft system. One of the initiatives identified in the SAP Roadmap for the Human Capital Management portfolio is to adopt the Workforce Software application for Scheduling and Time and Attendance.

While evaluating the acquired Workforce solution and modules, and aligning those with Region's detailed business requirements, Regional staff have been advised that the Region will need to procure additional functionality and hardware from Workforce Software Inc. to fully support the business needs and strategies.

Workforce Software's scheduling module will be widely used by the Region and is paramount for our 24/7 operations to ensure clients and residents receive timely service. The One Touch Callout feature is an integral part of this scheduling application, to fill in open shifts, hence the need to be acquired directly through Workforce Software Inc.

Workforce time clocks are used to capture clock-in and clock-out time for Regional staff from Paramedics, Logistics Technicians, Transhelp and Long Term Care divisions. The Region would need to acquire 24 biometric clocks to support these processes through Workforce Software Inc.

Regional staff have been advised that although SAP has a partnership with Workforce Software Inc., Workforce Software Inc. remains as a separate legal entity and SAP Canada Inc., has no ability to sell additional Workforce Software services, solutions and hardware directly to clients.

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.

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FINANCIAL IMPLICATIONS

There are sufficient funds within the approved cost centre GC19007 for the Region to award this contract.

CONCLUSION

An offer representing good value has been received from Workforce Software Inc. for One Touch Call Callout Setup for Scheduling and Workforce Employee Payroll Time Clocks Rental and professional services for the first three-year term. This report recommends the award to Workforce Software Inc. on a direct negotiation basis.

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