



The Regional Municipality of York Police Service Board

Public Board Meeting
April 24, 2024
For Decision

Report of the Chief of Police

Direct Purchase of Professional IT Services from 7 Key Consulting Corp.

1. Recommendations

1. That the Board approve the direct purchase of professional IT services for implementing a talent management system from 7 Key Consulting Corp. at a cost not to exceed \$472,900 excluding Harmonized Sales Tax (HST) for a period of 24 months; and
2. That the Chief of Police is authorized to execute the contract subject to the terms and conditions being on legal terms satisfactory to the Regional Municipality of York's Regional Solicitor, or designate.

2. Purpose

This report seeks the Board's approval and authorization to make the direct purchase of professional IT services over two years from 7 Key Consulting Corp. to reconfigure or implement various modules of the talent management system.

Key Points:

- As part of York Regional Police's ongoing efforts to modernize business processes and improve member career development "from hire to retire", the organization purchased modules of the talent management system in 2022
- In December 2023, 7 Key Consulting Corp. was engaged for a short-term assessment of the talent management system, and had provided useful and actionable recommendations

- Continued consulting and implementation work is now required from 7 Key Consulting Corp. for ongoing advisory and reconfiguration to fully leverage the new technology, maximize investment, and modernize the talent management processes
- 7 Key Consulting Corp. is uniquely positioned to support York Regional Police in the required work due to several factors, including: being fully informed on the York Regional Police's business processes, organizational culture, and needs for continued system roll-out; having extensive training and certification across numerous people systems to optimize process integrations; and being a Canadian-based vendor with in-depth knowledge in a public sector and policing setting

3. Background

TALENT MANAGEMENT SYSTEM TO MODERNIZE HUMAN RESOURCES PROCESSES

As part of ongoing modernization efforts undertaken by York Regional Police to enhance business efficiencies and member experience, the Board was presented with and subsequently approved the procurement of the new talent management in November of 2021 (P-21-09).

System Implementation Leading to Consultative Support

Successful implementation of the talent management system requires specialized knowledge and expertise beyond the current in-house capability at York Regional Police. It was identified in May 2023 that an external expert would be required to provide the necessary knowledge and training to staff in order to continue successful system implementation across all modules already purchased. 7 Key Consulting Corp. was identified due to the consultant's extensive and proven experience working with public sector agencies and for police specific requirements.

7 Key Consulting Corp. was first engaged in December 2023 to provide a short-term and preliminary assessment of the system configuration. The consultant was able to provide a roadmap to fully leverage the chosen talent management system and to optimize future business efficiencies.

4. Analysis

CONTINUED CONSULTATIVE SUPPORT REQUIRED

A thorough review of the current state and necessary reconfiguration of selected modules of the talent management system was delivered by 7 Key Consulting Corp in early 2024. The roadmap for future system implementation outlines professional services support and training for the next two years in order to place York Regional Police in a position to fully utilize the system. This prescribed work includes equipping York Regional Police staff with the appropriate internal knowledge for sustained administration and maintenance of the system.

DIRECT PURCHASE JUSTIFICATION FOR 7 KEY CONSULTING CORP.

Having successfully provided a thorough and satisfactory review and recommendations for continued talent management system implementation, 7 Key Consulting Corp. has become fully informed on business processes, organizational culture, and needs for continued system roll-out. 7 Key Consulting Corp. possesses fulsome understanding of this system and how various modules are to be seamlessly integrated. The firm is uniquely positioned to deliver results in a timely manner, so as to prevent further delays and barriers in implementation.

REPORTING REQUIREMENTS

Purchasing By-Law #10-17 section 10.1(b) and 10.2 permits direct purchases where there is only one entity reasonably capable of providing the deliverables, subject to the Board's approval if greater than \$150,000.

5. Financial Considerations

Funds in the amount of \$800,000 are included in the 2024 Capital Budget for People Systems that includes professional IT services for the talent management system. The funding for outlook years will be included in the upcoming 2025 budget proposal and subject to the approval of the Board and Regional Council.

6. Local Impact

There is no impact to the local municipalities by receiving this report.

7. Conclusion

It is recommended that the Board approves the direct purchase of professional IT services by 7 Key Consulting Corp. in accordance with sections 10.1(b) and 10.2 of the Purchasing By-Law #10-17.

Alternative formats or communication supports are available upon request.

Approved for Submission: Jim MacSween, M.O.M., B.A.A.
Chief of Police