



Temporary Customer Service Assistance

Date: April 11, 2019
To: TTC Board
From: Chief Operating Officer

Summary

The purpose of this report is to obtain authorization for the award of Proposal No. P31PE18942 for Temporary Customer Service Assistance during subway closures and surface construction projects. These closures and projects vary in durations and may require Customer Service Representatives (CSRs) for multiple shifts for several weeks depending on the type of event.

The TTC requires CSRs to assist TTC customers with information and directions during subway closures, surface diversions, emergencies, implementation of the automated fare collection system and/or PRESTO and other special assignments.

Recommendations

It is recommended that the TTC Board:

1. Authorize the award of Proposal No. P31PE18942 for Temporary Customer Service Assistance to the following three companies, in the noted upset limit amounts, in Canadian funds, each for a duration of three years on the basis of the lowest average All-Inclusive Hourly Billing Rate (AIHBR):

Firm	Upset Limit Amount
Bagg Inc., operating as Bagg Managed Resources (Bagg)	\$5,000,000
Manpower Services Canada Limited (DBA Manpower)	\$5,000,000
TBM Services Group Inc. (TBM)	\$5,000,000
Total Upset Limit	\$15,000,000

Financial Summary

Funding is included in the 2019 Capital Budget, primarily within the ATC project and various state of good repair project budgets to fund costs for associated subway closures.

The costs attributed to contracted customer service support staff are contingent on many variables including duration, distance and complexity of the projects.

Each contract is within the Chief Executive Officer's delegated authority; however, Board authorization is being sought given that all three contracts are for the same service

The Chief Financial Officer has reviewed this report and agrees with the financial impact information.

Equity/Accessibility Matters

Subway closures and surface construction projects tend to result in route diversions and other temporary changes to our transit services. These changes may potentially impact the accessibility of our services for various TTC customers including families, new Canadians, people with disabilities, seniors and people living on the streets.

The availability of CSRs can help minimize this impact by enabling the TTC to continue to assist our customers and minimize disruption by providing accessible services that are responsive to the needs of our customers.

Issue Background

Previously, TTC employees from across the organization assisted with closures and events outside of their regular scheduled work. This approach resulted in high overtime costs, staffing issues, an inconsistent level of customer service, and pay discrepancies among employees.

In 2013, the TTC decided to utilize contracted CSRs in an effort to address these discrepancies. This approach has eliminated staffing issues and allowed the TTC to provide a consistent level of customer service during subway closures, surface diversions, and special events by drawing from a dedicated pool of CSRs. Additionally, it is estimated that the utilization of CSRs has reduced staffing costs by approximately 76%.

Each CSR is required to complete one full day of training that covers the following:

- Duties and responsibilities of a customer service contractor
- Responding to customer concerns and complaints
- Serving customers with disabilities
- Communicating effectively in a conflict
- PRESTO and proof-of-payment
- Subway and Streetcar safety
- Responding to a medical emergency
- Working in hot and cold weather
- Fire, smoke and burning odour
- Transit security
- Station familiarization

Comments

With an ambitious subway closures program planned for 2019, along with service disruptions, surface route diversions and construction projects, the TTC requires the services of contractors to supply CSRs to perform customer service related duties along its routes.

A Request for Bids (RFB) was publicly advertised on the MERX website as well as the TTC's website on December 11, 2018. Thirteen companies downloaded copies of the bid documents out of which five submitted a bid by the closing date of January 10, 2019. The bidders are listed in Appendix A.

It was pre-determined that any bidder who passed the mandatory pass/fail requirements would be considered qualified. The pricing component of all qualified bidders was evaluated by calculating the average AIHBR by averaging the proposed AIHBR for Years 1, 2 and 3. It was also pre-determined and stated in the bid documents that the TTC intended to award up to three contracts based on the lowest average AIHBR of all qualified bidders.

All five submissions received passed the mandatory pass/fail requirements and were considered qualified.

Bagg and Manpower had identical lowest average AIHBR and did not state any exceptions or qualifications. Bagg has performed similar work for the TTC in the past.

Manpower has not done any similar work for the TTC. Reference checks were completed which indicated that they have satisfactorily performed work of similar size and nature in the past for other organizations.

TBM submitted the third lowest average AIBHR and have satisfactorily performed similar work for the TTC in the past.

The award of this contract will allow the TTC to proceed with assisting our customers and providing them with information and directions to their destination in an efficient and comfortable way during subway closures, surface diversions, and special events.

Contact

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Signature

James Ross
Chief Operating Officer

Attachments

Appendix A – Summary of Bids

APPENDIX A – SUMMARY OF BIDS

Bid No.	Bidder
1	Bagg Inc., operating as Bagg Managed Resources*
2	Manpower Services Canada Limited (DBA Manpower)*
3	TBM Services Group Inc.*
4	Great Connections Employment Services Inc.
5	Adecco Employment Services Inc.

*Recommended for award of Contract