

REGION OF OTTAWA-CARLETON
RÉGION D'OTTAWA-CARLETON

REPORT
RAPPORT

Our File/N/Réf.
Your File/V/Réf.

DATE 9 September 1999

TO/DEST. Co-ordinator
Corporate Services and Economic Development Committee

FROM/EXP. Chief Administrative Officer

SUBJECT/OBJET **ORGANIZATIONAL REVIEW OF HUMAN SERVICES
FUNCTIONS - RFP NO. 00299-91867-P01 - CONSULTANT
AWARD**

DEPARTMENTAL RECOMMENDATION

That the Corporate Services and Economic Development Committee approve the appointment of Deloitte & Touche LLP Management Solutions, Ottawa, to carry out the organizational review of human services functions of the Corporation, RFP NO. 00299-91867-P01, at a cost not to exceed \$278,000 excluding GST.

BACKGROUND

On May 6 1999, the Community Services Committee directed the Chief Administrative Officer to complete a review of public health programs, with particular regard to how the Health Department can meet the requirements set out by the Ontario government mandatory public health guidelines.

As was outlined in a report to the Community Services Committee on July 8, 1999, the Chief Administrative Officer and the senior management of the Human Services functions of the Corporation are proceeding with an organizational review of Homes for the Aged, Social Services (including Child Care), Public Health (including Land Ambulance) and Social Housing. Management is seeking advice and recommendations on the design and delivery of the optimal Human Services delivery system for Ottawa-Carleton.

A particular focus of this organizational review will be on alternative and integrated service delivery models, structures, planning and activities in order to enhance the efficiency and effectiveness of operations. As part of developing a new service delivery model, recommendations will be sought on functional strategies and operational changes that are specific to the individual Human Services areas.

A Request for Proposals (RFP), incorporating both the Community Services Committee motion on public health programs, as well as the overall organizational review of all human services functions, was issued on July 20, 1999, through the internet-based MERX distribution network. The closing date for responses was August 23, 1999.

EXPENDITURE JUSTIFICATION

The Region recognizes that like other governments, it can no longer defer decision making in the hope of more stable times. The Chief Administrative Officer and the senior management of the Human Services functions wish to proceed with this organizational review in order to design and implement a state-of-the-art integrated human services delivery model that makes the best use of resources and delivers the most effective services to meet the Region of Ottawa Carleton's current and anticipated mandate. The review is to be funded out of existing 1999 operating budgets and will be shared among all human services functions.

PROPOSAL EVALUATION

Seven proposals were received and evaluated by the project's steering committee in accordance with the criteria set out in the RFP. Three proposals were short-listed and interviews were conducted with Ajilon Canada, PricewaterhouseCoopers and Deloitte & Touche. As a result of the evaluation process, the selection committee rated the proposal by Deloitte & Touche the highest. The fee for this proposal was also the lowest of the seven responses.

PUBLIC CONSULTATION

The public consultation process is not applicable.

FINANCIAL STATEMENT

The total cost of this award is not to exceed \$278,000, excluding GST. Social Services Department, Account No. 001-157124-502660 is to be used for this project, however, all human services areas will be contributing funds to cover the cost of this review.

*Approved by
C.M. Beckstead*

SUPPLY MANAGEMENT DIVISION

I concur.

*G. Ford on behalf of
the Finance Commissioner*

FINANCE DEPARTMENT COMMENT

Funds are available as indicated.

*Approved by T. Fedec
on behalf of the Finance Commissioner*