

MEETING DATE: March 21, 2001

SUBJECT: Supply Of Service Bureau Data Entry Services

RECOMMENDATION

It is recommended that the Commission approve the award of a contract to Reliable Data Entry Inc. in the upset limit amount of \$900,000 for the Supply of Service Bureau Data Entry Services for a four-year period effective April 1, 2001 to March 31, 2005.

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FUNDING

Sufficient funds are included in the 2001 TTC Operating budget for the provision of these Data Entry Services. Subject to annual review, sufficient funds will be included in future Operating budgets as required.

BACKGROUND

The Toronto Transit Commission has for many years utilized the services of an external service bureau for data entry purposes. Documents requiring immediate turnaround are keyed internally by Commission staff.

Various documents including Payroll and General Ledger are keyed externally with the associated keyed data then electronically transmitted to the Commission for inclusion into various mainframe batch jobs.

DISCUSSION

The work required under this contract includes data entry services at both the company's location and the TTC's site, the provision of courier services to deliver documents and the electronic transfer of files. Tenderers were required to provide pricing for these services that would remain firm for the four-year term of the contract.

SUPPLY OF SERVICE BUREAU

DATA ENTRY SERVICES Page 2

A Request for Tender was prepared with detailed requirements and a total of nine companies were invited to submit tenders, in addition to a public advertisement that appeared in the Globe and Mail on January 16, 2001. Only one firm, Reliable Data Entry Inc., submitted a tender as summarized in Appendix 'A'.

A comparison of the tender pricing with the current contract reveals an increase of approximately 6% in the rate for data entry services plus the inclusion of an extra data entry person to replace a retiring staff member. Since the rates offered by Reliable are firm for four years, the labour rate increase is reasonable given that the current rate has been held for the past three years.

The recommended upset limit includes an allowance of approximately 12% for variations in the use of these services.

Companies that did not submit a tender were canvassed to identify the reasons.

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JUSTIFICATION

An external service bureau is required to handle the quick turn around of a large quantity of keypunching. We have elected not to replace a retired employee and provision of these services has been included in the contract.

March 13, 2001

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Attachment: Appendix 'A'

APPENDIX 'A'

TENDER SUMMARY

SUPPLY OF SERVICE BUREAU DATA ENTRY SERVICES

VENDOR	1 year Total	4 YEAR GRAND TOTAL
Reliable Data Entry Inc.	\$ 201,291.67	\$ 805,166.68 (1)

(1) Includes the cost of data entry services, courier cost and applicable taxes.