



STAFF REPORT ACTION REQUIRED

Ceridian Dayforce – Renewal of Services

Date: February 26, 2024

To: Toronto Public Library Board

From: City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library Board approval to renew an existing award of contract with Ceridian Canada Services Ltd. for continued delivery of a Human Capital Management (HCM) system for Toronto Public Library (TPL).

The term of this commitment is for five years with an estimated value of up to \$1,809,883, excluding applicable Harmonized Sales Tax (HST). The amount of this commitment is to cover projected expenditures for software licensing, cloud hosted services and professional services and support.

The HCM system supports three business processes: Human Resources Information System (HRIS), time & attendance, and payroll. The single integrated cloud-based software solution helped streamline TPL's HR and payroll processes and removed the requirement for the Library to maintain onsite servers. Ceridian Canada Ltd. ensures seamless implementation of regular system upgrades.

The operating cost of the HCM system is expected to have no incremental impact on the operating budget.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves a five-year renewal of an existing contract with Ceridian Canada Services Ltd. for the supply of software and services with an estimated value of up to \$1,809,883, excluding HST, with annual estimated spending as follows:

2024	349,974
2025	358,767
2026	361,686
2027	368,262
2028	371,194
Total	\$1,809,883

FINANCIAL IMPACT

The value of the commitment with Ceridian Canada Services Ltd. is approximately \$1,809,883, excluding HST, and funded from the annual operating budget.

The estimated annual expenditure for this agreement is included in the table below.

2024	349,974
2025	358,767
2026	361,686
2027	368,262
2028	371,194
Total	\$1,809,883

Annual spending is determined by the products and services to which TPL is subscribed. A detailed breakdown of the annual spending projections is included in Attachment 1.

The \$349,974 cost for 2024 is included in the approved operating budget and the annual inflationary increases will be included in future budgets.

The Director, Finance & Treasurer has reviewed this financial impact statement and agrees with it.

ALIGNMENT WITH STRATEGIC PLAN

TPL's [Strategic Plan \(2020-2024\): Vital to Toronto](#) includes five priorities. The agreement with Ceridian Canada Services Ltd. supports the plan's fifth priority by *Investing in staff and an innovative service culture*. Provision of the HCM system has delivered modernization and automation of Human Resources services.

DECISION HISTORY

At its [meeting on January 30, 2017](#), the Library Board awarded the supply of a HCM system for TPL to Ceridian Canada Services Ltd. The Board also directed staff enter into a contract with Ceridian Canada Services for the licensing, implementation and subsequent ongoing software support and license fees. Implementation of the HCM system was subsequently initiated in 2017.

ISSUE BACKGROUND

Prior to implementation of the current HCM, the previous HRIS (Human Resource Information System), time & attendance and payroll systems operated on three separate non-integrated platforms provided by three separate vendors. The transfer of data between the systems required manual intervention, including the re-keying of data which increased likelihood of error.

The previous HRIS system was end-of-life and was supported by the vendor since 2010. The previous payroll system was no longer being developed by the vendor. Through implementation of the HCM from Ceridian Canada Services Ltd the legacy systems were replaced with an integrated cloud-based solution allowing for improvements and efficiencies to various business processes and procedures.

COMMENTS

Following a competitive procurement process which included a Request For Proposal (RFP), Ceridian Canada Services Ltd. was the highest scoring proponent offering an integrated HCM system. The Library implemented the Ceridian Dayforce core HR, time & attendance and payroll solutions.

Benefits realised from the Ceridian Dayforce solution include:

- incorporates best practices for HCM
- business rules achieved without customization
- resiliency through cloud-based software as a service
- operational efficiencies using data transfer automation
- self-service functionality for TPL staff

The HCM implemented in collaboration with Ceridian Canada Services Ltd. includes the option of purchasing additional HCM modules at a reduced cost. Additional capabilities that could potentially be added over time include benefits administration, dashboarding and performance management. The potential cost and benefits of these additional modules will be explored at a later time.

CONTACT

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SIGNATURE

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City Librarian

ATTACHMENTS

Attachment 1: Distribution of forecasted Ceridian Canada Services Ltd. procurement during period 2024 – 2028

Distribution of forecasted Ceridian Canada Services Ltd. procurement during period 2024 – 2028.

Description		2024	2025	2026	2027	2028
Dayforce Modules	The components of Dayforce (Modules) to which TPL has subscribed. The rate is per employee per month (PEPM).	290,360	298,586	301,024	306,508	308,946
Education	Live Memberships - Training license purchased. Access to all recorded webinars and virtual instructor led courses. Dayforce help tool customized to support employees while using the system.	34,422	35,386	35,669	36,311	36,601
MISC	One test base provided at no cost; Additional test base to be added. One time setup for the Additional test base.	25,192	24,795	24,994	25,444	25,647
	Total	349,974	358,767	361,686	368,262	371,194