



NATIONAL CAPITAL COMMISSION
COMMISSION DE LA CAPITALE NATIONALE

No.	2020-S09
To	Board of Directors
Date	2020-06-25

For DECISION

Subject/Title

Ombudsman Extension of Contract Term – First option year

Summary

Management is seeking approval to exercise the first one-year option to the contract with the current Ombudsman. A request for proposal for the services of an ombudsman was issued in May 2020; however, the procurement process was unsuccessful.

Risk Summary

Should the recommended extension not be approved, the position of ombudsman will remain vacant while a new procurement process takes place, potentially leading to delays in the treatment of requests from the public.

Recommendation

That the contract with the current Ombudsman, Kevin Saville, be extended for the first option year from August 1, 2020 to July 31, 2021, on the same terms and conditions.

Submitted by:

Original signed by V. de Passillé

1. Strategic Priorities

Guiding Principle – Organizational Excellence

2. Authority

NCC By-laws, section 3.2.18

3. Context

In 2017, the Board of Directors approved a 3-year contract with Kevin Saville to fulfill the role of NCC Ombudsman. The contract is set to expire on July 31, 2020.

In November 2019, the current Ombudsman indicated to the Board of Directors that he would not be seeking to exercise the option years in his contract.

In April 2020, the Board of Directors reviewed the terms of reference for the office of the Ombudsman and a Request for Proposal (RFP) was issued in May 2020.

The RFP process did not yield a successful candidate.

4. Options Analysis

Option 1: Exercise first one-year option (recommended)

The Commission Secretary contacted the incumbent to discuss the NCC's wish to exercise the first option year. Mr. Saville agreed to a contract extension with the understanding that the NCC would proceed with a new procurement process in an expeditious manner and that a transition to a new Ombudsman would take place as soon as possible.

This option would provide a continuous measure of accountability for the NCC as well as uninterrupted service to the public.

Option 2: Not exercise the first one-year option (not recommend)

Not exercising the option of a one-year extension would result in a vacancy for the Ombudsman position, thereby potentially resulting in delays for the treatment of requests from the public.

5. Financial Details

Should the first one-year option be exercised, there would be no new incremental cost implications as the contract would be renewed according to the existing terms and conditions.

6. Opportunities and Expected Results

By exercising the one-year option, the NCC will ensure uninterrupted access to a neutral and independent Ombudsman who has provided conscientious and professional services to the public since 2017.

7. Risks and Mitigation Measures

Risk	Likelihood	Impact	Planned Response
Vacancy in the Ombudsman position	Low	Medium	The Ombudsman phone line and email address would remain accessible while the NCC moves forward with a new RFP. Public requests would be on hold until a new Ombudsman is in place.

8. Consultations and Communications

Discussions with the incumbent Ombudsman, Kevin Saville.

9. Next Steps

- Exercise Option Year: July 2020
- Issuance of new RFP: Summer 2020
- Transition to new Ombudsman: Fall 2020

10. List of Appendices

Not applicable.

11. Authors of the Submission

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