

# Expression of Interest

Workforce Key Performance Indicators (KPIs)

The Corporation of the County of Huron

**Submission Deadline:** October 14, 2022 at 4:00PM EST

**Electronic submission to:** [hmoore@huroncounty.ca](mailto:hmoore@huroncounty.ca)

# The Opportunity

The County of Huron Administration Department seeks service providers with the interest, capability, and experience to conduct research for the County to measure its status in terms staff recruitment, retention, and employer reputation in the sector and to identify workforce Key Performance Indicators (KPIs) so it may regularly report metrics on its organizational performance.

## Scope

This Expression of Interest document is not intended to limit Proponents' submissions, but rather to provide a framework for the County of Huron to determine which submission most closely addresses our needs. Proponents are encouraged to provide any additional information or innovative approaches not specifically outlined in this Proposal. These may be structured as part of the core submission or as add-on costs. Proponents shall provide any reasonable additional information upon request by the County.

## Background

With more than 650 employees, the Corporation of the County of Huron is Huron County's largest employer. The County's corporate goals include being an employer of choice with a diverse, highly engaged, collaborative and dedicated work force. To reach its goals, the County seeks to conduct comprehensive data collection for analysis, process improvement, and to support informed decision making. Proponents should be able to help the County measure its status in terms staff recruitment, retention, employer reputation and other workforce Key Performance Indicators (KPIs), so it may quantify its organizational performance through data collection, metrics and reporting.

## Project Overview

1. The County of Huron is currently implementing a variety of initiatives and programs that impact the efficiency and effectiveness of the corporation's services and support to its human capital, such as a Modernization Strategy, new Human Resource Information System (HRIS), performance management processes, and more. The County needs to know how to tangibly measure the success of these efforts. As an employer, the County needs both traditional human resource measures alongside strategic human capital measures.
2. As an employer, what are our workforce Key Performance Indicators (KPIs), how are we currently standing in our KPIs, and how can we measure these KPIs in-house at regular intervals? How do we compare within the sector? Some examples of



metrics the County seeks includes net promotor score, average tenure, first-year turnover rate, attrition rate, hiring rates, HR-to-FTE ratio, etc.

3. Once the County's workforce KPIs are identified and measured, an assessment framework or structure is needed to monitor employment levels and replicate data collection for regular benchmarking.

## **Deliverables**

The County of Huron is seeking research, metrics, and benchmarking report(s) that:

1. Identify the County's primary workforce Key Performance Indicators (KPIs) by which metrics bring the most value to our organization.
2. Help the County measure success and understand whether it is accomplishing its corporate goals, such as employee recruitment, retention, and employer reputation.
3. Enables the County to conduct regular in-house assessments of its KPIs for future reporting and monitoring of workforce indicators through metrics and benchmarks.

Expression of Interest Deliverables should align with the County's Modernization Strategy, Employee Engagement Survey Results, and Equity, Diversity, and Inclusion (EDI) Framework.

The County is not seeking a new software tool to measure and track KPIs; rather, we seek a metric and benchmark framework that can be applied to our Human Resource Information System (HRIS).

## About the County of Huron

**Our Vision:** A community for generations.

**Our Mission:** We cultivate a healthy environment for prosperous living.

Huron County is a modern regional municipality serving over 60,000 residents in Southwestern Ontario. With more than 650 employees, the Corporation of the County of Huron is the region's largest employer.

The County of Huron offers a wide range of services to the public, such as for includes emergency medical services and social services, county-wide library service, most arterial roads, and county land use planning and development, and more. We employ staff in a variety of fields, including Operations & Emergency Services, Planning & Development, Long-Term Care, Cultural Programming, Corporate Services, and more.

Learn more about us and what we offer: [www.HuronCounty.ca/jobs](http://www.HuronCounty.ca/jobs)

Learn more about our corporate goals: [A Modern Municipality](#)



# Submission Requirements

## Proponents must submit the following information:

- Please provide a clear outline and plan for the delivery of services.
- Please provide a high-level overview of the information and resources, such as human resource or employee information, that would be needed from the County of Huron to complete the project.
- Please provide a comprehensive quote that includes a breakdown of fees and total projected costs of services.
- Please provide contact name(s), role(s), and information about your company.
- Please provide a detailed outline of your experience working on similar projects.
- Please provide up to three (3) professional references who can speak to the quality of your services. Please include reference: name, organization, project type or description, and emails or phone numbers.

## Schedule of Events

The following is a tentative schedule that will apply to this Expression of Interest, but may change in accordance with the County's needs or unforeseen circumstances.

Deadline for Questions: October 6, 2022 at 4:00PM EST

Closing Date for Submissions: October 14, 2022 at 4:00PM EST

Final Selection: Subject to Procurement Policy and/or 2023 Budget

## Communication

The Proponent is requested to identify one senior individual by name, address, and telephone number who will act as the Proponent's primary contact with the County with regard to this project. It is the Proponent's responsibility to understand all aspects of the Expression of Interest and to obtain clarification if necessary before submitting their Proposal.

For information concerning the content of this Expression of Interest, please contact:

Hannah Moore, Communications Specialist  
Administration Department  
County of Huron  
[hmoore@huroncounty.ca](mailto:hmoore@huroncounty.ca)



## How to Submit a Proposal

Any questions related to this Request for Expressions of Interest can be addressed to:

Hannah Moore, Communications Specialist  
Administration Department  
County of Huron  
[hmoore@huroncounty.ca](mailto:hmoore@huroncounty.ca)

**All submissions (including all supporting documents) should be made electronically by e-mail to [hmoore@huroncounty.ca](mailto:hmoore@huroncounty.ca) on or before the deadline date and time (Friday, October 14, 2022 at 4:00PM).**

The County of Huron thanks all interested proponents. Please note that all personal information obtained during the selection process is collected and retained solely for evaluation purposes, in accordance with the Municipal Freedom of Information and Protection of Privacy Act, Ontario.

