



Staff Report

Report To: Dan Best, Chief Administrative Officer
From: **Scott Currie, Manager of Community Services**
Date: August 10 2020
Report: CSD 7.2020
Subject: IT Service Delivery Review RFP

Recommendations:

That South Huron Council receive the report from S. Currie, Manager of Community Services, titled "IT Service Delivery Review RFP", and

That South Huron Council accepts the proposal received from Perry Group Consulting and authorizes the award of a professional services contract of \$53,000 (+HST) to Perry Group Consulting for the 2020 IT service delivery review project.

Purpose:

To notify Council of the results of the Request for Proposals for IT SDR and to obtain approval to award a professional service contract to the top scoring proponent.

Background and Analysis:

December 2nd, 2019 Council authorized staff to proceed with an application to the Municipal Modernization Fund (report CSD 22, 2019). South Huron was successful in receiving provincial funding and is preparing to proceed with the project to engage a third-party to conduct a service delivery review of the municipality's information technology (IT) systems.

This project will identify and review all relevant software solutions and engage with staff within our organization to identify any gaps and provide recommendations on how to achieve greater efficiencies and reduce risk.

The expected outcomes of this project include:

- More efficient business processes that reduce costs to deliver the same or enhanced service levels.
- Identifying modernization opportunities to better leverage IT solutions that reduce staff time required to collect/digitize or process information (e.g., better use of online forms, software system integration and work flow automation, automated reporting, etc).
- Reduce costs through the elimination of unnecessary software licenses or redundant IT systems as well as the maintenance and training required to support them.
- Educate and increase internal capacity among staff to enable rational decision making in future service delivery decisions.
- Develop IT policies and related staff training to ensure that the Municipality's data is secure and performance is optimized.

With the goal of seeking modernization opportunities, this IT Service Delivery Review has the specific objectives to:

1. Identity, map and evaluate key administrative business processes related to data collection and records management
2. Analyze the municipality's software environment to identify efficiencies and performance gaps
3. Conduct a Risk and Vulnerability Assessment of the IT environment
4. Develop a Modernization Strategy based on professional recommendations for improvements using industry best practices that comply with legislative municipal requirements for accessibility.

The Request for Proposal for an IT SDR was posted on the Bids&Tenders web site on June 25, 2020. The Request for Proposal closed on July 22, 2020 at 2:00pm and seven (7) proposals were received by the Municipality; however, one proposal was found to not be in conformity with the specified submission requirements and was therefore not evaluated.

This Request for Proposal was a two envelope process, with the technical submission in a separate envelope from the budget/fee structure for the cost of professional services. The envelopes containing the technical portion of the proposal (Envelope#1) were opened shortly after 2:00pm on July 22, 2020 by Scott Currie in the presence of Mayor George Finch; Maggie McBride, Financial Services Officer; and, Dan Best, CAO.

The second envelope containing the budget/fee structure for the cost of professional services (Envelope#2) remained unopened until after the technical portion of the proposal was reviewed and scored by the RFP Review Committee. The second envelopes were subsequently opened by Sandy Becker and witnessed by Julia Roberts, Deputy Treasurer.

Conforming proposals were received from Barrington Consulting Group, MNP LLP, Optimus SBR, Perry Group Consulting, TalentMinder Corp, and TGT Solutions Inc. The first envelope with the technical proposals were evaluated and scored by an RFP Committee comprised of Dan Best, Sandy Becker and Scott Currie. The costing portion of the proposals (Envelope#2) were evaluated and scored by the RFP Review Committee. The RFP's were evaluated based on the criteria set out in the RFP and in accordance with the Purchasing and Procurement By-Law#33-2017.

Evaluation Criteria	Weighting
Demonstrated performance of the firm for contracts of this size and nature for municipalities of similar size including but not limited to Firm Profile, References	25
Relevant experience and qualifications of key personnel identified to perform the work including but not limited Project Experience.	15
Approach and methodology to meet the Municipality's requirements including but not limited to Understanding, Details, Action Plan	30
Advisory Services, additional value-added services	10
Cost	20
Total	100

Based on a review of Envelope#1 and Envelope#2 the proposal scores are as follows:

	Demonstrated Performance (25)	Relevant Experience (15)	Approach & Method (30)	Advisory Services (10)	Technical Rank	Cost (20)	Rank
Barrington Consulting Group	4	4	6	5	5	2	5
MNP LLP	3	3	3	1	3	5	3
Optimus SBR	2	2	2	2	2	3	2
Perry Group Consulting	1	1	1	2	1	5	1
TalentMinder Corp	6	5	4	4	4	4	4
TGT Solutions Inc	5	6	5	3	6	1	6

Operational Considerations:

This project will require the participation of senior staff across the organization, particularly the Manager of Community Services (project liaison) and Director of Financial Services.

South Huron's Strategic Plan:

7.2.2 Strategic Objective: Administrative Efficiency and Fiscal Responsibility

- Continue to seek improved efficiencies to maximize financial assets

Financial Impact:

Funding for this project is 100% provided by a provincial grant of \$60,000 received through the Municipal Modernization Program.

Legal Impact:

None.

Staffing Impact:

None.

Communication Actions:

Internal memo to senior staff advising of project commencement and requirement to participate.

Policies/Legislation:

None.

Consultation:

- Sandy Becker, Director of Financial Services/Treasurer

Related Documents:

Respectfully submitted,

Scott Currie, Manager of Community Services

Report Approval Details

Document Title:	IT SDR RFP.docx
Attachments:	
Final Approval Date:	Aug 6, 2020

This report and all of its attachments were approved and signed as outlined below:

Sandy Becker - Aug 4, 2020 - 11:00 AM

Rebekah Msuya-Collison - Aug 5, 2020 - 9:06 AM

Dan Best - Aug 6, 2020 - 10:09 AM