

COMMITTEE OF THE WHOLE – NOVEMBER 7, 2005

ACCESS VAUGHAN RETENTION OF CONTACT CENTRE CONSULTANT

Recommendation

The Commissioner of Economic/Technology Development and Communications, in consultation with the Chief Information Officer (CIO), Manager of Access Vaughan and Director of Purchasing Services recommends:

1. That Council approve of having the incumbent Access Vaughan Contact Centre consultant (Marlene Perks & Associates) perform additional work for the Access Vaughan implementation project; and
2. That in accordance with the City's Purchasing Policy, the current Purchase Order limit for Access Vaughan Contact Centre consultant be increased to \$125,000, to include the additional Access Vaughan project deliverables.

Economic Impact

The total cost of the Access Vaughan Contact Centre consultant is estimated to be \$125,000. This amount is part of the total Access Vaughan implementation budget, which was approved in the 2004/2005 Capital Budgets.

Access Vaughan is a strategic corporate initiative intended to improve the overall quality and efficiency of interaction between the residents and City departments. A full business case and economic impact was presented to Council as part of the Access Vaughan strategy report in February of 2005.

Purpose

The purpose of this report is to receive Council approval to expand the Terms of Reference of the incumbent Access Vaughan Contact Centre consultant. This approval is urgently required, as the Access Vaughan implementation is progressing on-time, but under considerable time constraints.

Background - Analysis and Options

In February of 2005, Council received and approved the Access Vaughan Strategy report. Following the approval of the strategy report, a comprehensive implementation plan for Access Vaughan was developed. The plan identified all tasks and participants required to execute the plan with the objective to launch Access Vaughan on January 26, 2006.

A key resource requirement identified in the plan is a contact centre expert who is versed in best practices for delivery of "customer-centric" contact centre services. The principle role of the contact centre expert would be to mentor, guide, and facilitate the gathering of all business requirements, functional requirements, corporate policy, and supporting business tools requirements for Access Vaughan. The total scope of the expert's work was divided into 2 basic phases: a) initial process flows and b) detailed business requirements definition for Access Vaughan. The total cost of all of the Access Vaughan implementation consultant's work was estimated to be \$125,000. This amount is part of the approved budget for this project.

In accordance with the City's purchasing policy, a Request for Quotes (RFQ) was issued to various contact centre experts for provisioning of initial project deliverables as defined in the project plan. An organization named "Marlene Perks & Associates" in collaboration with BCE Elix group provided the best value quotation. Marlene Perks & Associates was retained to document

and deliver the departmental process flows – a critical project deliverable. The cost of this initial work was in the amount of \$32,550 (excluding taxes).

To-date, Marlene Perks & Associates demonstrated their ability to produce valuable and quality deliverables as required by the Access Vaughan implementation plan. It is the team's consensus that Marlene Perks & Associates in collaboration with BCE Elix should continue to add value to the project and be responsible for the delivery of Access Vaughan detailed business requirements, assist with the development of business knowledge content and tools, training material, guidance to department functional leads and on-going mentoring of Access Vaughan staff. Without this resource, the Access Vaughan implementation team would not have the necessary expertise to successfully complete the implementation.

Having been previously qualified through the RFQ process, and having performed the initial set of work for the Access Vaughan implementation team in a satisfactory manner, it is the team's consensus that Marlene Perks & Associates should continue to assist with the remaining key project deliverables.

Relationship to Vaughan Vision 2007

The Access Vaughan initiative supports the following objectives of the Vaughan Vision 2007:

Service Delivery Excellence

- establish and communicate service delivery standards
- review current customer service practices and implement enhanced and consistent customer service standards
- communicate established service levels to the community

Provide effective and efficient delivery of services

- develop and implement innovative alternatives for service delivery

Develop an effective service measurement system

- review and implement benchmarks and standards to manage and measure service delivery
- communicate service measurement results to the community

Technology and Innovation

- Utilize technology to enhance quality and effectiveness of services

This report is consistent with the priorities previously set by Council and the necessary resources have been allocated and approved.

Conclusion

Access Vaughan is a strategic corporate initiative. The implementation of Access Vaughan is proceeding according to the established implementation plan with a launch date of January 26, 2006. An Access Vaughan Contact Centre consultant is a critical external resource on which the success of Access Vaughan is highly dependant. The expansion of the incumbent consultant's role to include assistance with the delivery of business requirements, development of business knowledge content and tools, training material, and mentoring is urgently required.

The total cost of the Access Vaughan Contact Centre consultant is estimated to be \$125,000. The funds are available from the approved 2004/2005 Capital Budgets.

Attachments

None

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Respectfully submitted,

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Economic/Technology Development
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