

COMMITTEE OF THE WHOLE – APRIL 18, 2006

CONTRACT AWARD - RFP06-008 CONSULTING SERVICES AND SOFTWARE (PROVISIONAL) FOR BUSINESS IMPACT ANALYSIS REPORT FOR THE CITY OF VAUGHAN

Recommendation

The City Manager and Acting Fire Chief, in consultation with the Director of Purchasing Services, and the Director of Reserves recommends:

1. That Contract RFP06-008 Consulting Services and Software (Provisional) for Business Impact Analysis Report for the City of Vaughan be awarded to eBRP Solutions Network Inc for the consulting services portion at an estimated contract value of \$58,208.00 (including applicable taxes), and;
2. That the Manager of Emergency Planning be directed to include the cost of the software at an estimated value of \$74,170 plus \$13,000 contingency for possible price increases for consideration during the 2007 Capital Budget deliberations, and
3. That the Mayor and Clerk be authorized to sign the necessary documents.

Economic Impact

The necessary resources have been allocated and approved for the Business Impact Analysis Component of the project. This is a Capital Project (42-0-05, Emergency Planning Business Continuity Planning Consultant) with funding of \$61,800.00.

Purpose

To award the contract in response to RFP06-008 Consulting Services and Software (Provisional) for Business Impact Analysis Report for the City of Vaughan.

Background - Analysis and Options

The Emergency Planning Program is responsible for implementation and maintenance of the elements of an emergency management program as prescribed by the Emergency Management Act and its regulations, that prevent, mitigate, prepare for, respond to and recover from emergency situations that can impact the community.

Business Continuity Planning is a parallel process with emergency planning. It is a component of mitigation, preparedness, response and recovery procedures and activities. During declared emergencies or significant events that City personnel are managing, there is a need for key business functions to continue separate from the situation. The purpose of Business Continuity Planning is to ensure the continuation or restoration of key business functions of the City.

The Business Impact Analysis (BIA) forms the basis of Business Continuity Planning. The BIA identifies the level of criticality of the various business functions undertaken by the City under pre-established conditions and utilizes specific criteria of impacts. The BIA will identify criticality of functions as defined as;

- Mission Critical – must continue without disruption and/or restored within 8 hours of onset
- Critical – must be re-established within 9 to 72 hours of the onset
- Essential – must be re-established within 73 to 168 hours (1 week) of the onset

- Non-Essential – those functions that will not have an irreparable impact on business operations should services not be re-established beyond 168 hours (1 week).

The Business Impact Analysis measures the impacts on our operational functions utilizing scenarios of natural, human-caused and technological emergencies; loss of facility and/or equipment and vehicles; work disruption (strike, illness); and prolonged supply chain disruption. The BIA further measures the impacts that business functions have on life safety, health and well-being, property, environment, economic stability, customer service, municipal operations and potential for legal action against the municipality in the event continuity of service is impaired.

The information collected through the BIA will be used by all City governance and business units to generate and maintain Business Continuity Plans for the individual departments and the corporation as a whole.

BUSINESS IMPACT ANALYSIS – CONSULTING SERVICES

The project involves interviewing Members of Council and management staff in each department to identify services delivered and the level of criticality for these services, analyzing data collected, developing a risk profile for each business/governance unit, developing a recovery time matrix for each business/governance unit, compiling the analyzed data into a report, and providing recommendations on Business Continuity policies, procedures and strategies.

The proposal was developed by the Emergency Planning Program in consultation with the Purchasing Services and Information & Technology Management to ensure that corporate policies and standards are met.

A Request for Proposal (RFP06-008) was issued on February 1, 2006 and was advertised on the ETN (BidNavigator) and Ontario Public Buyers Association website. RFP documents were issued to eight proponents. At the closing date of February 17, 2006, the following two proposals were declared compliant as per the Terms of the RFP and considered for evaluation:

- eBRP Solutions Network Inc. Mississauga, Ontario consulting services \$58,208.00 including applicable taxes and software (provisional) \$74,170.00;
- Infostream Technologies Inc, Richmond Hill, Ontario consulting services \$106,679 including applicable taxes no bid was supplied for software (provisional) component;

An evaluation meeting was held with the review committee comprised of Staff from Emergency Planning, Public Works, Human Resources, Reserves and Investment and Information and Technology Management with staff from Purchasing Services and Information and Technology Management providing advice. The 2 proposals were evaluated based on company experience, project manager and project team experience, understanding of project requirements and allocation of resources, software and pricing. The evaluation committee by consensus, ranked the 2 proposals and short listed the highest ranked proposal.

Pursuant to the RFP requirements, the proposal from eBRP Solutions Network Inc. was further reviewed through a Presentation and Demonstration Stage of evaluation. This phase of the overall proposal evaluation process requires the short listed proponents to demonstrate their software from an end-user perspective, provide an overview of the BIA methodology, provide samples of interview documents, identify how the company's processes engage and create buy-in from key stakeholders and provide an summary of their company's own Business Continuity Plan.

Upon completing the Presentation and Demonstration Stage, a subsequent evaluation meeting was held with the review committee that confirmed eBRP Solutions Network Inc.'s proposal as having the highest evaluation. The evaluation scoring reflects the consultant's ability to address the requirements and objectives of the RFP's Terms and Conditions.

The necessary financial provisions in the Emergency Planning Program Capital Budget have been previously established and approved by Council.

SOFTWARE (PROVISIONAL) COMPONENT

The provisional component of the project is for an enterprise-wide software solution to facilitate the collection and management of the BIA data. The software is to integrate seamlessly with the City's network, be easy to use and adhere to the City's warranty requirements.

Both proponents addressed the Software (Provisional) Component of RFP 06-008. Through the evaluation process, the proposal from eBRP Solutions Network Inc. received the highest evaluation. The eBRP software solution, "eBRP Toolkit" reflects the ability of the proponent to address the RFP's software (provisional) requirements.

The value of the Software (provisional) component of the RFP exceeds current Capital Project funds. eBRP Solutions Network Inc. utilizes their Toolkit Software in their methodology for performing the Business Impact Analysis. eBRP will host all data collected during the term of the project through a web-based system and provide the City with the data in an electronic format at the termination of the project.

It is recommended that purchase of the software be deferred to the 2007 Capital Budget deliberations. During the term of the project, City personnel will have the opportunity to use and evaluate the software for applications beyond emergency management and business continuity.

Relationship to Vaughan Vision 2007

This report is consistent with the priorities previously set by Council and the necessary resources have been allocated and approved for the Business Impact Analysis Component.

Service Delivery Excellence

The Business Impact Analysis is a component achieving our Corporate Objectives (Priority A), develop and implement an Emergency Management Program to comply with the Emergency Management Act.

Conclusion

Requests for Proposal RFP06-008 Consulting Services and Software (Provisional) for Business Impact Analysis Report for the City of Vaughan have been received and evaluated by City of Vaughan stakeholder departments in an effort to reach consensus in the selection process.

The proposal from eBRP Solutions Network Inc. at a value of \$58,208.00 (applicable taxes included), received the highest evaluation score and is qualified and compliant. It is recommended by Staff that this proposal be accepted.

The cost of the software at an estimated value of \$74,170 plus \$13,000 contingency for possible price increases be included in the Emergency Planning Capital Budget for consideration during the 2007 Capital Budget deliberations.

The necessary provisions in the Emergency Planning Program budget have been made and approved by Council for the Consulting Services to Perform a Business Impact Analysis.

Attachments

None

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Respectfully submitted,

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