

COMMITTEE OF THE WHOLE - OCTOBER 19, 2009

CONTRACT AWARD - RFP09-312 PROFESSIONAL SERVICES FOR THE CITY OF VAUGHAN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM (EDMS) REQUIREMENT DEFINITION

Recommendation

The City Clerk and the Commissioner of Legal and Administrative Services in consultation with the Director of Purchasing Services, the Director of Reserves & Investments and the Chief Information Officer, recommend:

1. That the contract for RFP09-312 for Professional Services for the City of Vaughan Electronic Document Management System (EDMS) Requirement Definition be awarded to the firm CGI Information System and Management Consultants Inc. in the amount of \$174,915.00, excluding GST.
2. That the Mayor and City Clerk be authorized to sign the contract and necessary documents.

Contribution to Sustainability

The implementation of an Electronic Document Management System will provide dramatic increases in efficiencies relating to the processing and sharing of information, minimize the cost of electronic storage and archiving, reduce the production of hard copies of documents, and support the proper retention of both electronic and paper documents. The Requirements Definition stage of the project will ensure that the needs of all City departments are addressed as the project moves forward, will minimize implementation costs, and provide for a planned and affordable rollout of the system, training, and the resulting operational improvements.

Economic Impact

The total cost for this phase of the project is \$174,915.00 without GST and falls within approved budget limits. The results of the Requirements Definition phase will inform the budgeting process for all future phases of this project.

Implementation of an enterprise EDMS will provide offsetting hard and soft costs, as yet unascertained, but to be included in the deliverables of the Requirements Definition phase. The Requirements Definition phase will also yield analytical information which can be leveraged in other business improvement projects.

Communications Plan

The Request for Proposal (RFP09-312) was released on August 10, 2009 and advertised on the Electronic Tendering Network (ETN - Bidingo.com), the City Web page and the Ontario Public Buyer's Association website, with a closing date of August 27, 2009.

Purpose

The purpose of this report is to obtain Council approval to award the contract for RFP09-312, Capital Project 1053-1-01, for the City of Vaughan Electronic Document Management System (EDMS) Requirement Definition.

Background - Analysis and Options

Project Scope

The City of Vaughan is undertaking an exercise to determine the requirements of the City of Vaughan for the purpose of preparing a business case and an RFP for the acquisition and implementation of an enterprise EDMS system. The Requirement Definition phase of the project will review the needs of the City's departments and determine the impact that the system will have on day to day business processes. This exercise will also review industry best practices to ensure that the recommended requirements will provide a scalable electronic information repository that is secure and sustainable as it relates to ongoing maintenance and operations, with due emphasis on the implications for the City's information technology management systems.

The EDMS project will be managed through a cross-departmental Steering Committee jointly chaired by the City Clerk and the Chief Information Officer. The Requirements Definitions deliverables will be reported to Council in 2010, with a view to issuing a Request for Proposals to EDMS vendors and contract award late in 2010 or early in 2011. Full roll-out of an enterprise EDMS system will occur in phases over a course of several years and within related corporate priorities and budgetary demands and constraints.

Procurement Process

The Request for Proposal (RFP09-312) was released on August 10, 2009 and advertised on the Electronic Tendering Network (ETN - Bidingo.com), the City Web page and the Ontario Public Buyer's Association website, with a closing date of August 27, 2009.

Thirty (30) Consulting Firms picked up RFP documents. Two addenda were subsequently issued to provide technical clarification to the proponents. Following seven proponents submitted proposals:-

- eVisory Consulting, Richmond, Virginia
- CGI Information Systems and Management Consultants Inc., Markham, Ontario
- Stratium Consulting Group Inc., Mississauga, Ontario
- imerge Consulting Inc., Mississauga, Ontario
- Iron Mountain Canada Corporation, Concord, Ontario
- RBRO Solutions Inc., Pickering, Ontario
- Optimus Consulting Group, Toronto, Ontario

The evaluation committee consisted of City Clerk's Records Management and ITM staff, with the Purchasing Services Department facilitating and monitoring the evaluation process. The proposal submissions were evaluated against the following criteria provided in the RFP document.

	SCORE
# of years in operation	5
Municipal government experience with EDMS	10
Consultant(s) assigned to be onsite have Business analyst and Systems analyst experience	10
Consultant(s) assigned to be onsite have a (Certified Records Manager) CRM designation	5
Consultant(s) assigned to be onsite have a CA (Certified Archivist) designation	5

Availability of vendor to meet the City's proposed timelines	10
Pricing	15
Ability to meet requirements	30
References	10
TOTAL	100

The Evaluation Committee heard presentations from the shortlisted proponents. These interviews served as the mechanism for further evaluation of the Proposals of the short-listed proponents in greater detail in order to establish the finalist for Preferred Proponent status. The Committee determined CGI Information and Management Inc as the highest scorer throughout the evaluation process and CGI was identified as the firm best qualified to carry out the contract. The work plan endorsed by the Committee after discussions with the consultant's team will allow the City to proceed with the project in a cost-effective manner and within existing budget allocations.

Relationship to Vaughan Vision 2020/Strategic Plan

The proposed initiative is consistent with the following elements of Vaughan Vision 2020:

1. Service Excellence – Pursue Excellence in Service Delivery
2. Management Excellence – Enhance Productivity, Cost Effectiveness and Innovation

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

Regional Implications

N/A

Conclusion

Based on the evaluation of the proposals received, it is recommended that the contract to provide for Professional Services for the City of Vaughan Electronic Document Management System (EDMS) Requirement Definition be awarded to the firm CGI Information System and Management Consultants Inc. in the amount of \$174,915, excluding GST.

Attachments

N/A

Report prepared by:

Jeffrey A. Abrams, City Clerk

Respectfully submitted,

Jeffrey A. Abrams
City Clerk

Janice Atwood-Petkovski
Commissioner of Legal and Administrative Services