

CITY OF VANCOUVER

ADMINISTRATIVE REPORT



Report Date: October 30, 2006
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Meeting Date: November 30, 2006

TO: Standing Committee on City Services and Budgets
FROM: City Clerk
SUBJECT: Addendum to PS06036 - Service Request Mapping Services

Subject to approval of Administrative Report #06357 "Implementation of 311 service in Vancouver":

RECOMMENDATION

- A. THAT, subject to the conditions set out in B, C, and D, Council authorize an addendum to the contract with AtFocus, Inc. (PS#06036) to provide service request mapping services for the 311 Feasibility Study at the cost of \$100,000 plus applicable taxes, subject to a contract satisfactory to the Director of Legal Services, the City Manager, and the Manager, Materials Management, funding provided in the 2006 Capital Budget for the 311 project interim activities.
- B. THAT the Director of Legal Services be authorized to execute and deliver on behalf of the City all legal documents required to implement Recommendation A.
- C. THAT, all such legal documents be on terms and conditions satisfactory to the City Manager, Manager of Materials Management and the Director of Legal Services.
- D. THAT, no legal rights or obligations will be created by Council's adoption of Recommendation A, B and C above unless and until such legal documents are executed and delivered by the Director of Legal Services.

CITY MANAGER'S COMMENTS

Approval of this contract addendum will enable work to continue on the 311 Project. As opposed to issuing a new RFP, an addendum to the existing May 16, 2006 contract with the consulting firm AtFocus, Inc. is recommended, as this firm produced the foundational material (service request maps, recommended candidate processes for 311 and draft future state maps) which will be built upon for this phase of work. Introducing a new consulting firm and orienting their staff to AtFocus's service map detail and rationale for recommending candidate 311 processes is not considered to be practical or effective for this phase of work. The City Manager recommends approval of A to D.

COUNCIL POLICY

Contracts are to be awarded on the basis of best overall value for the City. Council approval is required for consulting contracts over \$30,000.

PURPOSE

This report seeks approval of an addendum to the May 16, 2006 consulting contract to AtFocus Inc., for continued work in planning the migration of citizen service processes to a 311 environment.

BACKGROUND

A contract for service request mapping services related to the 311 Feasibility Study was awarded to AtFocus, Inc on May 16, 2006. The scope of work included:

- Document current telephone citizen contact processes and associated resources at the City of Vancouver
 - Development of service request process maps (citizen contact portion) for services delivered by the City. Service request process maps provide a visual representation of the civic processes required to respond to citizen requests for information and services.
 - Development of summary tables providing high level description of each service request, volume, technology used, and the risk associated with service request transitioning to 311.
- Determine 311 high level future state
 - Identification of service request transfer points between 311 and Departments should the City proceed with a 311 system.

The contract was completed within the planned schedule and budget, carried out in a professional manner, and produced high quality deliverables. The service request process maps provided the information necessary to understand the City of Vancouver's current state, and the high level future state maps provided the vision of citizen service in a 311 centre.

DISCUSSION

On September 28, 2006, Council approved in principle the implementation of a consolidated citizen service centre and 311 service for Vancouver as well as an allocation of \$200,000 as advance funding for the 311 project interim activities.

Two critical components of 311 planning are:

- Development of 311 future state maps
- Development of business/technical requirements

The first piece of work - the development of future state maps - will provide detailed plans and documentation around the processes to be migrated to the 311 service centre, and will also identify relevant technologies and their relationship with a 311 system. The foundation for this work is contained in the current state maps developed by AtFocus, Inc. This first step is required before moving to the second piece of work, which is to develop 311 Business/Technical requirements. The detailing of Business/Technical requirements is necessary in order to develop Request for Proposals for 311 centre technology. Subject to Council approval, work will begin in early December and is estimated to take 6-7 weeks to complete.

The two pieces of work identified above build upon the service request maps completed by AtFocus, Inc. between June and August, 2006. The development of the business requirements requires knowledge of the systems currently utilized in departments, knowledge of available 311 technology solutions and the potential transitions/integrations of current systems with future 311 systems. The development of the 311 future state maps requires consistent methodology to that utilized in the development of the current state maps. AtFocus, Inc's expertise in service request mapping as well as knowledge of the City of Vancouver processes and organization provide the required experience and skill to complete both pieces of work.

FINANCIAL IMPLICATIONS

The service request mapping services contract (PS#06036) was funded through the 2006 Strategic Initiatives Fund. The cost of the services totalled \$186,000 (all consulting fees and expenses included) plus applicable taxes.

The addendum to this contract, in the amount of \$100,000 (all consulting fees and expenses included) plus applicable taxes, will be provided from the 2006 capital funding for the 311 project interim activities approved by Council on September 28, 2006.

CONCLUSION

Approval of the addendum to PS06036 for consulting services to AtFocus, Inc. will allow 311 implementation planning to proceed, as per Council's September 28, 2006, approval in principle to establish a 311 citizen service centre.

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