



ADMINISTRATIVE REPORT

Report Date: February 26, 2013
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VanRIMS No.: 08-2000-20
Meeting Date: April 24, 2013

TO: Standing Committee on Planning, Transportation and Environment

FROM: General Manager of Planning and Development Services, General Manager of Community Services, General Manager of Financial Services Group, and Chief Purchasing Official

SUBJECT: Contract Award for Supply and Installation of a Permit and Project Tracking System and Professional Services ("PPTS")

RECOMMENDATION

THAT Council authorize City staff to award a contract to Computronix (Canada) Ltd. ("Computronix") subject to ongoing negotiations being finalized and all contract terms being settled to the satisfaction of the City's General Manager of Planning and Development Services, General Manager of Community Services, Director of Legal Services, Director of Finance, and Chief Purchasing Official, for the supply and installation of a permit and project tracking system, professional services and maintenance and support, with an estimated contract value of \$5,541,139 to be funded through the approved project capital budget;

FURTHER THAT the Director of Legal Services be authorized, once City staff have finalized negotiations and settled all contract terms contemplated by Recommendation A, to execute it on behalf of the City.

AND FURTHER THAT no legal rights or obligations will be created by Council's adoption of Recommendations A and B above unless and until such contract is executed by the Director of Legal Services.

REPORT SUMMARY

The City issued a Request for Proposal ("RFP") PS11121 in 2011 for the supply and installation of a permit and project tracking system and professional services. The City received six proposals in response to the RFP. City staff on the RFP evaluation committee, and subsequently the Bid Committee, have considered the proposals received and on that basis this report recommends that the City award the contract to

Computronix subject to ongoing negotiations being finalized and all contract terms being settled.

COUNCIL AUTHORITY/PREVIOUS DECISIONS

The City's Procurement Policy requires that contracts with values over \$2 million must be approved by Council following review and recommendation by the Bid Committee. Bid Committee has considered and approved Computronix as the successful proponent.

REPORT

Background/Context

In response to City Council's 2009 directive to review the City businesses, service delivery practices and general operations to ensure best value and services for the City's taxpayers, the Vancouver Services Review was launched, and an initiative was undertaken to transform how all permits and licenses, City-wide, are processed. Specifically, the focus was modernizing and integrating systems and processes to enhance service to customers, create operational efficiencies, improve sustainability, performance and systems reliability.

The RFP identified a business opportunity for the successful proponent(s) to provide a permit and project tracking software system that would replace legacy systems and transform existing processes used to manage the complex and/or interconnected permits at the City. In addition the RFP also presented an opportunity to engage expert assistance with the implementation which includes but is not limited to:

- project planning;
- system requirements gathering and design;
- system configuration and customization;
- data migration;
- system integration;
- system testing;
- user and technical training;
- system implementation; and
- on-going support and maintenance.

Strategic Analysis

The RFP was issued in accordance with the City's Procurement Policy. The City received proposals from six vendors in response to the RFP. The proposals were evaluated under the stewardship of Supply Chain Management to ascertain which offered the best overall value to the City through the work of a cross functional evaluation team comprised of representatives from various departments throughout the City, including Engineering Services, Development Services, Community Services Group, Vancouver Services Review, and Information Technology. In determining which proposals offered overall value to the City, both quantitative and qualitative factors

such as price, functional requirements, technical requirements, general methodology and work program and sustainability were considered, among other factors.

As part of the evaluation process, three proponents were short-listed and invited to make a presentation to the City's evaluation team reviewing their proposed solution. In addition, references and site visits were conducted by selected evaluation team members. Based on the evaluation, the team shortlisted the top two proponents.

The two shortlisted Proponents presented their final submissions which specifically outlined the project timelines and specific project implementation methodology and details.

Thus after a comprehensive and detailed analysis of the product, functionality, usability, revised submissions and revised pricing offered, the team concluded that the proposal submitted by Computronix provided the best overall value to the City.

Financial

Funding for this contract award is included in the total budget for the Permit and License Transformation Program of up to \$25.97 million (as per RTS #9996, approved by Council on 13 March, 2013).

The total approved program costs for the Permit and Licence transformation project are anticipated at \$25.97 million. This total includes technology infrastructure, licences, staff and consultancy costs, internal and external implementation support for the technology and the new operating model and contingency funding.

Environmental

Once the PPTS system is implemented the sustainable practices of the City will be greatly increased through the use of ePlans, online-self service capability, automated workflow capability, reduced need for customer visits to City Hall and more efficient route planning with the integration of GIS and the new mobile inspection capability.

CONCLUSION

In summary, City staff recommend that the City of Vancouver award a contract to Computronix at an estimated contract value of \$5,541,139 for the supply and installation of a permit and project tracking system and professional services subject to ongoing negotiations being finalized and all contract terms being settled. Computronix had the highest overall evaluation score and offers the best overall value to the City.

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