

STAFF REPORT

THE CORPORATION OF THE TOWN OF COBOURG



Report to:	Mayor and Council Members	Priority:	<input checked="" type="checkbox"/> High <input type="checkbox"/> Low
Submitted by:	Ron Jeschke, IT Supervisor, Corporate Services Division rjeschke@cobourg.ca	Meeting Type:	Open Session <input checked="" type="checkbox"/> Closed Session <input type="checkbox"/>
Meeting Date:	August 23, 2021		
Report No.:	Corporate Services-097-21		
Submit comments to Council			

Subject/Title: Information Technology (IT) Strategic Plan RFP Award

RECOMMENDATION:

THAT Council receive this report from the IT Supervisor for information purposes; and
FURTHER THAT Council award the Request for Proposal (RFP) to Blackline Consulting for the completion of the Town of Cobourg Information Technology Strategic Plan in the amount of \$44,886.34 including non-refundable HST of \$776.34, to be funded from the approved IT Operating Budget; and

FURTHER THAT the full amount of \$44,886.34 be funded from the Information Technology Reserve

1. STRATEGIC PLAN

This report addresses one (1) Council Strategic Plan Objective:

Direction: The Town of Cobourg provides efficient and effective corporate, community, business and recreational services for its residents, businesses and visitors.

Strategic Actions: Develop an Information Technology Strategic Plan,

2. PUBLIC ENGAGEMENT

Not Applicable

3. PURPOSE

The purpose of this Staff Report is to provide information and analysis to Cobourg Council on the Information Technology Strategic Plan and to award the RFP Contract to the successful bidder being Blackline Consulting, who scored the highest and will provide a document and strategic plan that meets the needs of RFP document requirements and Town expectations.

4. ORIGIN AND LEGISLATION

The preparation of an Information Technology Strategic Plan has been approved by Municipal Council as part of the Town of Cobourg Strategic Plan and the project has been approved to be completed as part of the 2021 IT Operating Budget with an allocation of \$40,000 from the Information Technology Reserve.

5. BACKGROUND

In May of 2021, Municipal Staff issued a Request for Proposal to seek submissions from proponents for the completion of a Town of Cobourg Information Technology Strategic Plan. The successful proponent will conduct and deliver an assessment of information technology, processes, policies, information security and network integrity and assist in creating a strategic plan for information technology department for years to come.

6. ANALYSIS

The Town of Cobourg desires to have an Information Technology Strategic Plan tailored for our needs. This Plan will include the development of a five year strategic plan that provides short-term and long-term guidance for the municipality's information technology needs; assesses the current IT conditions for all departments and locations of the Town. The development of the plan will be preceded by an operational review of the current information technology department and network infrastructure. The goal is to ensure that business technology services are a platform for innovative and progressive business process improvements that will assist in ensuring the effective and efficient delivery of high-quality services by the Town's departments to the citizens and visitors of the Town of Cobourg and to those that do business with the Town.

A RFP was issued on the Town of Cobourg website and the Town's Bids and Tenders Site on June 8, 2021 (RFP# CO-21-12 ITA) and the Town received three (3) submissions provided by a variety of consultants/vendors, by the closing date.

The following sets out the categories, weightings, and descriptions of the rated criteria of the RFP in which Staff evaluated the submissions:

- 1 .Experience, Reputation and Resources – 45 pts
2. Quality and Completeness of Proposal - 5 pts
3. Work plan and Timelines - 20 pts
4. Financial / Pricing - 30 pts

Staff evaluated and reviewed all submissions based on the above rating criteria with one (1) submission being Blackline Consulting achieving the highest score and being the lowest cost to complete the project objectives and goals.

Rating Criteria	Blackline Consulting	Ricoh	EdgeWorks
Experience, Reputation and Resources (max 45)	40	35	40
Quality and Completeness of Proposal (max 5)	5	4	5
Workplan and Timelines (Max 20)	20	15	20
Financial (Max30)	25	25	0
TOTAL:	90	79	65

Blackline consulting, as indicated above was the highest-ranking submission on all components of the rating criteria laid out in the RFP. Blackline provided a detailed, engaging proposal which met all the expectations of the RFP particulars requested by Staff. Blackline Consulting has in-depth experience conducting municipal IT reviews, has an effective approach and framework for the project that has been tested and used in previous engagements with other municipalities and has an experienced team and a detailed engagement schedule that the Town can support during the term of the project.

7. FINANCIAL IMPLICATIONS/BUDGET IMPACTS

As part of the RFP submission process, each bidder provided a fee for their service of the creation of the IT Strategic Plan for the Town of Cobourg.

The full cost for the IT Strategic Plan as submitted by Blackline Consulting is \$44,110 plus non-refundable HST in the amount of \$776.34 for a total cost of \$44,886.34.

The cost for the project is \$4,886.34 over the budgeted amount, but it should be noted that all submissions were over budget and Blackline was not only the highest

scoring on the proposal rating criteria, it was also the lowest bid submitted. The total amount of \$44,886.34 will be funded from the Information Technology Reserve.

8. CONCLUSION

THAT Council award the Request for Proposal (RFP) to Blackline Consulting for the completion of the Town of Cobourg Information Technology Strategic Plan.

Report Approval Details

Document Title:	
Attachments:	
Final Approval Date:	Aug 19, 2021

This report and all of its attachments were approved and signed as outlined below:

Ian Davey, Treasurer / Director of Corporate Services - Aug 19, 2021 - 11:08 AM

Tracey Vaughan, Chief Administrative Officer - Aug 19, 2021 - 1:31 PM