



TO: Budget and Corporate Services Committee
FROM: City Manager's Office
SUBJECT: Report providing E-Government web portal project update

Report Number: CM-20-13 Wards Affected: All

File Numbers: 200-06

Date to Committee: December 3, 2013 Date to Council: December 9, 2013

Recommendation:

For Information Only

Purpose:

To provide an update on the status of the E-Government web portal project.

- Address goal or action in strategic plan; Excellence in Governance
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Background:

The e-Government Strategy, Towards a Digital City, was approved in December 2011 (report IT-03-11), providing for the establishment of a three year E-Government Program to deliver 'enhanced online customer experiences with the City of Burlington'. The program's funding (capital budget CA0046) was approved by Council in annual budget submissions in 2012 and 2013.

The initial E-Government Program team was established in the summer of 2012. The program's plan was developed and individual projects were defined to support the overall program's delivery. To date, a number of services have been launched with several more initiatives planned. A program outline is provided in Appendix A - E-Government Program Status Overview November 2013.

Web Portal Project

The Web Portal project is to deliver an enhanced web platform to be used to inform, engage and provide electronic service delivery to our community. The Web Portal project would acquire and implement a new technology platform to support the City's

web site and the delivery of E-Government services. In conjunction with Finance – Purchasing Services a Request for Proposal (RFP-12-25) was issued on October 31 2012 and closed on December 18, 2012. Six proposals, all compliant, were received. An evaluation team was formed and included staff from the E-Government Team and Clerk's with procurement oversight provided by a Senior Buyer from Purchasing Services. The evaluation team performed a comprehensive review and analysis that led to a short-list and product/vendor demonstrations and interviews. Afterwards the highest scoring proponent was determined and recommended to Council in the June 2013 E-Government report CM-9-13. The following recommendation was approved by Council on July 2, 2013 for the vendor selection;

Authorize the Purchasing Manager to issue a Purchase Order and to sign the agreement(s) with Infusion Development Corporation, 276 King Street, 4th floor, Toronto, Ontario, M5V 1J2 pursuant to RFP-12-25 for an E-Government Web Portal Solution subject to the satisfaction of the City Solicitor and Director of ITS.

Discussion:

The E-Government Program's web portal team has been working with Infusion Development Corporation (Infusion) since May with the goal of finalizing the agreements to support the successful delivery of the new web platform, i.e.:

- The Master Services Agreement (MSA) was reviewed by the city's web portal team, Finance department, and Legal department in May and was ready for signing once the accompanying Statement of Work was finalized, reviewed and approved by the Director of ITS.
- The Statement of Work (SOW) outlines the detailed deliverables, timing and payment schedule for the web portal project. The process to establish a SOW was initiated after Council approval. Draft SOW documents were received by the City in September and in October. Staff conducted a detailed review of each SOW and determined that the content was not reflective of what was submitted within the proponent's original response to the City's RFP.

In early October E-Government staff raised concerns that the scope of work was being significantly reduced and would not meet the needs of the City. Subsequently, senior management from Infusion and the City's ITS Director were brought into the discussions and meetings were held to address Infusion's proposal commitments. At the end of these meetings Infusion committed to the delivery of a revised SOW. On November 13 2013 Infusion delivered the detailed SOW information identifying what they were able to provide and the associated pricing. Two options were presented:

1. a SOW for all work based on their original proposal with the exclusion of a fully functioning e-commerce solution and all software.
2. a SOW to deliver reduced services and the exclusion of a fully functioning e-commerce solution and all software.

Costs associated with both options are provided in confidential Appendix B.

Both of the above outlined options require that the City incur additional costs to deliver the web portal functionality that was committed to in our strategy. Based on these developments, it has been decided to terminate discussions with Infusion and cancel RFP-12-25 without an award. On November 18, 2013, Purchasing Services informed Infusion of this decision. On November 21, 2013, a RFP cancellation notice was sent to all the proponents that submitted a proposal.

Staff time has been expended on work associated with the procurement process, agreement review, and developing the SOW. The E-Government team has also spent time working with the various project teams and departments on the planning process for implementation of on-line services and migration. The efforts from this work have not been all lost and will be used as the program delivery continues. Specific needs identified through the planning process and in departmental consultations will be used to assist in identifying the appropriate web portal platform.

Although the deferral of the web portal implementation will impact the ability to deliver some on-line services in the short-term (enhanced search, personalization), the team is confident that progress in many areas will continue (Parks & Rec services, open data, on-line service requests). The web portal technology implementation will occur later in the program timeline with the ultimate goal of achieving all deliverables defined within the E-Government Program strategy.

Next Steps

The Web Portal team is investigating the web platform options to determine what software and infrastructure could be implemented to fulfill the city's requirements. A number of activities associated with the web portal implementation are continuing as these efforts are necessary regardless of the technology solution implemented.

- Web function requirements are being documented in greater detail for calendar, public engagement, electronic forms, e-commerce, service requests and knowledge base information

- The Business Process Management system is being used to document existing processes and to identify opportunities for customer service improvements
- Performance measures are being established
- Alternative implementation options are being investigated to determine which capabilities could be launched with the current web platform using technology such as hosted applications e.g. MindMixer currently in use for public engagement and on-line service requests investigation is in progress.

The E-Government Program Manager is reviewing the option to initiate projects originally scheduled to start later in the program including the Online Mapping and Development Application customer service enhancements.

Based on the above investigations a revised E-Government program plan will be prepared for early in 2014 and presented to Council.

Financial Matters:

There have been no funds expended for software, hardware, or implementation services.

A detailed plan for the delivery of the Web Portal project and its associated costs will be presented to Council in early 2014.

Conclusion:

The city will require a highly functional and robust web platform to deliver 'an enhanced online experience' to the Burlington community. The Web Portal RFP that was issued detailed the technical and business requirements needed to deliver on the E-Government's commitments to provide better online service, increased engagement and a customer first focus. The revised proposals from the recommended RFP proponent do not meet the city's financial and functional requirements. Consequently, the process has been terminated. Staff will revisit the project approach and adjust the plan to ensure we meet the needs of our community and organization.

Respectfully submitted,

Deb Caughlin, E-Government Program Manager

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Appendices:

- a. E-Government Program Status Overview November 2013
- b. Confidential Web Portal Options

Notifications: (after Council decision)

Name:	Mailing or E-mail Address:
None.	

Approved by:

Jeff Fielding, City Manager

Reviewed by:

Christine Swenor, Director of I.T. Services

Appendix A - **E-Government Program Status Overview November 2013**

The table below provides a current status of the E-Government program and its projects.

Project	Plan Launch	Current Status	Actual Launch
Launched			
Online public engagement pilot - Mind Mixer	2013	complete	Q1 2013
Electronic Live & Play Guide	2013	complete	Apr-13
Epost; tax bill presentment & payment	Q2 2013	complete	May-13
Tyandaga Tee Time online bookings	2013	complete	Jul-13
Tyandaga Tee Time mobile bookings	2013	complete	Aug-13
Recreation Programs electronic waitlist notifications	Aug-13	complete	Aug-13
Open Data - Transit Routes	Sep-13	complete	Sept-1, Update Nov-13
Coming Soon			
Recreation Programs electronic receipt printing	Oct-13	Testing	Launch Nov 18th
Recreation membership program (launch by program area)	Jan -13	Design	
Recreation Facility online availability (launch by facility type)	Dec-13	Design	
Open Data – Cycling, Road and Clerks info	Q3 2013	Build	
Open Data – 2014 Capital budget and projects GIS layer	Q1 2014	Plan	
Recreation Facility online booking (launch by facility type)	Q2 2014	Design	
Web Portal with enhanced search, personalization, e-commerce, e-forms, calendar and public engagement functionality	Q2 2014	Design	
RPM online Service Requests	Q2 2014	Design	
P&R Advertising & Event booking	Q3 2014	Plan	
Futures			
Online mapping	2014		
Open Data citizen usability tools	2015		
Development Services online	2015		
Transit Services online	2015		