



City Manager's Office

TO: Budget and Corporate Services Committee

SUBJECT: Award of Contract for the E-Government Web Portal Solution

Report Number: CM-9-13

File Number(s): 200-06

Report Date: June 3, 2013

Ward(s) Affected: 1 2 3 4 5 6 All

Date to Committee: June 18, 2013

Date to Council: July 2, 2013

Recommendation: 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.

Purpose:

- Address goal or action in strategic plan
 - Establish new or revised policy or service standard
 - Respond to legislation
 - Respond to staff direction
 - Address other area of responsibility
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Reference to Strategic Plan:

- Vibrant Neighbourhoods
 - Prosperity
 - Excellence in Government
 - N/A
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Background:

The purpose of this report is to seek approval for the acquisition of a Web Portal Solution to support the delivery of the City's E-Government program.

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 on the strategy. The capital budget for CA0046 was approved by Council through previous budgets, from 2011 to 2013. The strategy identified seven core needs to be addressed by the program:

1. Address existing online service gaps
 2. Respond to the growing expectations of our citizens for online service delivery
 3. Move from internally focused service delivery to a customer
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first focus

4. Ensure enhancements to service delivery are sustainable through business process improvement and change management
5. Update web technology to improve functionality and capacity
6. Address Open Government
7. Enhance Burlington's reputation as an innovative leader in online service delivery

The initial E-Government Program team was established in the summer of 2012 with the first effort being on establishing the program structure. An E-Government update was provided to Council in December 2012 (report CORPSERV-3-12). This update indicated that the E-Government customer service advances are being delivered through 10 projects.

1. Web Experience
2. CLASS Recreation Services
3. Community Calendar
4. E-Billing and E-Payment
5. Public Involvement
6. E-Forms
7. Online Mapping
8. Service Requests
9. Development Services
10. Transit

The majority of the E-Government efforts have been on the Web Experience project, the CLASS Recreation Services project and the E-Billing and E-Payment project. As a result, the first three new online services were announced in the April 12, 2013 Council Information Package.

- Online Live & Play Guide, available April 18
- Property Tax Bill Presentment (via epost), available April 24
- Online Tee Time Bookings, to be available June 7

The Web Experience project has focused on the acquisition of a web portal. The Web Portal Solution RFP was issued October 31 2012 and closed December 18 2012. The E-Government update (report CORPSERV-3-12) indicated that the next update to Council would be the award of this RFP.

Discussion:

Total Solution

The Web Portal Solution represents a foundation for the E-Government Program, providing, unifying and integrating both current and future on-line customer services.

The customer service advances to be provided by the Web Portal Solution can be summarized in the following five service areas.

- **Web Experience:** new content display and management system, content categorization, multi-navigation schemes, search, mobile support, community calendar, frequently asked questions knowledge base
- **Public Involvement:** User profiles, personalization, single sign on, discussions, blogs, surveys, forums, connections to social networking (e.g., Twitter, Facebook), notifications
- **Electronic Forms:** collect information and tracking application progress with integration into City business processes
- **E-Billing and E-Payment:** payments, store, payment history
- **Service Requests:** as a proof of concept for a full customer relationship management (CRM) solution, five (5) infrastructure services (street lights, potholes, traffic signals, traffic signs, public trees) integrated into City business processes

Strategy / Process

A five person core team was established to conduct the RFP process through the Web Experience project. This core team leveraged staff from various departments, including E-Government business leads, project managers, and ITS. These staff provided input during the RFP development process and the evaluation process of the subsequent proposals. The procurement process was administered throughout by Purchasing Services.

In order to achieve the customer service advances, the RFP functional requirements were broken down into two main sections: core portal and functional bundles. The core portal section addressed the platform requirements for the Web Portal Solution while the functional bundles section addressed the higher order functions to be provided by the portal.

The core portal requirements included:

- Content management system replacement
- Software and hardware infrastructure
- Portal structure including user profiles, personalization, content categorization, and search

The functional bundles requirements included:

- Calendar
- FAQ Knowledgebase
- Public Involvement
- Notifications
- E-Forms
- E-Billing
- E-Payment

- E-Store
- Service Requests

The process summary follows:

Request for Proposal:	RFP-12-25
Issue Date:	October 31, 2012
Mandatory Site and Information Meeting:	November 21, 2012
Closing Date:	December 18, 2012
# of compliant bids:	6
# of non-compliant bids:	1

The RFP was advertised on the City’s website, the Ontario Public Buyers Association website and Biddings’s website.

The proposals were evaluated based on the following criteria outlined in the RFP:

Criteria	Points
Quality of Proposal	5
Web Portal Solution (requirements section 1 -10)	25
Functional Bundles (requirements sections 13-21)	20
Implementation and Support (requirements section 11-12)	15
Experience	10
Financial Value Factors	25
Total	100

Confidential Appendix A provides a list of the proposals and a summary of the evaluation results.

Proposed Vendor

The proposal from Infusion Development Corporation, as indicated in Confidential Appendix A, is the recommended solution for the City. The Infusion solution provides the best value and addresses the goals of the E-Government strategy. This web portal solution provides some important advantages:

- It provides a fully integrated solution that will be built directly to the City’s requirements with agility to adapt and quickly implement new services
- The solution is based on Microsoft SharePoint. This product is the market leader, extensively used in the public sector and highly adopted in the vendor marketplace resulting in high availability of SharePoint extensions

- The vendor has a strong understanding of SharePoint and how to best position the technology and the organization for long term sustainability
- The vendor has previous municipal experience (Calgary, Windsor, Lethbridge, London, Brampton), and as a result is able to leverage product and experience from those engagements
- The solution will provide the foundation for the City to provide future corporate-wide service improvement to its customers

Infusion is not a supplier of infrastructure, however their solution identified, including costs, the additional technologies that the City will directly purchase in order to achieve the total solution. The use and integration of these additional products are within the scope of work indicated in the proposal.

Implementation

The recommended implementation strategy for the Web Portal Solution includes two phases:

- Plan: The Plan phase will address the requirements and design for the total solution managed through the Web Experience project.
- Build: The Build phase will iteratively (with concurrency where possible) develop and deploy the customer service advances through the five service areas described earlier in the report:
 - Web Experience
 - Public involvement
 - Electronic forms
 - Electronic commerce
 - Service requests

The Web Advisory Group will have a significant role in the Web Experience service area. A training program will be provided to ensure all web editors are adequately trained.

Reviews of the related business processes (including development of a risk management strategy and performance measures) are part of the implementation strategy. This also includes establishing the governance and sustainment model for the solution.

Exact dates and timelines will be detailed and agreed upon during the contract negotiations with Infusion. The proposed key milestone dates are as follows:

Milestone	Timelines
Phase 1 – Plan	
<ul style="list-style-type: none"> • Review and clarify requirements for the total web portal solution • Design the web portal solution 	July 2013 - September 2013

Phase 2 – Build	
1. Develop and deploy the five customer service packages <ol style="list-style-type: none"> a. Web Experience b. Public Involvement c. E-Forms d. E-Billing and E-Payments e. Service Requests 	September 2013 - June 2014
2. Launch full web portal	June 2014

Financial Matters:

The estimated budget identified in IT-03-11 for the Web Portal Solution was \$830,000, (CA0046) funded from capital from current dollars. The capital costs for the Web Portal Solution are now estimated to be \$871,000 which includes a contingency. The increase in cost is a result of firming up the 2011 estimated costs through the RFP process. There was \$19,000 savings in the E-Government Strategy capital order that will be utilized for the project. Any remaining variance will be funded from within the overall E-Government Program. The cost details for the Web Portal Solution are included in Confidential Appendix B.

The E-Government Strategy estimated the annual current budget impact to be approximately \$133,500. The revised estimate as a result of the RFP is an annual current budget impact related to software support of \$140,000. The first full year of support costs will commence in 2015. The software support cost details are included in Confidential Appendix B. In addition, an Application Analyst may be required to support the Web Portal Solution starting in 2016. This staffing requirement will be confirmed as the projects progress, and funding options to address this requirement will be explored.

Environmental Matters:

The Web Portal Solution offers self serve and “anywhere” serve opportunities that are anticipated to bring environmental benefits of:

- Reduced reliance on paper forms, including storage
- Reduction in trips to City facilities related to the targeted customer services

Communication Matters:

The E-Government Program has a comprehensive communications and engagement plan in place which will be used throughout the implementation of the Web Portal Solution. This plan includes public consultation during the design and implementation of the portal solution.

Staff intends to provide regular updates to Council through reports and verbal updates at Budget and Corporate Services Committee meetings.

Conclusion:

The Web Portal Solution forms the foundation upon which all aspects of the E-Government program will be delivered. The implementation strategy, which includes working closely with Infusion Development Corporation, will ensure the goal of enhancing the on-line customer experience will be achieved. As the project is addressing internal business processes, City efficiencies are anticipated as well.

Respectfully submitted,

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Appendices:

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| A. Confidential Appendix A – RFP Pricing and Evaluation Summary |
| B. Confidential Appendix B – Web Portal Solution Implementation and Support Costs |

Notifications:
(after Council decision)

Name	Mailing or E-mail Address

Approvals:

*required _____ _____ _____ _____
 *Department City Treasurer General Manager City Manager

	To be completed by the Clerks Department
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Committee Disposition & Comments	
	01-Approved 02-Not Approved 03-Amended 04-Referred 06-Received & Filed 07-Withdrawn
Council Disposition & Comments	
	01-Approved 02-Not Approved 03-Amended 04-Referred 06-Received & Filed 07-Withdrawn

Confidential Appendix A - Pricing and Evaluation Summary

Vendor	Costs	Rating	Ranking
Infusion	\$927,462*	66.4	1
Imex	\$987,072	57.8	2
CivicPlus	\$385,905	57	3
Active	\$546,304	52.7	4
Locus	\$1,321,208	46.3	5
Intelliware	\$624,000	43.5	6

The preferred vendor is Infusion Development Corporation with the highest scoring proposal.

*Subsequent analysis and review of the recommended proposal has resulted in a component of the total solution being removed. The resulting capital cost for the Web Portal Solution is now projected to be \$871,000. The breakdown of this cost is in Appendix B.

Confidential Appendix B – Web Portal Solution Implementation and Support Costs

Web Portal Solution Implementation Cost Details

Item	Cost
Consulting and Development Services	\$648,100
Software Licences	\$55,017
Technology Infrastructure	\$75,000
Sub-total	\$778,117
Contingency at 10%	\$77,812
Sub-total	\$855,929
HST at 1.76%	\$15,064
Total	\$870,993

Software Support Cost Details

Item	Costs
Vendor developed software support	\$109,715
Licensed software support	\$27,520
Sub-total	\$137,235
HST at 1.76%	\$2,415
Total	\$139,650