

**ADDENDUM TO
FINANCE AND ADMINISTRATION COMMITTEE REPORT
AUGUST 25, 2021**

BY-LAWS

11. Information Technology Digital Strategy Request for Proposal [Strategic Plan Goal #1]

RESOLUTION NO. FA-CC-21-08-97

Moved by Chair

Seconded by Committee

THAT County Council adopt a By-law to Authorize the Warden and Clerk to Enter Into a Service Agreement Between the Corporation of the County of Renfrew and Perry Group Consulting, Mississauga, Ontario for preparation of the Information Technology Digital Strategy in the amount of \$59,675.00 excluding HST at this session of Council; AND FURTHER THAT the funding for this project be allocated from the Municipal Modernization Program Intake 2 Review stream funding of \$75,000.

Background

Within our Strategic Plan 2019 – 2022, Council established four Strategic priorities; Strong Engagement and Relations with Federal and Provincial Government; Fiscal Sustainability; Service Delivery Review and Technology Acceleration. The Technology Acceleration priority required the development of a technology strategy in 2021 to highlight efficiencies through technology.

Accordingly, at our February 24, 2021 session of County Council, Resolution No. FA-CC-21-02-20 was adopted approving of an application under the Municipal Modernization Program Intake 2 to obtain two streams of funding; review stream and implementation stream. The review stream funding was for \$75,000 for a digital strategy request for proposal for a consultant to determine areas of focus and an action plan that would review our processes against critical success indicators of broadband, workforce, innovation, digital equality, sustainability, digital advancement, and communication.

The County of Renfrew Information Technology Digital Strategy Request for Proposal (RFP) was issued in early July with a closing date of noon on Friday, July 30, 2021. The intent of the RFP and resulting contract is to establish an agreement for professional services for the development of a digital strategy. The successful bidder must have substantial experience in developing digital strategies in a municipal government environment. The successful proponent should leverage best practices, research and emerging digital trends when developing a Digital Strategy.

The County has structured the project into three key phases:

Phase 1 – Digital Maturity Assessment (Where we currently are)

- Conduct a baseline assessment with all County departments focusing on digital services (i.e. software, hardware, personnel, online services.), digital business tools through stakeholder consultation including data collection and current state analysis; and
- Evaluate current use of digital business tools and applications to meet stakeholder needs including current strengths and areas needing improvement from both internal business processes and citizen facing service aspects.

Phase 2 – Digital Needs Assessment (Where we need to be)

- Guided by industry best practices, identify goals for the County including any gaps between the current state and desired future state;
- Ensuring the County's digital needs are assessed, addressed, and align with the overall corporate strategic plan;
- Identify efficiencies for both citizen and internal digital business functions with an emphasis on digitization, automation, reduced duplication, and improved productivity; and
- Improve customer service through additional or revamped on-line service offerings and access to information through various digital channels.

Phase 3 – Digital Strategic Plan (Roadmap of how we get there)

- Develop a digital strategy including goals and objectives with specific priority projects and resources that provides a clear framework for County departments to follow;

- Develop a detailed implementation plan with projected outcomes and identify required resource considerations to achieve objectives;
- Identify any potential cost savings; and
- Present the finalized digital strategy to key stakeholder groups including Council, Senior Leadership and County staff.

A total of ten written submissions were received as follows:

Proponent	Amount \$
BDO Consulting	\$55,700.00
Perry Group Consulting	\$59,675.00
Think Best Practice	\$67,360.00
Valencia IIP Advisors Limited	\$68,500.00
GHD Digital	\$74,950.00
Blackline Consulting	\$77,000.00
VERIS	\$98,800.00
TELUS	\$106,800.00
Strategy Corp	\$131,370.00
Slater Hill Incorporated	\$195,600.00

The top four proponents scoring the highest evaluation points from the first round of written proposals were invited to a second round of evaluations, which involved a presentation to the Evaluation Committee on August 18, 2021. The Evaluation Committee was comprised of Mr. Jeffrey Foss, Director of Corporate Services, Mr. Chris Ryn, Manager of Information Technology, Mr. Daniel Burke, Manager of Finance and Mr. Greg Belmore, Manager of Human Resources. Each proponent was expected to demonstrate the following:

- Ability to meet requirements set out in the proposal requirements
- Detailed overview how the proponent will meet the requirements of the 3 key phases
- Phase 1 - Digital Maturity Assessment (Where we currently are)
- Phase 2 - Digital Needs Assessment (Where we need to be)
- Phase 3 - Digital Strategic Plan (Roadmap of how we get there)

- Knowledge of AODA requirements and how this will be incorporated into the strategic plan to enforce compliance with the regulation
- Overview of how the proponent's digital strategy aligns with the overall corporate strategic plan
- Detailed overview of the proponent's work plan for each phase of the project
- Detailed overview of similar digital strategies the proponent has developed with in the last 3 years
- Any value-added features included in the proposal

Using a fair and competitive purchasing process as per Policy GA-01, it is the Evaluation Committee's recommendation that the County of Renfrew award RFP IT-2021-01 Digital Strategy to Perry Group Consulting in the one-time amount of \$59,675.00 excluding HST. A copy of the By-law and Schedule "A" which includes their Proposal is attached as Appendix IX.

All of which is respectfully submitted.

Jennifer Murphy, Chair

And Committee Members: J. Brose, G. Doncaster, M. Donohue, B. Hunt, T. Peckett, D. Robinson, R. Sweet