REQUEST FOR INFORMATION (RFI)

Data Driven Decision Making (D3M) Solutions

REFERENCE NO.: 1220-050-2016-001

1. INTRODUCTION

1.1 Purpose of this Request for Information

Through this RFI, the City of Surrey (the "City") is seeking responses from Respondents (the "Respondent") who offer goods and/or services in the information technology market space – the scope is also commonly known as *Data Driven Decision Making (D3M) Solutions to address problems* (refer to Schedule A – Business Problem Statements for more detail). Our focus in this RFI is to consult the market, and explore potential organizational and technological solutions to meet our *Data Driven Decision Making (D3M) Solutions to address problem* requirements, including ideas and recommendations on strategy, scope and approach.

Interested parties are invited to respond to this RFI by submitting a response (the "Response") to the City. Responses should include ideas, information and recommendations that could result in a clarification of requirements, cost-savings opportunities and the identification of potential problem areas with this initiative.

This RFI is intended to gather information that could assist the City in the development of a future procurement process, or processes (i.e., RFXs). In the event that sufficient information is received from this RFI, the City may, but is not obligated to, initiate a competitive procurement opportunity, or opportunities.

If a subsequent competitive procurement opportunity or opportunities are issued, the City is under no obligation to advise any Respondent responding to this RFI. Respondents are advised to monitor the City website and BC Bid website for any such opportunities, which will be open to all suppliers regardless of whether or not a response to this RFI has been submitted.

Respondents must not respond with any proprietary or confidential information as any information and/or recommendations in response to this RFI may be used by the City in determining the structure and content of any subsequent procurement opportunity, or opportunities. So please be careful not to send anything you might consider confidential.

The City reserves the right to invite additional responses from suppliers that did not respond to this RFI for any reason.

1.2 Estimated Timeline

The following is the City's estimated timeline for this RFI:

Activity	**Timeline**
Issue RFI	December 18, 2015
Closing Time	February 2, 2016

All dates in the above timeline are subject to change at the discretion of the City.

2. INSTRUCTIONS TO RESPONDENTS

2.1 Address for Delivery

A Response should be labelled with the Respondent's name, RFI title and number. A Response should be submitted in the form as set out below.

The Respondent may submit a Response either by email or in a hard copy, as follows:

(a) Email

If the Respondent chooses to submit by email, the Respondent should submit the Response electronically in a single pdf file to the City by email at: purchasing@surrey.ca

PDF emailed Responses are preferred and the City will confirm receipt of emails. Note that the maximum file size the City can receive is 10Mb. If sending large email attachments, Respondent's should phone to confirm receipt. A Respondent bears all risk that the City's equipment functions properly so that the City receives the Response.

(b) Hard Copy

If the Respondent chooses NOT to submit by email, the Contractor should submit one original unbound submission and one (1) copy (two (2) in total) which should be delivered to the City at the office of:

Name:	Richard D. Oppelt, Purchasing Manager at the following location:
Address:	Surrey City Hall Finance & Technology Department – Purchasing Section Reception Counter, 5th Floor West 13450 – 104 Avenue, Surrey, British Columbia, Canada, V3T 1V8

2.2 Date

The City would prefer to receive Responses on or before **February 2, 2016.** The City's office hours are 8:30 a.m. to 4:00 p.m., Monday to Friday, except statutory holidays.

2.3 Inquiries

All inquiries related to this RFI should be directed in writing to the person named below (the "**City Representative**"). Information obtained from any person or source other than the City Representative may not be relied upon.

Name:	Richard D. Oppelt, Purchasing Manager
E-mail:	purchasing@surrey.ca
Reference:	1220-050-2016-001

2.4 Addenda

If the City determines that an amendment is required to this RFI, the City's Representative will issue a written addendum by posting it on the BC Bid Website at www.bcbid.gov.bc.ca (the "BC Bid Website") and the City Website at www.surrey.ca (the "City Website") that will form a part of this RFI. It is the responsibility of Respondent to check the BC Bid Website and the City Website for addenda. The only way this RFI may be added to, or amended in any way, is by a formal written addendum. No other communication, whether written or oral, from any person will affect or modify the terms of this RFI or may be relied upon by any Respondent. By delivery of a Response, the Respondent is deemed to have received, accepted and understood the entire RFI, including any and all addenda.

2.5 No Contract

This RFI is simply an invitation for Responses (not including prices and terms) for the convenience of all parties. It is not a tender and no obligations of any kind will arise from this RFI or the submission of a Response. Respondents should note that this RFI is not a request for proposals or a formal tender call. Receipt of responses in relation to this RFI will not constitute a contract to purchase goods and/or services. No respondent shall acquire any legal rights or privileges whatsoever in relation to this project, or portion thereof, as a result of this RFI.

The City reserves the complete right to at any time reject all Responses, and to terminate this RFI process, and take no further action.

2.6 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing and submitting Responses, and for any meetings, negotiations or discussions with the City or its representatives and consultants, relating to or arising from the RFI. The City and its representatives, agents, consultants and advisors will not be liable to any Respondent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Respondent in preparing and submitting a Response, or any other activity related to or arising out of this RFI.

2.7 Conflict of Interest

A Respondent must disclose in its Response any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees. The City may rely on such disclosure.

2.8 Confidentiality

All Responses become the property of the City and will not be returned to the Respondent. All Responses will be held in confidence by the City unless otherwise required by law. Respondents should be aware the City is a "public body" defined by and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

3. RESPONSE PREPARATION AND CONTENTS

3.1 Package (Hard Copy)

If the Respondent chooses NOT to submit by email, the Respondent should submit a submission in a particular submittal format, to reduce paper, encourage our recycled product expectations, and reduce package bulk. Bulk from binders and large packages are unwanted. Vinyl plastic products are unwanted. The City also has an environmentally-preferable purchasing commitment, and seeks a package format to support the green expectations and initiatives of the City.

Please do not use any plastic or vinyl binders or folders. The City prefers simple, stapled paper copies. If a binder or folder is essential due to the size of your submission, they should be fully 100% recycled stock.

The City seeks and prefers submittals on 100% post-consumer fibre (PCF) paper, consistent with the City's policy and the City environmental practices

Please double-side your submission.

3.2 Response Content

There is no Response form to fill out. Respondents should provide a concise and focused written response to this RFI. Respondents are encouraged to respond in the following format:

(a) a brief Respondent profile;

(b) include a document that explains how Respondent's goods and/or services can be used to address the business problem statements listed in Schedule A – Business Problem Statements;

(c) include ideas, information and recommendations that could result in clarification of requirements;

(d) identification and discussion of potential problem areas with this initiative, including cost-savings opportunities that the Respondent recommends the City consider when establishing its future business requirements;

(e) relevance of solution – demonstrations of successful projects, case studies and best practices with other service organizations; and

(f) any other information specific to the nature of this RFI and deemed important by the Respondent.

Respondents consent to the City incorporating any submitted ideas, concepts, approaches, or strategies into any planning, design, procurement, or contractual activities related to any aspect of the project without any obligation, liability, or consideration on the part of the City.

3.3 No Price Proposals

Respondents are specifically requested NOT to submit price proposals (other than high-level cost estimates for budget purposes) or information about the qualifications or experience of their firm or individuals in their firm. This RFI will not be used to evaluate, rank or select suppliers, nor will it be used to pre-qualify or screen Respondents for a subsequent competitive procurement opportunity, if any.

3.4 Additional Information

The City may, at its discretion, request clarifications or additional information from a Respondent with respect to any submission and the City may make such requests to only selected Respondents.

3.5 Interviews

The City may, at its discretion, invite some or all of the Respondents to appear before the City to provide clarifications of their submission.

Note: The City reserves the right to arrange for a follow-up meeting with any Respondent whose initial presentation was sufficiently informative and indicative of more to be learned. If this provision is exercised, it is NOT to be interpreted as a short-list of preferred Respondents, rather as an opportunity for City staff to better understand a particular response.

We appreciate your time and your help with our information-gathering and we look forward to hearing from you.

SCHEDULE A

BUSINESS PROBLEM STATEMENTS

The following business problem statements encapsulate the information management problems faced by the City, to which Responses to this RFI should be directed.

While advancing the City's Smart Surrey Strategy, the City is seeking a solution to aid and enhance its data-driven decision making (D3M). The solution(s) will complement the City's reporting and intelligence capabilities by offering a more streamlined, efficient, integrated, and user-friendly experience.

The City has outlined below some examples of problem statements that require further exploration and enhancement. This is, by no means, an exhaustive list, rather a representation of some of the current needs of various business sections across the City. Please consider these when preparing your Response. We are also seeking demonstrations of successful projects, case studies and best practices with other service organizations.

A.1

Department – Engineering
Section / Division – Land Development

1. Measure the % of Engineering comments signed within 6 weeks of latest referral by Area Planning (___ applications)
   - Commercial: __% (__ applications)
   - Industrial: __% (__ applications)
   - Mixed Use: __% (__applications)
   - Multi-Family: __% (__ applications)
   - Single Family: __% (__ applications)
   - Institutional: __% (__ applications)

2. Measure the % of projects issued Servicing Agreements within 32 weeks (___ projects)
   - Commercial: __% (__ projects)
   - Industrial: __% (__ projects)
   - Mixed Use: __% (__ projects)
   - Multi-Family: __% (__ projects)
   - Single Family: __% (__ projects)
   - Institutional: __% (__ projects)

3. Measure the average time for Pre-Construction Meeting request package to be complete and acceptable of _ weeks (___ requests)

4. Measure the average time to process interim releases from submission to issuance of letter of _ weeks (___ releases)

5. Measure the average processing time to complete non-Single Family building permit referrals (___ referrals)
   - Commercial: __ weeks (__ referrals)
   - Industrial: __ weeks (__ referrals)
   - Multi-Family: __ weeks (__ referrals)
   - Institutional: __ weeks (__ referrals)

Data Source(s): AMANDA

A.2

Department – Parks, Recreation and Culture
Section / Division – Community and Recreation Services

The CRS division provides direct delivery programming and services to the community. This is done at both, a local town centre level and city-wide. Programs are offered through community centres and off-site community halls and school district facilities. Services need to meet the needs of diverse communities and be equitable in offerings and access. To ensure we can continue to grow and meet the growing needs for service, programs need to be offered in the most efficient and cost effective way.

To improve our business decisions, operations and access to service, a tool is required that provides the ability to show data in a meaningful way to better understand relationships between business areas, growth areas, service investment measures and demographic and social factors that influence well-being and can then inform investment and practice.

A mechanism that displays:

- Program utilization across areas/ multi-levels (town centre/ program/ facility/ age/ function/brochure section) and build on existing internal database.
- Patterns of utilization and relationships/ influences of social demographics – changes over time.
- Program entry and exit points of participation (retention rates and patterns) – how do these points relate to patterns in type of program usage/ duration and transferability between service areas.
- Usage patterns by age over time, activity and geography.
- Service investment measures – where we have strong business/ comparative analysis across city (success rates/ capacity rates/ uptake/ withdrawal/ cancellation rates).
- Geographical mapping of usage patterns/ travel distance from home etc. (mapping of city and community services and relationship to usage patterns.
- Population growth patterns (planning, NCCP data), development areas that help plan for service
- Revenue and cost patterns across city/ relationship to uptake, capacity and success rates and child poverty data.
- School usage and joint use agreement patterns – availability/ uptake/ cancellations/ cost comparisons.
- Marketing impact – appealing to multiple audiences.

Data Source(s): Census, Class database (change in 2017), SES, EDI, FMS, NCCP and zoning data

A.3

Department – Planning and Development
Section / Division – Building

The City issues a Building Permit (BP) for construction once all the fees have been collected by the Building Division. The Building Division conducts various inspections at different stages of construction for such Commercial, Intuitional or Residential buildings, for which the BP was issued. All such inspections are recorded in the AMANDA permit tracking system. These inspections might include Landscaping, Plumbing, Electrical, Building, etc. Different members of staff skilled in the area (Inspectors) conduct these inspections.

Typically, the inspectors record any deficiencies by using the AMANDA system on tablets that are utilized during their site visits. The inspector prints a copy of the inspection results for the customer at the site.

For complex projects Group Inspections are undertaken by various departments.

Once all the deficiencies are corrected and all inspections have passed, The City will issue an Occupancy Permit. Finance will be informed for release of security funds that are being held with regards to the deficiencies and outstanding works.

A one-stop mechanism that provides the ability to display the following regarding inspections would aid in decision making:

1. Who conducted the inspection?
2. For whom was it done?
3. Result of the inspections.
4. History of the inspections conducted for a building(s).
5. Year to Year comparative analysis – increase / decrease in number of inspections done.
6. Geographical mapping of where the buildings are located.

Currently this information is collected and analyzed manually via Excel files, which is time consuming.

Data Source(s): AMANDA

A.4

Department – Investment and Intergovernmental Relations
Section / Division – Economic Development

The Economic Development Unit (EDU) is interested in retrieving information from the City's various systems for actionable intelligence. Such information can help the section design policies to attract businesses and contribute to sector growth within the City. The goal is to have a medium to analyse, compare, aggregate and assess information on businesses to design effective policies.

EDU is interested in integrating these disparate systems to uncover insights on the growth of business in the City.

This would include:

Current Businesses in the City
- By employee size
- By town centre
- By sector
- Increase or decrease over a period of 5 years
- By business type (commercial/industrial vs. home based)

Business Growth
- Where is the growth (Town Centres)
- Which sector
- Which type of business and by how much

Business License Information
- New business licenses (BLs)
- Total BLs
- BLs by town centre
- BLs by sector (NAICs)
- BLs by type of business
- BLs year over year
- Growth of business by employee numbers

- By Revenue
- By Size
- By Market

Data Source(s): Land Development, Business Retention and Expansion, Industry Canada, CRA, TSX, Internal MS Access, Bylaws, and BC Government export directory

A.5

Department – Finance & Technology
Section / Division - Information Technology

In the second half of 2016, the City will initiate a tender process for managed print services for a contract beginning the second half of 2017. The business problem to solve is how many devices, with what features, media capacities, and monthly duty cycles, are needed to be installed throughout the City to meet existing and trending needs.

To assist with determining this, it's important to understand, per device and location/business, the City's print volumes by B/W vs. Colour, media type and size; fax and scan volumes; cost run rates, number of service calls, paper jams; and sustainability metrics (e.g. duplexing, power save mode energy savings, etc.).

Data Source(s) – Invoice spreadsheets, Management web portal reports, Service Management Incident reports (types and frequency), Requests reports, and problem reports