

NO: R086

COUNCIL DATE: May 7, 2018

REGULAR COUNCIL

TO: **Mayor & Council** DATE: **May 3, 2018**

FROM: **General Manager, Corporate Services** FILE: **1345-01**

SUBJECT: **Award of Contract No. 1220-030-2017-026 for Enterprise Business Intelligence and Data-Driven Decision Making Software and Services**

RECOMMENDATION

The Corporate Services Department recommends that Council:

1. Award Contract No. 1220-030-2017-026, for Enterprise Business Intelligence and Data-Driven Decision Making Analytics Software Solutions to CGI Information Systems and Management Consultants Inc. ("CGI") for a five-year term in the total amount of \$3,064,641.37, including GST & PST;
2. Set the expenditure authorization limit for Contract No. 1220-030-2017-026 at \$3,371,105.51 (including contingency and applicable taxes); and
3. Delegate authority to the General Manager, Corporate Services Department to execute a Contract with CGI for a five-year term including up to two, three-year extensions in favour of the City to a maximum amount of \$419,200.00 per year, including GST & PST.

BACKGROUND

Business Intelligence Solution

The City of Surrey generates vast volumes of data, often referred to as "Big Data", which is stored and subsequently leveraged to aid in decision-making. In the City's organizational pursuit of continuous improvement and increasing excellence in service delivery for the benefit of our customers, the City is in need of a sophisticated Business Intelligence ("BI") solution. BI is a combination of technologies, processes and methodologies that will:

1. Significantly elevate the City's data analysis and decision-making capabilities; and
2. Align the City for future enhanced technology capabilities including Artificial Intelligence, Automation, Machine Learning and Predictive Analytics.

BI harnesses raw data and automates complex (statistical) computations, transforming the data into meaningful and actionable information that enables the user to quickly gain powerful insights and reduce subjectivity in the decision-making process. Inherently, this approach to decision-making also increases transparency.

The implementation of a BI solution, from a corporate alignment perspective, will be in direct support of a number of Surrey Strategic Objectives, such as:

- Increase citizens' satisfaction with the services we deliver;
- Ensure that we address short and long term needs;
- Streamline processes to improve services; and
- Leverage technology to improve service delivery.

Accordingly, a significant added benefit of the BI solution is that it can be utilized as an effective visualization tool in terms of displaying the status of Key Measures and Targets in real time.

It is expected that the capabilities of this BI tool will be used by all departments throughout the City in the next two years thus increasing Data-Driven Decision Making in all areas of the City.

Procurement Process

In December 2015, the City initiated Request for Information ("RFI") 1220-050-2016-001 to invite interested parties to provide information with respect to Data-Driven Decision Making Solutions. This allowed staff to assess the maturity of the BI solutions in the market. A total of ten (10) submissions were received as follows:

1. CGI Information Systems & Management Consultants Inc.
2. Aji Joe (personal resume)
3. Decision Streams Inc.
4. Microsoft Canada
5. SAS
6. TIBCO Software (Ireland) Limited
7. CAMMS Group
8. Encore Business Solutions Inc.
9. Qlik (Qlik Tech International AB)
10. The Deetken Group

The information and knowledge gathered from the above entities was used to subsequently develop Request for Proposals ("RFP") 1220-030-2017-026 for Enterprise Business Intelligence and Data-Driven Decision Making Analytics Software Solutions which was released in July 2017.

DISCUSSION

RFP 1220-030-2017-026 was open to the general market and closed on September 27, 2017, with the City having received a total of seven (7) responses. Four (4) of these proponents did not meet the requirements of the RFP and were therefore disqualified from proceeding further in the competition. Submissions from the remaining three (3) proponents were fully compliant, meeting all of the requirements of the RFP.

Proponent:	Proposed Amount excluding Training and Support (Five-year Term), including GST & PST:	Proposed Amount for Training and Support (Five-year Term), including GST & PST: :	Proposed Total Amount (Five-year Term), including GST & PST:
1. Fresh BI Reporting Inc.	\$1,256,360.00	\$35,000.00	\$1,291,360.00
2. Newcomp Analytics Inc.	\$2,403,517.13	\$51,000.00	\$2,454,517.13
3. CGI Information Systems & Management Consultants Inc.	\$1,494,641.37	\$1,570,000.00	\$3,064,641.37

Fresh BI Reporting Inc. (“Fresh BI”), Newcomp Analytics Inc. (“Newcomp”) and CGI Information Systems & Management Consultants Inc. (“CGI”) proceeded to the evaluation process to present their respective proposals including demonstrations of their solutions and associated costs.

Evaluation Process

Given the strategic value of the BI solution, the complexity of this project, and for the purpose of selecting a preferred vendor, the following groups were involved in the selection process:

1. A Steering Committee, which is responsible for the vendor selection, overall management of the project, the timeline, the resources, costs, and deliverables. The Steering Committee included:
 - General Manager, Corporate Services;
 - General Manager, Finance;
 - General Manager, Engineering;
 - General Manager, Planning and Development;
 - Fire Chief;
 - Chief Librarian;
 - Director of Human Resources;
 - Director of IT;
 - IT Manager of Business Transformation; and
 - Community and Recreation Services Division Manager.

2. An Evaluation Team which included over 30 individuals from the City’s major business stakeholders. The Evaluation Team was involved in the development of the Proposal requirements, the development of the demonstration scripts and the evaluation of vendor presentations. The Evaluation Team consisted of subject matter experts from:
 - Corporate Services (IT);
 - Finance;
 - PRC;
 - Engineering;
 - Investment and Intergovernmental Relations;
 - Public Safety; and
 - Libraries.

All submissions were evaluated through the work of the Evaluation Team, facilitated by the Purchasing Section, consistent with the criteria stipulated in the solicitation document as follows:

- a) Experience, Reputation and Resources;
- b) Technical;
- c) Approach and Methodology, including Time Schedule; and
- d) Financial.

Based on the criteria above and the overall evaluation, the Evaluation Team concluded the following:

- CGI offers a robust technical suite for establishing with a clear focus on security and integration with the City's existing applications.
- CGI is the most mature organization amongst all the solution providers. They have a global presence, an extensive list of clients and provided evidence of leading multiple large-scale projects.
- CGI proposed an iterative method of implementation with functionality to be delivered in line with the City's priorities.
- The project schedule presented included a concise project plan and time schedule, based on CGI's proprietary methodology known as "Data2Diamonds". This methodology addresses all the stages in the lifecycle of a BI solution in an organization.
- CGI proposed robust ongoing training and support services that would be sustained throughout the term of the five-year contract.
- Staff training across the organization formed an essential component of CGI's proposal, which resonated with the Evaluation Team.

Overall, the Evaluation Team has determined that the proposal submitted by CGI can best meet the City's requirements and provided the best value to the City. Accordingly, the Evaluation Team recommends that Contract 1220-030-2017-026 for Enterprise Business Intelligence and Data-Driven Decision Making Analytics Software Solutions be awarded to CGI.

FUNDING

The funding requirement for this project is available in the 2018 IT Budget.

SUSTAINABILITY CONSIDERATIONS

The implementation of the BI Solution will support the following Corporate Sustainability objective of the Sustainability Charter 2.0, specifically:

- Objective #3: Ensure that customer interaction with the City is convenient, efficient, data-driven, and measurable.

CONCLUSION

The Corporate Services Department recommends that Council:

1. Award Contract No. 1220-030-2017-026, for Enterprise Business Intelligence and Data-Driven Decision Making Analytics Software Solutions to CGI Information Systems and Management Consultants Inc. ("CGI") for a five-year term in the total amount of \$3,064,641.37, including GST & PST;
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Rob Costanzo
General Manager, Corporate Services

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