

# Municipality of Lakeshore – Report to Council

Chief Administrative Officer

## Digital Transformation & Cloud Services



**To:** Mayor & Members of Council  
**From:** Michael Martin, Division Leader – Digital Transformation & Cloud Services  
**Date:** March 9, 2022  
**Subject:** Digital Modernization RFP Award

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### Recommendation

Award the RFP for the Digital Modernization Project to Optimus Tech Solutions as the respondent with the highest total score, as presented at the March 9, 2022 Council meeting.

### Background

The Municipality of Lakeshore completed an organizational review of its Information Technology systems and services which identified significant operational risks and opportunities related to dated and vulnerable software and hardware that requires additional action. In addition, services that can be developed and improved with the right investments, human and capital, to modernize our service delivery processes through digital transformation.

Administration has applied and received approval under the Municipal Modernization Program to advance the recommendations received during the Organizational Review and the IT Service Review.

The Municipality's internal systems will be brought up to date and create significant efficiencies and savings to staff time through automation, remote data entry and migration to cloud infrastructure. This program will improve resident experience and developer experience through enabling access to desired online services. The Program will also create further needed information security measures and protect the Municipality from data theft, ransomware, and disasters.

Council directed Administration to proceed with the Project on February 1<sup>st</sup>, 2022 passing the following resolution:

Direct Administration to proceed with the Digital Modernization Strategy and direct the Corporate Leader-Chief Financial Officer to transfer the Municipality's 35% share of the cost amounting to \$80,445 from the IT Lifecycle Reserve, as presented at the February 1, 2022 Council meeting.

Administration issued a Request for Proposals on February 14<sup>th</sup>, 2022 which has now closed.

## **Comments**

A total of two (2) proposals were received prior to closing on Friday, March 4<sup>th</sup>, 2022. Respondents included Optimus Tech Solutions and Transpire Technologies Inc.

Administration placed the highest level of importance on the following dimensions of the proposals:

1. Completeness of Functional Requirement Understanding by the respondents
2. Appreciation of the challenges facing the project and Municipality
3. Appropriate work plan for each project deliverable
4. Value-add benefits and previous completed public sector projects of this scale
5. Transparent and detailed pricing for each project deliverable

The evaluation of each proponent was undertaken in three stages. Stage one was a review of the detailed proposals and a scoring of 0 to 10 was given to each of the various functions required in the RFP. Only those proponents that met a minimum score in this stage, moved on to stage two. Stage two included references and previous work completed. The final stage was an evaluation of the pricing of the three proponents. The scores of each stage were then added according to the evaluation matrix in the RFP. The successful proponent, Optimus Tech Solutions, was the proponent with the highest score, and the proponent being recommended to Council.

## **Financial Impacts**

Between the two proponents there was a pricing difference of 16% which was directly linked to a better understanding and detailed plan by the recommended proponent.

Both proponents were within budget, as presented to and approved by Council at the February 1st, 2022 Council meeting.

Funding for this project will be split between grant funding provided by the Province of Ontario and the IT Reserve fund.

<b>Funding Source</b>	<b>Amount</b>	<b>Percentage</b>
Municipal Modernization Program	\$ 157,555.00	65%
IT Lifecycling Reserve.	\$ 80,445.00	35%
<b>Total</b>	<b>\$ 238,000.00</b>	

### Report Approval Details

Document Title:	Digital Modernization RFP Award.docx
Attachments:	
Final Approval Date:	Mar 10, 2022

This report and all of its attachments were approved and signed as outlined below:

Truper McBride

Justin Rousseau

Kristen Newman

Truper McBride