



City of North Bay Report to Council

Report No: CORP-2023-035

Date: February 17, 2023

Originator: Mary-Ann Kotylak, CPPB, CPPO
Manager of Purchasing

Steven W. Melnichuk
Director, Information Systems

Business Unit:
Corporate Services

Department:
Financial Services Department

Subject: CO-OP 2023-14 IT Research Subscription Services

Closed Session: yes ☐ no ☒

Recommendation

That City Council approves the award of a contract to InfoTech Research Group, in the amount of \$216,000 (plus HST) for IT Research Subscription Services and Consulting, for a term of three (3) years.

Background

Part of the City of North Bay's Strategic Plan is to implement and utilize technology to achieve corporate goals service delivery. In keeping with this corporate objective, the vision for the Enterprise Resource Planning (ERP) project is to implement an integrated ERP system that supports staff in the delivery of municipal programs and services; takes advantage of best practices; and significantly improves the efficiency and effectiveness of the City's work processes.

The City of North Bay has used Naviline HTE (now SunGard Public Sector) for approximately twenty years. The applications include general ledger, cash, purchasing, billing (water/tax), building, work orders, code enforcement, human resources, payroll, accounts receivable, accounts payable, transit and licensing. Due to changing technologies, it is appropriate to re-evaluate the current system, evaluate other systems and determine if an alternative solution can provide enhancements in service delivery and if administrative efficiencies can be gained.

After reviewing effective ways to implement new ERP systems, as well as gathering information from other municipalities, it was determined that using a consulting organization specializing in research, business process reviews, requirements gathering, ERP software packages and offerings, would assist The Corporation of the City of North Bay in streamlining and expediting the procurement of the software.

Financial/Legal Implications

This award is being made through the Ontario Vendor of Record (VOR) program that is available to the City. The Ontario VOR program advertises procurement processes, on behalf of their Ontario Public Service (OPS) Ministries and Non-OPS members and meets all legislative trade agreement requirements. Public notice of participation with this buying group, as required by the Canadian Free Trade Act CFTA (2017), is published on the City's website and Bids and Tenders.

As part of a second stage selection process, the City requested proposals from four suppliers awarded contracts through Tender 10941 Information Technology Research Subscription Services. This invitational bid request was administered by the Director Information Systems. Three (3) proposals were received and evaluated by the Purchasing Manager and the Director Information Systems. The proponents were evaluated on available services, Enterprise Resource Planning software consulting & analysis, and price.

The results are as follows:

Ranking	Company	Overall Score
1	InfoTech Research Group	98
2	Gartner	64
3	IDC	53

The bid price of \$216,000.00 (plus HST) from InfoTech Research Group represents a total cost over the three (3) year term. The proposal from InfoTech Research Group scored highest and provides the best overall value to the City. Their bid is considered fair and reasonable.

Sufficient funding for this contract is available in Capital Project No. 3912GG/WS – Integrated Software Solution.

Corporate Strategic Plan

- | | |
|--|---|
| <input type="checkbox"/> Natural North and Near | <input checked="" type="checkbox"/> Economic Prosperity |
| <input checked="" type="checkbox"/> Affordable Balanced Growth | <input type="checkbox"/> Spirited Safe Community |
| <input type="checkbox"/> Responsible and Responsive Government | |

Specific Objectives

Provide smart, cost effective services and programs to residents and

businesses.

Explore and implement opportunities to streamline processes, policies and practices that make it easier and more effective to do business in North Bay

Explore opportunities to reduce the costs of government service delivery, including shared services and new technologies

Options Analysis

Option 1: That City Council approves the award of a contract to InfoTech Research Group, in the amount of \$216,000 (plus HST) for IT Research Subscription Services and Consulting, for a term of three (3) years.

Option 2: Do not award a contract. This option is not recommended as InfoTech Research Group provides expert knowledge and toolkits on current Enterprise Resource Planning (ERP) software packages, business requirements gathering and process reviews, which will help expediate the process of procuring and installing a new ERP system for The Corporation of The City of North Bay.

Recommended Option

That City Council approves the award of a contract to InfoTech Research Group, in the amount of \$216,000 (plus HST) for IT Research Subscription Services and Consulting, for a term of three (3) years.

Respectfully submitted,

Name: Mary-Ann Kotylak, CPPB, CPPO

Title: Manager of Purchasing

Name: Steven W. Melnichuk

Title: Director, Information Systems

We concur with this report and recommendation.

Name: Margaret Karpenko, CPA, CMA

Title: Chief Financial Officer /Treasurer

Name: John Severino, P.Eng, MBA

Title: Interim Chief Administrative Officer

Personnel designated for continuance:

Name: Steven W. Melnichuk

Title: Director, Information Systems