



City of
Peterborough

To: **Members of the Committee of the Whole**

From: **Sandra Clancy, Director of Corporate Services**

Meeting Date: **June 20, 2016**

Subject: **Report CPFS16-018**
Award of RFP P-11-16 for the Supply and Installation of a
Program Registration and Facility Booking Software System

Purpose

A report to award Request for Proposals (RFP) P-11-16 for the Supply and Installation of a Program Registration and Facility Booking Software System.

Recommendation

That Council approve the recommendation outlined in Report CPFS16-018 dated June 20, 2016, of the Director of Corporate Services, as follows:

That RFP document P-11-16 for the supply and installation of a program registration and facility booking software system, be awarded to PerfectMind Inc., #110-980 West First Street, North Vancouver, British Columbia, V7P 3N4 at a total cost of \$390,000 plus \$50,700 HST for a total of \$440,700.

Budget and Financial Implications

The total net \$390,000 requirement, after applicable HST rebates for the supply and installation of a program registration and facility booking software system can be accommodated within the approved \$1,150,000 allocation within the 2016 Capital project Budget reference 3-4.01.

A detailed breakdown of the project budget is as follows:

Project Item	Budget
Annual Software Subscription ¹	\$88,758
Implementation Services	\$142,000
Hardware	\$30,000
System Integration	\$75,000
Contingency	\$54,242
HST – Net of rebates	-
Total Budget	\$390,000

Maintenance for year 1 is included in the above cost.

Note 1- The Annual Software Subscription fee is calculated based on a percentage of revenue processed through the system. This fee is an estimate and is subject to change.

Background

Brief Description of the Work

In 1999, the City of Peterborough started using the current program registration and facility booking software, Class, by the Active Network. Over time, the use of this software has expanded to the point where it is now used in the Arenas Division, the Recreation Division, the Peterborough Sport and Wellness Centre, the Peterborough Library, the Peterborough Museum and Archives and Corporate Services.

The Active Network gave notice that Class would no longer be supported as of November 30, 2017. The vendor has indicated the current software is built on technology from the 1980s and, as a result, is no longer able to add enhancements to the software. As a result, staff looked for replacement software that will not only fulfill the same role as Class, but will improve customer service, increase the number of services available over the Internet and reduce the amount of time required to process and complete transactions.

The replacement of the Class software system was one of three software replacement projects included in the \$1,150,000 Software Modernization project (Project 3-4.01) approved as part of the 2016 Capital Budget.

RFP Details, Closing, Prepared by, Reviewed by

RFP, P-11-16 was issued by City staff on February 29, 2016 and closed on April 14, 2016 at 3:00 pm. One bid was received and was reviewed by the following evaluation team:

- Manager of Financial Services,
- Senior Program Analyst,
- Corporate Information Analyst,
- Project Coordinator, Information Technology, and a
- Business Systems Analyst from Peterborough Technology Services.

RFP Statement

This solicitation process was an RFP where a number of criteria were used to evaluate submissions. The criteria and their relative weighting were clearly set out in the RFP document. Part 6, Section 6.4.3.i. of the City's Purchasing By-law 14-127 states that "as price is only one of the criteria evaluated, the award report will show the rating summary for each proponent and the total points. The award report will disclose the price of the recommended Supplier but not the price submitted by other proponents."

RFP Evaluation Chart

Chart 1 below provides a summary of the RFP results. Although only one bid was received due to the present circumstances in the market place, staff were impressed with the features and quality of the software.

Chart 1 - Bidder Submission Evaluation Chart
RFP P-11-20 Program Registration and Facility Booking Software System

Evaluation Criteria	Maximum Score	PerfectMind
Compliance with RFP Submission Requirements	5	2.75
Project Plan and Experience	20	11.8
Technical Requirements	5	4.0
Software Requirements for Mandatory Modules	35	31.6
Software Requirements for Optional Modules	10	7.7
Pricing	25	25.0
Rating Total	100	82.85

Recommended Bidder

City staff recommends that the bid be awarded to PerfectMind Inc. The bid was within budget and the proponent scored well on the technical and software requirements part of the RFP. PerfectMind Inc. has signed over 60 new customers across North America since January 2016, including over 20 municipalities.

The software demonstration that was provided by PerfectMind Inc. to the evaluation team, senior staff, and staff currently using the Class software system was well received. Things staff liked during the demonstration include features such as:

- Ease of software use, both from a staff and customer point of view;
- System is very visual and user friendly;
- Customer internet portal is easy to use and mobile friendly;
- Software has the ability to allow more services to be purchased over the Internet;
- Software has more options for connecting with the customer, including emails, social media, and text messaging; and
- Improved electronic document management.

Council Approval Required

Part 8, Section 8.2.1 of the Purchasing By-law 14-127 states Council must approve an award where the expenditure is greater than \$100,000 and is not a Request for Tenders awarded to the lowest bidder (exception under Section 8.2.2.b.). RFP, P-11-16 meets this requirement and must be approved by Council.

Timelines

If the recommendation is approved, an agreement will be prepared and is to be signed by the CAO and Clerk, under their delegated authority to do so before the work commences. Go-live with the new software is expected to take place in the fall of 2017.

Summary

RFP, P-11-16 for the supply and installation of a program registration and facility booking software system has been issued in accordance with the City's Purchasing By-law 14-127 and can be awarded within approved budgets as recommended in this report.

Submitted by,

Sandra Clancy
Director of Corporate Services

Contact Name:

Richard Freymond
Manager of Financial Services
Phone: 705-742-7777, Extension 1862
Toll Free: 1-855-738-3755
Fax: 705-876-4607
E-mail: rfreymond@peterborough.ca