



Municipality of Central Huron

Request for Proposal for Provision of an IT Service Delivery Review

RFP-IT01-2021

Issue Date:	April 6, 2021
Close Date:	April 30, 2021
Closing Time:	Noon
Opening Time:	Noon
Location:	Municipality of Central Huron 23 Albert Street, PO Box 400 Clinton, ON N0M 1L0
Attention:	Jeff Boyes, CPA, CMA Director of Finance

Late proposals will not be accepted.

The lowest or any Proposal may not necessarily be accepted.

Documents are available in alternate formats upon request.

Please contact the Clerk's Department at 519-482-3997 ext. 1244 or by email at korourke@centralhuron.com if you require an accessible format.

Part One – General Conditions

1.1 Instructions

Complete proposals must be received at the address indicated on the Proposal submission label no later than **12:00 PM local time, April 30, 2021**.

The Proposal must be completed and signed where applicable, placed in a sealed envelope with the Proposal Submission Label affixed to the front.

The envelope must include the following:

- **Technical Proposal Submission:** Three (3) hard copies and one (1) soft copy (USB flash drive), excluding the fee structure.
- **Financial Proposal Submission:** One (1) hard copy of the budget/fee structure, to be sealed in a separate envelope.
- Proponent contact information.

1.2 Definitions

Corporation/Municipality:	Refers to the Corporation of the Municipality of Central Huron.
Proponent:	Refers to any eligible entity submitting a Proposal.
Successful Proponent:	Refers to the selected Proponent, if any.

1.3 Accessibility

As of January 1, 2012, Proponents must meet the requirements of the Customer Service Standard of the ***Accessibility for Ontarians with Disabilities Act, 2005***.

1.4 Electronic Submissions

Electronically transmitted submissions (facsimile, email, etc.) will NOT be accepted for this Proposal. Proposal submissions must be clearly marked on the outside in the following form: RFP-IT01-2021 – IT Service Delivery Review.

Proposals are to be submitted using the outside drop box located at the main entrance to the Municipal Office, 23 Albert St., Clinton, Ontario.

Proposals can also be dropped off by courier during regular business hours (8:30 am to 4:30 pm) weekdays only (except for statutory holidays) by calling the Clerk's Department in advance at 519-482-3997.

The Proposal Opening will not be open to the public. Three senior managers will be present at the opening.

1.5 Late Submissions

Proposals received after the official closing time will not be considered during the selection process.

1.6 Inquiries

Inquiries concerning the Proposal process and results are to be directed to:

Jeff Boyes
Director of Finance
Municipality of Central Huron
23 Albert St. Clinton, ON N0M 1L0
(519) 482-3997 ext. 1244
jboyes@centralhuron.com

Inquiries related to this bid are required to be submitted to the Director of Finance. Inquiries must be received no later than 4:30 PM, April 23, 2021 otherwise, a response may not be provided.

Questions of clarification on the Proposal requirements will be answered individually, but response(s) to any question that modifies the scope of the Request for Proposal will be circulated in writing as an Addendum to all registered document takers.

Manager responsible for the project:

Jeff Boyes
Director of Finance
Municipality of Central Huron
23 Albert St. Clinton, ON N0M 1L0
(519) 482-3997 ext. 1244
jboyes@centralhuron.com

1.7 Withdrawal or Alteration of a Request for Proposal

A Bidder who has submitted a Proposal may submit a further Proposal at anytime up to the specified time and date of closing. The last Proposal received shall supersede and invalidate all Proposals previously submitted by that Bidder. Only one Proposal shall be opened per Bidder.

A Bidder may withdraw or alter the Proposal at any time up to the specified time and date of closing by submitting a letter bearing the Bidder's signature to the authorized representative who will mark thereon the time and date of receipt and will place the letter in the Proposal box. The Bidder's name and the Request for Proposal number shall be shown on the envelope containing such letter. Telegrams, facsimiles (faxes), or telephone calls will not be accepted.

Proposals withdrawn under this procedure cannot be reinstated.

1.8 Examination of Proposal Documents

Each Proponent must satisfy himself/herself as to the full requirements of the proposed work. There will be no consideration of any claim, after submission of Proposals, if there is a misunderstanding with respect to the minimum requirements indicated in this Request for Proposal.

Should the Proponent require more information or clarification on any point, it must be obtained prior to the submission of the Proposal.

1.9 Completion of the Proposal

All entries shall be clear, legible and made in a non-erasable medium. Alterations may be made provided they are legible and initialed by the Proponent's signing officer.

1.10 Omissions, Discrepancies and Interpretations

Should a Bidder find omissions from or discrepancies in any of the Proposal Documents or should the Bidder be in doubt as to the meaning of any part of such documents, the Bidder should notify the designated person and office without delay. If the designated person considers that a correction, explanation, or interpretation is necessary or desirable, an addendum will be issued to all registered plan takers.

No oral explanation or interpretation will modify any of the requirements or provisions of the Proposal documents.

1.11 Addenda

If required by the Corporation, addenda will be distributed to all registered proponents as a document taker for this Proposal.

Addenda will be distributed using the latest contact information as provided by the Proponent. It is the Proponent's responsibility to notify the Corporation of any changes to their email or mailing address by updating their information on their Bids & Tenders account.

It is the Bidder's ultimate responsibility to ensure all addenda have been received.

1.12 Acceptance of Rejections of Proposal

The Corporation reserves the right to reject any or all Proposals and to waive formalities as the interests of the Corporation may require without stating reasons, therefore.

Notwithstanding and without restricting the generality of the statement immediately above, the Corporation shall not be required to award and accept a Proposal, or recall the Proposals at a later date:

- When only one (1) Proposal has been received as a result of the Proposal call.
- When all Proposals received fail to comply with the minimum specifications.

The Corporation shall not be responsible for any liabilities, costs, expenses, loss or damage incurred, sustained or suffered by any Proponent by reason of the acceptance

or the non-acceptance by the Corporation of any Proposal or by reason of any delay in the acceptance of a Proposal except as provided in the Proposal document.

1.13 Proposal Award Procedures

Proposals will be evaluated by an internal committee subsequent to the closing date and time.

It is the intent of the Municipality to review and award this Request for Proposal for an **IT Service Delivery Review** by May 17 2021 to take effect May 18, 2021. The Municipality will make every effort to complete this process in a timely manner.

Notice of acceptance of Proposal will be by telephone and/or by written notice.

Proponents are advised there will NOT be a public opening for this RFP.

The following schedule is proposed for the selection of the successful Proponent for this assignment.

Every attempt will be made to meet all dates, but the Corporation reserves the right to modify any or all dates at its sole discretion.

Activity	Date
Request for Proposal Issued	April 6, 2021
Deadline for Inquiries from Proponents	April 23, 2021
Request for Proposal Closed	April 30, 2021
Review and Award	May 17, 2021

1.14 Indemnification

The successful Proponent shall indemnify and save harmless the Corporation of the Municipality of Central Huron from and against all claims, demands, loss, cost, damages, actions, suits or other proceedings by whomsoever made, brought or executed by, or attributed to any such damages, injury or infringement as a result of activities under this Proposal.

1.15 Protection of Work and Property

The successful Proponent shall provide continuous and adequate protection of all work from damage and shall protect the Corporation's property from injury or damage arising from or in connection with this work.

The successful Proponent shall make good any such damage or injury.

1.16 Ability and Experience of Bidder

Unless otherwise stated, Bidders must complete and submit with their submission, the Ability and Experience Form included with this document.

The following criteria will be utilized by the Corporation to determine whether a Bidder is qualified to undertake the award:

- The Bidder's ability and agreement to complete the work within the required schedule.
- The Bidder's ability to work effectively with the Corporation staff, consultants and other representatives.
- The Bidder's ability to effectively manage and do the work using the named project representative and any submitted subcontractors or others that may share the work areas.
- The Bidder's history with respect to quality of work, scheduling, providing satisfactory results and acceptable cooperation.
- Satisfactory references.

A Bidder is invited to provide any additional information it determines will assist the Corporation in using the aforementioned criteria.

The Corporation may reject the lowest or any submissions if, after investigation and consideration, the Corporation concludes, in its opinion, that the Bidder is not qualified to do the work and/or cannot do the work and perform the work in a manner satisfactory to the Corporation.

1.17 Character and Employment of Workers

The successful Bidder shall employ only orderly, competent and skillful workers to ensure that the works are carried out in a respectable manner.

In the event that any person employed by the successful Bidder in connection with the work arising out of this Proposal gives, in the opinion of the Corporation, just cause for complaint, the successful Bidder upon notification by the Corporation in writing, shall not permit such person to continue in any future work arising out of this work.

1.18 Ethical Conduct

In addition to being in compliance with all applicable federal, provincial and municipal laws and regulations, within the context of a Contract, Contractors shall behave in an ethical manner having regard for and demonstrating care for, the condition of or well-being and fair treatment of all persons, places and things.

1.19 Limited Liabilities

The Corporation's liability under this Proposal shall be limited to the actual goods/services ordered and provided.

1.20 Proponent Expense

Any expenses incurred by the Proponent in the preparation of the Proposal submission are entirely the responsibility of the Proponent and will not be charged to the Corporation.

1.21 Regulation Compliance and Legislation

The successful Proponent shall ensure all services and products provided in respect to this Proposal are in accordance with, and under authorization of all applicable authorities and Municipal, Provincial and Federal legislation. The successful Proponent shall abide by all Acts, By-laws and Regulations relative to the performance of the work.

1.22 Proposal Selection Criteria

The acceptance of a Proposal will be contingent upon, however not limited to, the following considerations:

- Ability to meet or exceed all specifications and requirements.
- Ability and experience.
- Compliance with the Proposal process.
- Proposal pricing.

1.23 Award

Award is subject to approved budget. The Municipality reserves the right to delete a schedule or item dependent upon budget limitation.

The lowest-priced or any Proposal may not necessarily be accepted.

1.24 Extra Work

No work shall be regarded as extra work, unless it is ordered in writing by the Corporation and with the agreed price for the same specified in said order, provided said price is not otherwise determined by this Proposal. A statement of the cost of extra work shall be made within thirty (30) calendar days after the completion of the said extra work.

1.25 Terms of Payment

Unless otherwise stated herein, the Corporation's normal terms of payment will be Net Thirty (30) calendar days from the Receipt of Goods/Services or the Date of Invoice, whichever occurs later. Payment terms shall only be modified at the sole discretion of the Municipality to take advantage of the discounts for prompt payment or for other terms that shall be deemed to be in the best interests of the Municipality.

The Proponent agrees that the Municipality shall be entitled to the discount stated herein if payment of invoices for the Goods/Services specified or called for in or under this Proposal, is made within the period specified herein after acceptance or satisfactory completion thereof, as the case may be, and the receipt by the Municipality of the invoice, therefore.

Price changes caused by Provincial or Federal government tax legislation will be accepted, but these changes must be submitted in writing and accepted by the Municipality prior to being invoiced. All prices quoted shall be in Canadian funds. Invoices shall be forwarded to the attention of:

Municipality of Central Huron

Attn: Jeff Boyes, Director of Finance

Finance Department

23 Albert St., PO Box 400

Clinton, ON

N0M 1L0

1.26 Harmonized Sales Tax (HST)

HST is applicable to the item(s) listed in this Proposal, however, is not to be included in the quoted unit cost. Please quote all prices “HST extra”.

1.27 Workplace Safety & Insurance Board

The successful Bidder shall provide a copy of the Workplace Safety & Insurance Board’s Clearance Certificate indicating the successful Bidder’s good standing with the Board.

1.28 Conflict of Interest

No elected official or employee, nor any corporation of which an elected official or employee has an interest, shall offer any bid, or otherwise sell any goods or services to the Municipality, unless such interest is disclosed, and they do not participate in the purchasing process in any way.

No elected official or employee who has an interest, shall discuss a bid solicitation with a person, or any other employee or agent of the person who has submitted a bid to the Municipality, unless the procurement call has been awarded, or for the purpose of receiving clarification.

Each Bidder, in their Bid, shall declare on a separate sheet of paper, all Conflicts of Interest or any situation that may be reasonably perceived as a Conflict of Interest that exists now or may exist in the future.

This includes the full disclosure of any affiliations with firms that develop or sell software/IT systems. Failure to comply with this requirement may render the Bid non-compliant and shall cause the Bid to be rejected.

The Municipality reserves the right to disqualify from further consideration Bids that, in the Municipality’s sole opinion, demonstrate a Conflict of Interest.

1.29 Health and Safety

The successful Bidder will review and agree to follow the Corporation of the Municipality of Central Huron’s Health and Safety Policy available by contacting the Clerk’s Department in advance at 519-482-3997.

By signing the Form of Tender and Agreement, the successful Bidder agrees to abide by the Municipality’s Health and Safety Policy. The successful Bidder will provide the

Corporation, prior to commencement of work, with a written copy of the Health and Safety Policy of their firm.

All applicable current health and safety legislation and environmental legislation and regulations are considered the minimum requirements that the successful Bidder must meet, including compliance with the *Occupational Health and Safety Act* (re: duties of employers, safety training/certifications) and any other applicable regulations.

Health and safety issues will always be given immediate attention by the Municipality and its representatives, and the successful Bidder and its subcontractors.

All employees, successful Bidders/subcontractors suppliers and visitors/residents must immediately report unsafe conditions, incidents, and accidents to the Project/Site Supervisor/ Inspector.

The Municipality takes pride in the commitment of all of its employees and suppliers of services and will take the necessary steps to ensure health and safety on all projects.

1.30 Insurance and Indemnification

The successful Proponent shall, at its own expense, obtain and maintain until the termination of the Contract and provide the Corporation of the Municipality of Central Huron with evidence of:

- Professional Liability Insurance on an occurrence basis for an amount not less than five million dollars (\$5,000,000), AND Professional Errors and Omissions on an occurrence basis for an amount not less than two million dollars (\$2,000,000), and shall include the Corporation of the Municipality of Central Huron as an additional insured with respect to the Proponent's operations, acts and omissions relating to its obligations under this Agreement, such policy to include non-owned automobile liability, personal injury, broad form property damage, contractual liability, owners' and proponents' protective products and completed operations, contingent employers liability, cross liability and severability of interest clauses.
- Automobile Liability on all vehicles owned, operated or licensed in the name of the Proponent in the amount of not less than two million dollars (\$2,000,000) on an occurrence basis.

The policies shown above will not be cancelled or permitted to lapse unless the insurer notifies the Municipality in writing at least thirty (30) days prior to the effective date of cancellation or expiry.

The Corporation of the Municipality of Central Huron reserves the right to request such higher limits of insurance or other types of policies appropriate to the work, as the Municipality may reasonably require.

The successful Proponent shall not commence work until such time as the required evidence of insurance has been filed with and approved by the Corporation of the Municipality of Central Huron. The successful Proponent shall further provide that evidence of the continuance of said insurance is filed at each policy renewal date for the duration of the contract.

The successful Proponent shall indemnify and hold the Corporation of the Municipality of Central Huron harmless from and against all liability, loss, claims, demands, costs and expenses, including reasonable legal fees, occasioned wholly or in part by any acts or omissions either in negligence or in nuisance whether willful or otherwise by the Proponent, its agents, officers, employees or other persons for whom the Proponent is legally responsible.

1.31 Assignment of Work

The successful Proponent shall not assign, transfer, convey, sublet or otherwise dispose of this Proposal or his/her right, title or interest therein, or his power to execute such work, to any other person, company or corporation, without the previous consent, in writing, of the Corporation's officials, which consent shall not be unreasonably withheld.

The successful Proponent is fully responsible to the Corporation for the acts and omissions of subcontractors and/or persons directly or indirectly engaged by the successful Proponent in respect to this work.

Subcontractors will be required to abide by all the requirements of the Proposal document as though the successful Proponent (Insurance, WSIB, Health & Safety Policy, etc.). The successful Proponent agrees to bind every subcontractor by the terms of the Proposal documents as far as it is applicable to their work.

Proponents must submit with their quote the completed Subcontractor Form included in this document.

1.32 Cancellation

The Corporation reserves the right to immediately terminate the Proposal agreement at its own discretion, including but not limited to, such items as non-performance, late deliveries, inferior quality, pricing problems, etc.

If the successful Proponent should neglect to execute the work properly or fail to perform any provision of this Award, the Corporation, after three (3) business days' written notice to the successful Proponent, may, without prejudice to any other remedy in existence, make good such deficiencies and may deduct the cost thereof from any payment then and thereafter due to the successful Proponent.

Continued failure of the successful Proponent to execute the work properly shall result in a termination of Proposal arrangement. The Corporation shall provide written notice of termination.

The Corporation may elect to terminate the Proposal arrangement if the original terms and conditions are significantly changed, giving thirty (30) calendar days' written notice to the successful Proponent.

Either party may terminate the Proposal arrangement by giving the other party sixty (60) calendar days' written notice. A period of less than sixty (60) calendar days to terminate the arrangement may be negotiable if mutually agreeable among the parties involved.

Failure to maintain the required documentation during the term of this Proposal may result in suspension of the work activities and/or cancellation of the Proposal arrangement.

1.33 Performance

The Municipality may evaluate the performance of the Proponent during and/or when the Contract is completed or terminated. If evaluated, the Proponent's performance shall be rated on a scale of 0-4 (0-Not Rated, 1-Poor, 2-Below Standard, 3-Standard, 4-Excellent) under the following categories:

- a. Administration.
- b. Adherence to Specifications and Special Provisions.
- c. Public Relations.
- d. Condition and Sufficiency of Equipment.
- e. Safety Procedures.
- f. Organization, Coordination and Efficiency.
- g. Environmental Compliance.

The performance rating shall be determined based on the everyday performance of the Work, quality assurance test(s), letters, and Written Instructions to the Proponent.

If evaluated, a copy of the completed Proponent's Performance Report shall be sent to the Proponent. If the Proponent disagrees with any portion of the Proponent's Performance Report, it shall advise the Municipality of the specific objections, in writing, within twenty (20) days of the date of the report.

If the Proponent is evaluated as Poor or Below Standard in three categories or very poor in two areas, the Municipality may disqualify the Proponent from bidding on Municipality Contracts for a period of up to two years from the date the Contract was completed or terminated. The length of the termination will depend on the nature of the unsatisfactory performance.

If the Proponent is evaluated as Poor or Below Standard in two or more evaluation categories on two Proponent's Performance Reports of different contracts within twelve months, the Municipality may disqualify the Proponent from bidding on Municipality contracts for a period from three months to two years from the date of the completion or termination of the last contract. The length of the termination will depend on the nature of the unsatisfactory performance.

The decision of the Municipality in respect of the Proponent's Performance Report shall be final and binding for all purposes.

1.34 Governing Laws

This Proposal arrangement and any subsequent arrangements will be interpreted and governed by the laws of the Province of Ontario.

1.35 Subcontractors

No portion of the work under this award may be subcontracted without the written authorization of the Corporation.

The successful Proponent is fully responsible to the Corporation for the acts and omissions of subcontractors and/or persons directly or indirectly engaged by the successful Proponent in respect to this work.

Subcontractors will be required to abide by all the requirements of the Proposal document as though the successful Proponent (Insurance, WSIB, Health & Safety Policy, etc.).

The successful Proponent agrees to bind every subcontractor by the terms of the Proposal documents as far as it is applicable to their work.

Failure to obtain this consent may result in termination of the contract with the successful Proponent.

1.36 Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

The Municipality is subject to the provisions of the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA). As a result, the Municipality cannot guarantee that any information forwarded to the Municipality can be held in confidence.

The personal information Bidders provide in response to this solicitation is being collected under authority of the *Municipal Act* and will be used exclusively in the selection process and may be used for budgetary purposes for future bids. This information will be an integral component of the quote submission. All Bids submitted shall become the property of the Municipality and may be disclosed in accordance with a request made under MFIPPA.

Upon award, the Municipality may release the name of the successful Proponent, the name and telephone number of the contact person and the total bid price of the successful Proponent.

In accordance with requirements of MFIPPA, Bidders are reminded to identify in their submission material any specific scientific, technical, commercial, proprietary, or similar confidential information, the disclosure of which could cause them injury.

Bidders must specify their reasons and those sections of the Act that support the confidentiality. Confidential information must be included in a separate section of the submission. This will facilitate the ability to make other parts of the submission available to the public. In all circumstances, the provisions of the *Municipal Freedom of Information and Protection of Privacy Act* will prevail.

The successful Bidder acknowledges that the Municipality of Central Huron is required to handle Personal Information and Records in accordance with the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*.

The successful Bidder agrees it has a privacy procedure that is equivalent to that of the Municipality and agrees to comply with any requirement established by the Municipality that is reasonably required to ensure that the Municipality meets its obligations under the *Municipal Freedom of Information and Protection of Privacy Act* and any other

legislation in effect from time to time. The successful Bidder agrees to create, collect, receive, manage, access, use, retain, and dispose of the Personal Information and the Records only to perform the Work in accordance with the Contract.

Questions about collection of personal information and the *Municipal Freedom of Information and Protection of Privacy Act*, 1989, R.S.O. 1990, Chapter M.56, as amended, should be directed to:

Kerri Ann O'Rourke – Clerk

Municipality of Central Huron

23 Albert St. Clinton, ON N0M 1L0

(519) 482-3997 x 1223

clerk@centralhuron.ca

1.37 Confidentiality

Proponents shall not at any time before, during or after completion of the contract, divulge any confidential information communicated to or acquired by the Proponent or disclosed by the Municipality.

Part Two – Background and Minimum Specifications

1.38 Background and Information

The Municipality of Central Huron is located along Ontario's West Coast in the heart of Huron County. We consist of the former Town of Clinton and Townships of Goderich and Hullett, with a population of approximately 10,000 and we are governed by the *Municipal Act 2001*. The Municipal Office is located at 23 Albert St., Clinton, Ontario, N0M 1L0.

The Municipality is governed by eight (8) Council members, including a Mayor and a Deputy Mayor who are elected at large.

Senior staff consists of a CAO, along with 7 Department Managers. Employees number approximately 80 including full-time, part-time and seasonal, and there are approximately 23 volunteer firefighters.

The activities of the Municipality include, but are not limited to, road, water and sewer treatment and delivery and maintenance, facility management, fire services, licensing, and issuing various permits.

The main servicing departments of the Municipality are:

CAO & Human Resources	Finance
Clerk's Office	Planning
Building Services	Roads / Drains
Utilities	Facilities
Fire & Emergency Services	

The Municipality of Central Huron is inviting proposals for an IT Service Delivery Review. The information contained herein is to facilitate in the preparation of the Proponent's Proposal submission.

Central Huron recognizes the value of technology in enabling efficient and effective service delivery. Operating departments are turning to technology to support modernization and streamlining of their processes.

Technology is core to enabling Central Huron's growth and ability to keep up with rising demand and customer expectations. Leadership understands that isolated spreadsheets and single purpose databases that may have been working historically, offer little opportunity for adding value.

The Municipality understands that next-level service efficiencies will come from new or more integrated business solutions that support interdepartmental workflows, reduce sub-optimization, eliminate data duplication and transform customer service and the citizen experience.

This Proposal call is an invitation only and neither this Proposal call nor the submission of any Proposal in response to this Proposal call shall cause the formation of any contractual relationship between the Municipality and any person or firm.

The Municipality may also terminate this Proposal call at any stage, either before or after proposals have been received, in its absolute discretion, should it so choose.

In addition, the Municipality shall be entitled to enter into further negotiations with any Proponent, and the final outcome of these negotiations may result in a transaction, that may differ substantially from any Proposal initially advanced. The Municipality shall have the right to withdraw from these negotiations at any time in its absolute discretion should it so choose.

As the Municipality is committed to providing quality customer service, the evaluators will be looking to the successful Proponent for a similar view of customer service.

The Municipality is seeking a best-value Proposal and will consider the Proponent attributes, quantity and quality of the services offered as well as price. It is the expectation that the Proposal price will be inclusive of all components of the Proposal. Details relating to specific services can be provided separately, but a grand total must accompany the Proposal.

Currently, the Municipality uses many software platforms to perform various functions including, but not limited to, financial management, work management, records management, GIS and communications.

The Municipality is seeking Proposals from Proponents to provide a strategy to optimize existing software platforms, integrate applications for streamlining accessibility and service, and transform manual processes to digital applications, where it may improve service or efficiency.

1.39 Scope of Work

The Municipality of Central Huron is seeking to engage a third-party to conduct an Service Delivery Review of the Municipality's information technology (IT) systems and services.

This project will identify and review all relevant software solutions and IT services and engage with staff within our organization to identify any gaps and provide recommendations on integration and how to achieve greater efficiencies.

The analysis will include recommendations of how to optimize existing systems, integrate systems and identify gaps where software can be implemented to create efficiencies.

In addition, we are seeking an assessment of IT services/supports and practices provided, current IT governance methodology, current staffing levels/structure, and skill sets of IT personnel, and IT user needs and their satisfaction with IT service and supports. The analysis will result in recommendations to modernize governance, service and support delivery as appropriate.

The expected outcomes of this project include:

- More efficient business processes that reduce costs to deliver the same or enhanced service levels.
- Identifying modernization opportunities to better leverage IT solutions that reduce staff time required to collect/digitize or process information (e.g., better use of online forms, software system integration and workflow automation, automated reporting, etc.).
- Reducing costs through the elimination of unnecessary software licenses or redundant IT systems as well as the maintenance and training required to support them.
- Educating and increasing internal capacity among staff to enable rational decision-making in future service delivery decisions.
- Developing IT policies and related staff training to ensure that the Municipality's data is secure, and performance is optimized.

Central Huron hopes the assessment will reveal opportunities to respond to the following questions:

- Is the Municipality making the right technology investments?
- Is an effective IT governance model in place?
- Are the Municipality's software solutions cost effective?
- What are the Municipality's future business needs?
- Do staff have the fundamental IT knowledge to move digital initiatives forward?
- Which business processes will yield the greatest return on investment as a result of re-engineering/optimization?

Ultimately, Central Huron seeks to realize the following outcomes:

- Improve customer service and accessibility for residents.
- Maximize operational efficiency.
- Integrate systems and leverage data points to increase decision-making accuracy.
- Minimize data entry, process duplication, and hard copy documentation; and
- Maintain long-term cost sustainability.

1.40 Methodology

Proposals are expected to include a work breakdown structure (WBS) that shows deliverables, timelines and milestones. Proposals must clearly explain how the various components of the work will be handled as well as the expectations of Central Huron staff participation.

It is expected that the project would begin on or about May 18 2021 with a draft Interim Report submitted to the Municipality by October 1, 2021 and a completed Final Report submitted to the Municipality by October 29, 2021.

The Final Report shall be posted to Central Huron's website and therefore must be received from the consultant in an accessible format according to AODA requirements.

At minimum, the consultant is expected to host an onsite introductory meeting with the CAO and designated project team, conduct project meetings with staff as required (either in person or remotely), and be available to provide an Executive Summary Report to Council at the conclusion of the project.

The consultant will also:

- Be responsible for the overall project coordination including managing the process and providing meeting facilitation (the Municipality will be responsible for providing meeting facilities, as required).
- Review and have a familiarity with the Municipality's pertinent background material located on the Municipality's website at www.centralhuron.ca or provided by the Municipality.
- Review and have familiarity with the current status of the municipal organization, including existing plans, policies, administrative practices, and other relevant/related research.
- Conduct and document meetings that include connecting with key staff members.
- Develop an actionable and measurable Modernization Strategy for the Municipality of Central Huron's consideration or approval, that will, at minimum, be a framework for how the objectives will be achieved.

The above scope of work may be adjusted by the Municipality of Central Huron as appropriate to achieve a strategy that meets the vision of the Municipality.

1.41 Proposal Evaluation

A committee composed of a minimum of three (3) municipal staff will evaluate the Proposals.

The criteria outlined below will be used as the basis to compare Proposals. The committee reserves the right to engage individual Proponents in an interview to obtain further information or clarification on the Proposals submitted. The committee retains the option to evaluate Proposals based on other criteria or considerations that may emerge as the RFP and Proposal process proceeds.

Proposals will be assessed against the following criteria. The Corporation reserves the right to shortlist firms for further evaluation and interviews which may alter the final scoring results. Proposals will be scored based on meeting or exceeding the expectations of the established evaluation criteria.

Evaluation Criteria	Weighting
Demonstrated performance of the firm for contracts of this size and nature for municipalities of similar size including, but not limited to, Firm Profile and References.	25
Relevant experience and qualifications of key personnel identified to perform the work including, but not limited to, Project Experience.	15
Approach and methodology to meet the Municipality's requirements including, but not limited to, Understanding, Details and Action Plan.	30
Advisory services (additional value-added services).	5
Cost	25
Total	100

The Corporation reserves the right to reject any or all Proposals. The Corporation also reserves the right to not proceed with the project without stating reason thereof.

Selection of a Proposal(s) will be based on all the above criteria and any other relevant information provided by the Proponent(s). The Corporation reserves the right to conduct references on the Proponents, the results of which may affect the award decision.

All Proposals are to be submitted with the understanding that the selection of a Proposal for discussion by the Evaluation Committee shall not thereby result in the formation of a contract. Nor shall it create any obligation on the Municipality to enter into further discussions.

The assessment of past project experience will include evaluation of the consultant's success with previous experience of this nature, the previous experience of proposed staff for this contract and the stability and reputation of the firm.

To that end, Proponents shall include in their Proposal a minimum of three (3) client references demonstrating these attributes, preferably in contracts of a similar magnitude.

The project will be awarded to the Proponent who, in the sole judgment of the Corporation, provides the best overall value. The Corporation will not be obligated to select the lowest cost or any Proposal.

Ability and Experience Form

The Bidder shall provide below information on previous experience in this class of work successfully undertaken by the Bidder's firm in the last three years.

Reference # 1	
Reference Name	
Contact & Telephone #	
Term (# years)	
Total Value (annual)	
Description of Work	
Additional Comments (optional)	
Reference # 2	
Reference Name	
Contact & Telephone #	
Term (# years)	
Total Value (annual)	
Description of Work	
Additional Comments (optional)	
Reference # 3	
Reference Name	
Contact & Telephone #	
Term (# years)	
Total Value (annual)	
Description of Work	
Additional Comments (optional)	

Bidder: _____ **Date:** _____

Signature: _____

Proposal Submission Label

**Request for Proposal for the Provision of an
IT Service Delivery Review
RFP-IT01-2021**

Company Name: _____

Contact Person: _____

Phone Number: _____

Email Address: _____

Mailing Address: _____

Closing: April 30, 2021

Deliver To: Municipality of Central Huron
43 Albert Street
P.O. Box 400
Clinton, Ontario
N0M 1L0

Attention: Jeff Boyes
Director of Finance

Proposal Contact Information

Business Name	
Contact Name	
Mailing Address	
Phone Number (Office)	
Phone Number (Cell)	
Email Address	
WSIB Account Number	
HST Account Number	

APPENDIX 1
IT Inventory

ContinuIT	Managed Services Provider
Pearl	Job Costing System
Keystone	General Ledger, Planning & Building, Animal Services, Cemetery, AP/AR
TOMrms	Records Management Classification Scheme
CityWide	Asset Management
iCompass	Agenda/Council Calendar Management
eSolution	Website
Microsoft Access	Various in-house Databases for tracking, process management etc.
Empire Communications Inc.	Telephony System