

Our File/N/Réf. **15 05-98-2000**
 Your File/V/Réf.

DATE 16 April 1998

TO/DEST. Co-ordinator
 Corporate Services and Economic Development Committee

FROM/EXP. Finance Commissioner

SUBJECT/OBJET **REQUEST FOR STANDING OFFER (RFSO)**
 RFSO NO.: 0920-19-C1/98 -
 YEAR 2000 INFORMATICS SERVICES

DEPARTMENTAL RECOMMENDATION

That the Corporate Services and Economic Development Committee recommend Council approve the following.:

- 1. the authorization of standing offer RFSO No.: 0920-19-C1/98 for Year 2000 Informatics Services to the companies listed in Schedule A of this report;**
- 2. That the total of the call-ups against these standing offers be limited to a financial limitation \$4,500,000.**

BACKGROUND

There are fewer than 90 weeks until the turn of the century. The availability of qualified external consultants continues to be a key factor in the achievement of Year 2000 readiness within the Region. The Region is currently competing with other levels of government and the private sector for what is becoming a smaller and smaller pool of available qualified external resources.

The competition for these resources is such that anyone wishing to hire these resources must be in the position to make the hiring decision in a matter of days as opposed to weeks. For those mainstream skills that are in high demand, the situation is even more difficult and it is becoming increasingly difficult to find companies who have any resources with these skills.

The situation does not promise to become any easier as the federal government will be continuing to award consulting contracts over the next few months estimated to be worth close to a billion dollars, and many of these contracts will be awarded to firms in the Ottawa-Hull area. The

traditional process of individual requests for proposals for each consulting assignment does not work in this environment.

On 11 February 1998 Regional Council approved the 1998 spending plan for the Year 2000 Project in recognition of the need for quick action to deal with this issue. At that time, Council also approved an increase in the delegated authority for the Chief Administrative Officer to \$250,000 for transactions related to the Capital account to shorten the normal approval cycle. This was only the first step towards simplifying the process of contracting for qualified assistance to deal with this problem.

This report addresses the next step in the process which is to create a standing offer for informatics consulting services in order to provide an easily accessible supply of qualified consultants to deal with Year 2000 problems at the RMOC.

DISCUSSION

In February of 1998 the Supply Management Division issued a Request for Standing Offer for Year 2000 Informatics Services (RFSO No.: 0920-19-C1/98) with the intention of creating a list of pre-qualified consulting companies who are interested in providing Year 2000 related consulting services to the Region. The intent of the standing offer is to shorten the amount of time required to select and approve consultant contracts, and allow staff to meet the shortened windows of opportunity for engaging qualified consultants.

The standing offer called for submissions against five categories of work:

- Project Management;
- Project Management Training;
- Project Management Consultation and Evaluation;
- Systems Analysis and Systems Development; and
- Systems Integration.

In addition, the firms were asked to divide their bid by junior, intermediate and senior level candidates for the last two categories. The RFSO provided the criteria for each of the categories in terms of minimal number of years of experience required, type of background required, and applicable development tools, etc. Although the firms could choose to bid on any combination of the categories, additional weight was given to firms who bid on all five categories.

The RFSO was electronically advertised on the MERX System and a notice of the RFSO was sent to 38 informatics consulting firms with whom the Region had previously done business, or who had expressed interest in providing services to the Region's Year 2000 program.

The RSO closed on 23 February 1998 and submissions were received from 29 firms:

- AGRA Systems Limited, Ottawa, Ontario
- AJJA Information Technology Consultants Inc., Ottawa, Ontario
- Anjura Technology Corporation, Nepean, Ontario
- Bates project Management Inc., Ottawa, Ontario

- CGI Information Systems and Management Consultants Inc., Ottawa, Ontario
- Cipher Systems Ltd., Calgary, Alberta
- Excel Human Resources Inc., (e Information Technology), Ottawa, Ontario
- EXOCOM Application Solutions Corp., Ottawa, Ontario
- Genicom Canada Inc./ESSC Enterprising Service Solutions Compagnie, Nepean, Ontario
- Gestion ICOTECH conseillers en informatique Inc., Ottawa, Ontario
- Helix Management Consulting Services Inc. (hmcs inc.), Orleans, Ontario
- Impacts Management, Inc., Ottawa, Ontario
- Information Solutions Group, Toronto, Ontario
- IOTA Information Management Ltd., Ottawa, Ontario
- IT/NET Consultants Inc., Ottawa, Ontario
- JEX Information Resource Management Ltd., Nepean, Ontario
- KPMG Management Consulting, Ottawa, Ontario
- Marinbridge Corporation Ltd., Ottawa, Ontario
- Microhard Technologies Inc., Oak Brook, Illinois, U.S.A.
- New Systems Solutions Ltd., Ottawa, Ontario
- NewTel Information Solutions Limited, St. John's, Newfoundland
- Paul S. Adler and Associates, Nepean, Ontario
- Progestic International Inc., Ottawa, Ontario
- Project Management Action Team (PMAT) Inc., Orleans, Ontario
- SHL Systemhouse Co., Ottawa, Ontario
- SOMOS Consulting Group Inc., Ottawa, Ontario
- Team LGS (LGS Group Inc., Deloitte & Touche Consulting Group-DRT Systems and Hexagon), Ottawa, Ontario
- The C2K Technology Group, Ottawa, Ontario; and
- Unisys Canada Inc., Gloucester, Ontario.

RATIONALE

A team of Regional staff from across the Corporation was assembled to evaluate the submissions. Firms were scored in two areas:

1. Firm's Qualifications and Experience (25 points):

In this section points were allocated based on a number of factors including:

- knowledge of the Regional Municipality of Ottawa-Carleton;
- knowledge of RMOC requirements;
- public sector experience;
- proven competence in managing and completing projects for customers who have a similar technical architecture;
- breadth of experience being offered;
- account management;
- a quality assurance process;
- quality of references;
- process for managing each assignment with RMOC;

- relationship of consultants to the company; and
- local content.

2. Qualification and Experience of Proposed Personnel (75) points:

Firms were asked to submit up to five resumes for each category of work. Each of these candidates was evaluated against the detailed criteria listed in the RFSO for each category of work. Candidates were rated on such factors as:

- number of years of information systems and/or product specific experience;
- size and scope of past projects;
- past experience working on projects in a similar technical environment;
- public sector experience; and
- prior experience in a client/server environment spanning multiple locations.

The firms were also asked to provide appropriate references. Firms were required to achieve a combined overall score of 70 points in a specific category in order to be considered for authorization of the standing offer. Then, the per diem rates of firms receiving a score of 70 points or more were assessed in consideration of market competitiveness.

The RFSO required each firm to submit hourly rates for the period 23 February 1998 to 30 June 1998 with the option of re-negotiating the rates and extending the standing offer for up to three additional six month periods.

Based on our analysis, Regional staff recommend authorizing a standing offer to the companies listed under each category in Schedule A. Staff estimate total expenditures against this standing offer will not exceed \$4,500,000 for 1998.

Call-ups against the standing offer will be based upon expertise and cost of the resources at that point in time. No individual call-up against this standing offer will exceed the sum of \$250,000 in keeping with the revised delegated authority limit of the Chief Administrative Officer for Year 2000 expenditures. An internal administrative process has been developed to simplify and expedite the approval of any consulting contracts against this standing offer.

CONSULTATION

Public consultation is not required.

EXPENDITURE JUSTIFICATION

There are fewer than 90 weeks left until the turn of the century. The deadline is fixed and there is a substantial amount of informatics work to be completed. Failure to address this work in a timely manner will impact the Region's ability to provide service to the public beyond 01 January 2000.

The intense competition for qualified consultants to assist with addressing Year 2000 challenges will continue for the foreseeable future. This standing offer will allow staff to hire external resources in a shorter timeframe in order to complete as much work as is possible in 1998.

FINANCIAL STATEMENT

| | |
|--------------------------|--------------------|
| | \$ |
| Approved Budget To date | 7,900,000 |
| Total Paid and Committed | <u>(802,613)</u> |
| Balance Available | 7,097,387 |
| THIS REQUEST | <u>(4,500,000)</u> |
| Balance remaining | <u>2,597,387</u> |

Funds have been provided in Capital Account 912-17954, Year 2000

*Approved by
J. C. LeBelle*

SUPPLY MANAGEMENT COMMENT

I concur,

*G. Ford on behalf
of the Finance Commissioner*

FINANCE DEPARTMENT COMMENT

Funds are available as indicated.

*Approved by C. Colaiacovo
on behalf of the Finance Commissioner*

RFSO No.: 0920-19-C1/98
Year 2000 Informatics Services
SCHEDULE A

Lists of Qualified Companies by Category

1. Project Management

The Regional Municipality of Ottawa-Carleton plans on utilizing internal project management resources whenever possible, but due to the number of potential projects the Regional Municipality of Ottawa-Carleton may launch over the next three years the vendor may be called upon to provide experienced project managers to lead specific initiatives. The size and scope of these initiatives may vary from enterprise wide to departmental projects, but all will be related to information and computer based systems.

List of Qualified Companies:

AJJA Information Technology Consultants Inc.
CGI Information Systems and Management Consultants Inc.
e Information Technology (Excel Human Resources Inc.)
EXOCOM Application Solutions Corp.
ICOTECH conseillers en informatique
IT/NET Consultants Inc.
KPMG Management Consulting
Progestic International Inc.
Project Management Action Team (PMAT) Inc.
SHL Systemhouse Co.
SOMOS Consulting Group Inc.
Team LGS
The C2K Technology Group
Unisys Canada Inc.

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Year 2000 Informatics Services
SCHEDULE A

Lists of Qualified Companies by Category

2. Project Management Evaluation/Mentoring

To ensure that the Regional Municipality of Ottawa-Carleton develops internal resources with the appropriate project management expertise, the vendor will be expected to develop and provide training programs that will assist employees in developing project management knowledge and learn accepted project management practices.

List of Qualified Companies:

AJJA Information Technology Consultants Inc.
Anjura Technology Corporation
CGI Information Systems and Management Consultants Inc.
Genicom/ESSC Enterprising Service Solutions Compagnie
ICOTECH conseillers en informatique
Impacts Management Inc.
IT/NET Consultants Inc.
KPMG Management Consulting
Marinbridge Corporation Ltd.
Progestic International Inc.
Project Management Action Team (PMAT) Inc.
SHL Systemhouse Co.
SOMOS Consulting Group Inc.
Team LGS
Unisys Canada Inc.

RFSO No.: 0920-19-C1/98
Year 2000 Informatics Services
SCHEDULE A

Lists of Qualified Companies by Category

3. Project Management Training

To ensure that the Regional Municipality of Ottawa-Carleton develops internal resources with the appropriate project management expertise, the vendor will be expected to develop and provide training programs that will assist employees in developing project management knowledge and learn accepted project management practices.

List of Qualified Companies:

AJJA Information Technology Consultants Inc.
CGI Information Systems and Management Consultants Inc.
Genicom/ESSC Enterprising Service Solutions Compagnie
ICOTECH conseillers en informatique
IT/NET Consultants Inc.
KPMG Management Consulting
Progestic International Inc.
SHL Systemhouse Co.
SOMOS Consulting Group Inc.
Team LGS
Unisys Canada Inc.

RFSO No.: 0920-19-C1/98
Year 2000 Informatics Services
SCHEDULE A

Lists of Qualified Companies by Category

4. Systems Analysis and Development

The vendor will be asked to assist the Regional Municipality Of Ottawa-Carleton with systems analysis and systems development projects by providing junior, intermediate and senior resources to complete the work.

List of Qualified Companies:

| COMPANY NAME | Resource Type | | | Development Tools | | | | | | | | | | | | | |
|---|---------------|--------------|--------|-------------------|--------------|--------------|--------|-------------|-----------|---|-----|--------|---------------|--------|------------|-----|------------|
| | Junior | Intermediate | Senior | SQL Server | PowerBuilder | Visual Basic | Oracle | Oracle 2000 | MS Access | C | C++ | MAPPER | Visual FoxPro | Vision | PeopleSoft | SAP | ObjectStar |
| AGRA Systems | Y | Y | Y | | | X | X | X | X | | | | | | | | |
| AJJA Information Technology Consultants | Y | Y | Y | X | X | X | X | X | X | X | X | X | X | X | X | | |
| CGI Information Systems | Y | Y | N | X | X | X | X | X | X | | X | | X | | | | |
| e Information Technology | Y | Y | Y | X | X | X | X | X | X | | X | | X | | | | |
| EXOCOM Application Solutions Corp. | Y | Y | Y | X | X | X | X | X | X | | X | | | | | | |
| Genicom/ESSC Enterprising | N | Y | Y | X | X | X | X | X | | X | X | X | X | | X | X | |
| hmcs Inc. | N | Y | N | X | X | X | X | | | | X | | X | | | | |
| ICOTECH conseillers en informatique | Y | Y | Y | | | X | X | | X | X | X | X | | | | | |
| IOTA Information Management | Y | Y | Y | X | X | X | X | | X | X | | | | | | | |
| IT/NET | N | Y | Y | X | X | X | X | X | X | | X | | | X | X | X | |
| JEX Information Resource Management | N | N | Y | | X | | X | | | | | | | | | | |
| Marinbridge Corporation Ltd. | N | Y | N | X | X | X | X | X | X | X | X | X | X | | | | |
| New Systems Solutions Ltd. | N | N | Y | | | X | X | X | X | X | X | | X | | | | |
| NewTel Information Solutions | N | N | Y | X | | | X | | | X | | | | | | | |
| Progestic International Inc. | N | Y | Y | X | X | X | X | | X | | X | | X | | | | |
| SHL Systemhouse Co. | Y | N | Y | X | X | X | X | | X | X | X | | X | X | X | X | |
| Team LGS | Y | Y | Y | X | X | X | X | X | X | X | X | | X | | X | X | X |
| Unisys Canada Inc. | Y | Y | Y | | X | X | X | X | X | | X | X | X | | X | X | |

RFSO No.: 0920-19-C1/98
Year 2000 Informatics Services
SCHEDULE A

Lists of Qualified Companies by Category

5. Systems Integration

The Regional Municipality of Ottawa-Carleton intends to make use of packaged solutions whenever possible to address Year 2000 priorities. The vendors will be asked to assist the Regional Municipality of Ottawa-Carleton by providing experienced junior, intermediate and senior resources to undertake systems integration work.

List of Qualified Companies:

| Company | Resource Type | | |
|---|---------------|--------------|--------|
| | Junior | Intermediate | Senior |
| AGRA Systems Limited | Yes | Yes | Yes |
| AJJA Information Technology Consultants | Yes | Yes | Yes |
| CGI Information Systems and Management Consultants Inc. | No | No | Yes |
| Genicom/ESSC Enterprising | No | Yes | Yes |
| IOTA Information Management | Yes | Yes | Yes |
| IT/NET Consultants Inc. | Yes | Yes | Yes |
| New Systems Solutions Ltd. | No | No | Yes |
| Progestic International Inc. | No | Yes | Yes |
| SHL Systemhouse Co. | No | Yes | Yes |
| Team LGS | No | Yes | Yes |
| The C2K Technology Group | No | No | Yes |
| Unisys Canada Inc. | No | No | Yes |