



# HALIFAX

P.O. Box 1749  
Halifax, Nova Scotia  
B3J 3A5 Canada

**Item No. 14.1.2**  
**Halifax Regional Council**  
**September 6, 2016**

**TO:** Mayor Savage and Members of Halifax Regional Council

**SUBMITTED BY:** Original Signed by   
\_\_\_\_\_  
John Traves, Q.C. Acting Chief Administrative Officer

Original Signed by   
\_\_\_\_\_  
Jane Fraser, Acting Deputy Chief Administrative Officer

**DATE:** August 10, 2016

**SUBJECT:** **Award – Request for Proposal No. P15-358, Website Solution Development, Hosting & Managed Services**

---

## **ORIGIN**

Approved 2015/16 and 2016/17 Capital Budgets.

## **LEGISLATIVE AUTHORITY**

Under the HRM Charter, Section 79, Halifax Regional Council may expend money for municipal purposes. Administrative Order #35, the Procurement Policy, requires Council to approve the award of contracts for sole sources exceeding \$50,000 or \$500,000 for Tenders and RFP's. The following report conforms to the above Policy and Charter.

Under the HRM Charter, Section 111(5), the Municipality requires Ministerial approval to enter into a commitment to pay money extending beyond the current fiscal year where the total commitment exceeds \$500,000.

## **RECOMMENDATION**

It is recommended that Halifax Regional Council:

1. Award Request for Proposal No. P15-358, Website Solution Development, Hosting & Managed Services, to the highest scoring proponent, FCV Technologies Ltd., for a three (3) year term at a total cost of \$1,816,655 plus net HST of \$77,862 for a total price of \$1,894,517 with funding from Project Account No. CI000001-Web Transformation Program and operating account A732-6399, as outlined in the Financial Implications section of this report.
2. Direct the CAO to execute the contract with FCV Technologies Ltd. subject to the final negotiation of terms acceptable to the CAO, receipt of Ministerial approval, and approval to form and authority by Legal Services.

3. Delegate authority to approve future phase items: Online Service Design Framework(s); Online Service Implementation; Mobile Application Strategy; and Website Solution enhancements, as outlined in the RFP, to the CAO or their delegate, subject to budget availability.
4. Delegate authority to the CAO or their delegate to approve the extension of the contract for three additional three year terms as defined in the contract.

## **BACKGROUND**

Halifax's current website ([www.halifax.ca](http://www.halifax.ca)) provides information and a limited number of services to citizens and businesses. The current website content management system is limited in functionality and is no longer supported by the vendor. A "Website Refresh" project was undertaken in early 2014 and made great strides to improve the look, feel and certain content, as well as basic functionality to make the website more mobile friendly. While the "Refresh" provided a much needed improvement to the public site, the Municipality understands the need to continue to evolve and transform, to ensure a strong and sustainable online presence that will serve citizens and businesses in the years to come. The Halifax website is the primary platform for online service delivery, connecting citizens and businesses to information and services.

Following the Website Refresh, the municipality developed a Web and Digital Transformation Strategy & Roadmap (Strategy). The Strategy defined a set of initiatives to redesign the website to be more citizen centric and to establish a new technical platform to deliver enhanced information and services to citizens and business. The design of the new website and the development of a Request for Proposal for a vendor partner to develop, host, manage and support the new website solution were completed in 2015.

Partnering with a vendor to provide the website solution will ensure a modern and agile platform is provided to Halifax to support the following objectives outlined in the Strategy:

- be a trusted source for information and available services
- be a convenient web and mobile self-service channel
- be a place for people to engage in two-way dialogue and connect with the municipality for events, meetings and activities
- evolve services for citizens and business that will:
  - save time and money
  - reduce administrative burden
  - provide satisfactory outcomes to users
  - encourage the success of business.

The services to be provided by the vendor partner include the implementation of a new web content management system and the development and implementation of a new Halifax.ca website. A new technical platform will be established to support the delivery of online service offerings. The vendor will provide day-to-day hosting, management and support of the full solution as well as enhancement services to ensure Halifax continues to evolve and transform the delivery of online services and the website.

The new website and online service capabilities will enable citizens and businesses to conveniently interact and transact with the municipality. Businesses will experience convenient and expedited interactions with the municipality, allowing them to be more efficient in their service delivery and therefore more competitive. Citizens will experience the ease and convenience of engaging and conducting business with the municipality when, where, and in the form that is most desirable to them. The website will address long desired service approaches for business and citizens alike.

## **DISCUSSION**

Request for Proposal No. P15-358, Website Solution Development, Hosting & Managed Services was

publicly advertised on the Province of Nova Scotia's Procurement website on October 21, 2015 and closed on November 26, 2015. Ten (10) proposals were received as follows:

- Appnovation Technologies
- Bell Aliant
- CGI
- CivicLive
- FCV
- ISL
- OpenPlus
- Partho Technologies
- RedSpace
- T4G

A team consisting of staff from ICT, Operations Support and Finance, with facilitation from Procurement, evaluated the proposals based on the criteria listed in Appendix A – Evaluation Criteria.

The RFP was scored using a two envelope process. Envelope one (1) was the technical component of the RFP. Envelope two (2) was the cost proposal of the RFP. Only those proponents that received 75 percent or greater from envelope one (1) had their envelope two (2) (cost) opened and evaluated. The technical responses from ISL, and Appnovation Technologies did not meet the mandatory requirements and as such did not qualify for further evaluation. Financial responses (Envelope 2) were opened and evaluated once the technical responses from the eight (8) remaining proponents were scored. The evaluation resulted in a short-list of three proponents. Per the terms of the RFP, staff entered into concurrent negotiations with the short listed proponents CGI, FCV and T4G.

As a part of the negotiations, the three proponents were each invited to submit a Best and Final Proposal, which was evaluated by the committee as follows:

<b>Proponent</b>	<b>Score (Max. 1000 points)</b>
FCV	918
T4G	843
CGI	843

Subsequently, staff continued negotiations with the highest scoring proponent, FCV, in order to arrive at commercial terms and conditions acceptable to both parties. The negotiations are substantially complete.

### **FINANCIAL IMPLICATIONS**

Based on the highest scoring proponent's cost for the one-time implementation of \$829,415 plus net HST of \$35,550, for a total implementation cost of \$864,965 funding is available in Project Account CI000001-Web Transformation Program , Funding has been confirmed by Finance.

Budget Summary:	<u>Project Account No. CI000001</u>	
	Cumulative Unspent Budget	\$1,936,842
	<b>Less: RFP No. P15-358</b>	<b><u>\$ 864,965</u></b>
	Balance	\$1,071,877

The balance of funds will be used for professional services to manage the Web Transformation Program Office until program completion and for additional initiatives as outlined in the RFP, pending budget capacity as the project matures.

The project was estimated in the Approved 2016/17 Project Budget with capital costs of \$800,000 for

2016/17, with net annual operating costs of \$330,000 approved in 2016/17. The projected annual operating costs are \$329,080 over the next 3 years for a total cost of \$987,240 plus net HST of \$42,313 for a total price of \$1,029,553, with funding from the ICT operating budget A732-6399.

At the end of the three year term, the negotiated contract allows for a continuance of service on a three year basis for an additional 3 terms. With 30 days notice, either party can terminate the agreement. This provision provides the municipality the flexibility to continue with the existing vendor or explore alternative service options.

**RISK CONSIDERATION**

<b>Recommendation:</b>				
Risk	Likelihood (1-5)	Impact (1-5)	Risk Level (L/M/H/VH)	Mitigation
FCV Technologies Ltd. may cease to be a viable company.	1	3	M	Contract terms and conditions in place to obtain content and systems to transfer to another vendor.
FCV Technologies Ltd.'s may not meet the municipality's performance criteria as outlined in the contract.	1	2	L	Effective vendor management according to criteria as outlined in the Master Services Agreement (MSA), Service Level Agreement (SLA) and supporting schedules.

**ENVIRONMENTAL IMPLICATIONS**

There are no environmental implications.

**ALTERNATIVES**

Council could choose not to award this contract. The current website content management system is at end of life and is no longer supported by the vendor. The technology is out of date and is not capable of supporting the delivery of new online services or the provision of a service integration environment. There would be significant risk associated with the continued use of the current technology and the potential for increased down time for the Halifax.ca website. The current website is not able to meet the requirements of the municipality and its customers with respect to increasing the delivery of online services making it easier for citizens and businesses to interact with the municipality.

**ATTACHMENTS**

Appendix A – Proposal Evaluation Criteria/Scoresheet

---

A copy of this report can be obtained online at <http://www.halifax.ca/council/agendasc/cagenda.php> then choose the appropriate meeting date, or by contacting the Office of the Municipal Clerk at 902.490.4210, or Fax 902.490.4208.

Report Prepared by: Corinne MacCormack, A/Manager Service Management & Operations, 902-293-0734

Report Approved by: \_\_\_\_\_  
Donna Davis, Chief Information Officer, 902-476-8486

Procurement Review: \_\_\_\_\_  
Jane Pryor, Manager, Procurement, 902.490-4200

Report Approved by: \_\_\_\_\_  
Ed Thornhill, A/Director of Finance & ICT, 902 490-6308

---

**APPENDIX A – Proposal Evaluation Criteria/Scoresheet**

EVALUATION CRITERIA/SCORESHEET

Criteria	Summary (considerations may include but are not limited to the following)	Max	FCV	CGI	T4G
Proponent Team Organization	An experienced team that has a proven track record working together on projects of similar scope and complexity.	50	40	45	38
High Level Solution Description	A high level description of the overall website solution and environment, including all software proposed, hosting solution, and support model that meets the municipality's requirements for a scalable and flexible website solution environment.	100	91	90	84
Initiative 1 - Website Solution Development and Implementation	<p>Implementation of a website solution environment that is scalable and flexible and meets the need for:</p> <ul style="list-style-type: none"> <li>• A flexible, robust, and easy to use WCM solution that will enhance the content integrity, currency and dissemination;</li> <li>• A robust online service delivery environment to house current and future online service offerings.</li> </ul> <p>Supported by an organized and clearly defined plan with articulated milestones and appropriate involvement of Municipal staff.</p>	170	165	163	159
Initiative 2 – Website Solution Hosting and Management	<p>Implementation of a secure and highly available hosted website solution environment and managed services in support of a reliable and responsive Halifax.ca. The infrastructure is capable of withstanding malicious attacks and fluctuations in load.</p> <p>Supported by an organized and clearly defined plan with articulated milestones and appropriate involvement of Municipal staff.</p>	100	90	89	86
Initiative 3 - Website Solution Support	<p>Provision of a support model for a highly available solution, with options for levels of support and hours of availability, including but not limited to user administration, security, Web Content Management functionality support and development and support for current and future online services.</p> <p>Supported by an organized and clearly defined plan with articulated milestones</p>	100	90	84	84

	and appropriate involvement of Municipal staff.				
Initiative 4 – Online Service Design Framework(s)	A well-defined approach and high-level plan supported by experienced resources.	90	75	80	76
Initiative 5 – Online Service Implementation	A well-defined approach and high-level plan supported by experienced resources.	90	74	75	73
Initiative 6 - Mobile Application Strategy	A well-defined approach and high-level plan supported by experienced resources.	50	43	39	39
Subtotal (Business/Technical Proposal)		750	668	664	640
Cost		250	250	179	203
<b>Total</b>		<b>1000</b>	<b>918</b>	<b>843</b>	<b>843</b>
Life Cycle Cost (5 year) including Net HST			\$2,597,655	\$3,338,484	\$3,084,850