Section II – Items for Executive Action

TO: Chair and Members of the Executive Committee
             Friday, January 14, 2022 Meeting

FROM: Michael Tolensky, Chief Financial and Operating Officer

RE: **REQUEST FOR PROPOSAL FOR ENTERPRISE ASSET MANAGEMENT SOFTWARE**
             RFP No. 10036270

KEY ISSUE
Award of Request for Proposal (RFP) No. 10036270 for the implementation and technical support of an Enterprise Asset Management (EAM) Software.

RECOMMENDATION
WHEREAS Toronto and Region Conservation Authority (TRCA) is engaged in the management and maintenance of capital tangible assets and requires EAM Software to track improvements, repair costs, and service delivery across TRCA's jurisdiction;

AND WHEREAS TRCA solicited proposals through a publicly advertised process and evaluated proposals based on rated criteria;

THEREFORE LET IT BE RESOLVED THAT Request for Proposal (RFP) Contract No. 10036270, for the supply and delivery of one (1) EAM Software, is awarded to PSD Citywide Inc. at a total cost not to exceed $296,620, plus applicable taxes, and to be expended as authorized by TRCA staff;

THAT TRCA staff be authorized to approve additional expenditures to a maximum of $29,662 (approximately 10% of the project cost), plus applicable taxes, in excess of the contract cost as a contingency allowance if deemed necessary;

THAT should TRCA staff be unable to negotiate a contract with the above-mentioned proponent, staff are authorized to enter into and conclude contract negotiations with other Proponents that submitted proposals, beginning with the next highest ranked Proponent meeting TRCA specifications;

AND FURTHER THAT authorized TRCA officials be directed to take whatever action may be required to implement the contract, including the obtaining of necessary approvals and the signing and execution of any documents.

BACKGROUND
The *Infrastructure for Jobs and Prosperity Act, 2015* (IJPA), came into effect in 2016, making asset management a legislated requirement for Ontario municipalities. On January 1, 2018, Ontario Regulation (O. Reg.) 588/17, requiring municipal infrastructure asset management planning, was passed. This regulation provides detailed asset management requirements for Ontario municipalities with a phased-in approach to implementation from 2019 to 2025. The objective of the regulation is to promote efficient asset use through continuous infrastructure review and maintenance. Municipalities are legislatively required to assess the state of asset good repair every five (5) years.

Although O. Reg. 588/17 does not apply to Conservation Authorities, any asset management plans TRCA develops are guided by the best management practices represented in the IJPA and O. Reg. 588/17. New regulations promulgated under the recently amended *Conservation Authorities Act* (CA Act) place greater emphasis on asset management, data collection, and reporting, particularly related to lands owned and managed by conservation authorities. Asset management plans also help to inform and prioritize TRCA's budget and funding requests to partners.

TRCA's asset management planning is guided by the following three (3) pronged approach:

1. Asset Management Policy: The Policy establishes an organization-wide asset management framework that directs and enables coordinated and sustainable asset management practices. The Policy was approved by the Board of Directors in November 2017 through Resolution A#202/17.

2. Asset Management Plan: In a February 26, 2021, the Board was advised that TRCA's Asset Management Plan will resemble the key principles in O. Reg. 588/17. To maintain asset management plan consistency and standardization throughout the municipal sector, TRCA will adopt key legislative components: infrastructure asset inventories, lifecycle management, short & long-term financial strategies & planning, and service level review.

3. Capital Plan: The Plan creates a financial structure that systematically guides acquisition, disposition, maintenance, operation, planning and rehabilitation decision-making. The Capital Plan guides municipal funding requests and identifies annual maintenance requirements.

EAM Software will help staff achieve these objectives and implement new CA Act regulatory measures, by providing the tools to centrally store and track asset management data, develop and support cross departmental maintenance plans, and provide strategic financial analysis in a manner that meets industry standards. The winning Proponent's proposal will improve productivity and efficiency by improving information management, reporting capability, and performance measurements. The application facilitates best practice strategic capital planning and reporting while establishing performance index metrics.

RATIONALE
Request for Proposal documentation was posted on www.biddingo.com, a public procurement website, on June 24, 2021 and closed on August 13, 2021. Two (2) addendums were issued to respond to questions received, and to extend the closing date. A total of twenty-four (24) firms downloaded full documents, and five (5) proposals were received from the following Proponent(s):

- DMS Technologies Inc.
- Nadine International Inc.
- Accruent
- PSD Citywide Inc.
- Applied Geologics

The proposals from DMS Technologies and Nadine International Inc. did not meet the minimum technical score of 60 out of 80 and were not evaluated further.

An Evaluation Committee comprised of staff from Information Technology & Records Management (ITRM), Strategic Business Planning and Performance (SBPP), and Property, Assets, and Risk Management (PARM) reviewed the proposals. The criteria used to evaluate and select the recommended Proponent included the following:

Criteria	Weight
Information and Profile	5
Experience and Methodology	5
Training and Support	10
Work Plan and Timeframe	10
Scope of Work Capabilities & Software Functionality	50
Sub-Total	**80**
Price	20
Total Score	**100**

PSD Citywide Inc. received the highest overall score based on the evaluation criteria. In addition, staff attended a software demonstration provided by the Proponent to confirm the capability and functionality of the software and that it meets TRCA's needs. Therefore, the evaluation committee recommends awarding Contract No. 10036270 to PSD Citywide Inc. at a total cost not to exceed $296,620, plus 10 percent contingency ($29,662), plus applicable taxes, it being the highest ranked Proponent meeting TRCA specifications. Proponent's scores and staff analysis of the evaluation results can be provided in an in-camera presentation, upon request.

Software as a Service (SaaS) solution is the preferred approach because all the maintenance, troubling-shooting, repairs, and associated costs, are the responsibility of a third-party.

Relationship to Building the Living City, the TRCA 2013-2022 Strategic Plan
This report supports the following strategic priority set forth in the TRCA 2013-2022 Strategic Plan:
Strategy 1 – Green the Toronto region's economy
Strategy 3 – Rethink greenspace to maximize its value
Strategy 4 – Create complete communities that integrate nature and the built environment
Strategy 7 – Build partnerships and new business models
Strategy 10 – Accelerate innovation

DETAILS OF WORK TO BE DONE
The key deliverables and project schedule are outlined below:

- Implementation and Staff Training and Support will occur in three (3) phases beginning in the first quarter 2022.

Phase 1: Integrate EAM Software into existing systems and input TRCA historical data to facilitate operational configuration and systems testing. Proponent will train staff to understand use of various maintenance and capital planning functions. Project go-live occurs at the end of this phase.

Phase 2: Proponent monitors software functionality. All TRCA historical and current data is gathered and configured for system use. Additional administrative training occurs on all software aspects.

Phase 3: Data is uploaded into software. Additional training provided as necessary. Proponent provides support to staff to learn system functionality.

- Software Support and Maintenance (2023 and 2024)

In the two years following the implementation of the system, the Proponent will provide annual or periodic software updates to keep the software current and maintain cyber security. The Proponent will also provide a single point of support and system administration to assist TRCA ITRM staff.

FINANCIAL DETAILS

The cost of procuring cloud based EAM Software as a Service (SaaS) includes two components: 1. One-time cost for implementation and training, and 2. Recurring operating costs for ongoing support and software maintenance for a three (3) year period. TRCA staff will negotiate its contractual right to extend the contract term and obtain additional expense authorization, as necessary.

TRCA is funding the value of the entire contract through the Asset Management Inventory account, which is funded from the Capital Levy Account.

Project Costs	Amount
Implementation, Set-up & Training Fee	$ 146,950
Maintenance and Support (Year 1)	$ 49,890
Maintenance and Support (Year 2)	$ 49,890
Maintenance and Support (Year 3)	$ 49,890
Sub total	**$ 296,620**
Contingency Fee (10%)	$ 29,662
Total	**$ 326,282**

Report prepared by: Almolah Sakir, extension 5764, Andrew Savor, extension 6477
Emails: almolah.sakir@trca.on.ca, andrew.savor@trca.ca
For Information contact: Alexander Schuler, extension 6452, Andrew Savor, extension 6477
Email: alexander.schuler@trca.ca, andrew.savor@trca.ca
Date: November 30, 2021