![City of Richmond logo]

City of Richmond

Report to Committee

To:	General Purposes Committee	**Date:**	September 7, 2021
From:	Grant Fengstad Director, Information Technology	**File:**	
Re:	**Award of Contract to TIBCO Software for Data Analytics Business Intelligence implementation**		

Staff Recommendation

1. That contract 6650P - Data Visualization and Analytics Platform for an initial five-year term between 2021 and 2025 estimated at $1,212,008.00, exclusive of taxes, with an option to renew for a maximum of five years, be awarded to TIBCO Software (Ireland) Limited for the data analytics business intelligence implementation as part of the City's Digital Strategy implementation. Staff request to award the contract for $1,212,008.00 and issue change orders up to an additional $50,000.00 for contingency, excluding taxes, for a total maximum value of $1,262,008.00 to TIBCO Software (Ireland) Limited; and

2. That the Chief Administrative Officer and the Acting General Manager, Finance and Corporate Services be authorized to execute the agreements with TIBCO Software (Ireland) Limited.

Grant Fengstad
Director, Information Technology
(604-276-4096)

REPORT CONCURRENCE		
ROUTED TO:	**CONCURRENCE**	**CONCURRENCE OF GENERAL MANAGER**
Economic Development Purchasing Finance Department Sewerage & Drainage	☑ ☑ ☑ ☑	Acting GM, F&CS
SENIOR STAFF REPORT REVIEW	**INITIALS:**	**APPROVED BY CAO**

Staff Report

Origin

The City continues its advancement to the forefront of technological innovation through the implementation of the Council-endorsed Digital Strategy. This strategy was created through the guidance of the CAO to propel Richmond to be a leading municipality in the use of technology to enable capabilities of service delivery and business processes. A key component of this strategy included the use of data analytics and business intelligence to aggregate, transform, and visualize data across multiple systems and data sources which in turn enables better data informed business decisions. This technology assists the organization to understand data in new ways which greatly enables staff and Council in making data-informed business decisions. Modern data analytics platforms can also be extended with Artificial Intelligence (AI) or Machine Learning (ML) modules to augment analysis and visualization of data with insights.

As part of executing the data analytics component of the Digital Strategy, Information Technology engaged a number of departments in the City, including Finance, Corporate Business Service Solutions and Public Works in defining requirements for a RFP (request for proposal).

This report supports Council's Strategic Plan 2018-2022 Strategy #5 Sound Financial Management:

Accountable, transparent, and responsible financial management that supports the needs of the community into the future.

This report supports Council's Strategic Plan 2018-2022 Strategy #7 A Supported Economic Sector:

7.2 Encourage a strong, diversified economic base while preserving agricultural land and maximizing the use of industrial land.

Analysis

RFP Process

RFP6650P - Data Visualization and Analytics Platform was posted to BC Bid on June 21st, 2019, and closed on August 7th, 2019. The RFP set out the City's requirements for the system.

Eight proposals were received by the closing date from the following proponents:

- CGI Information Systems and Management Consultants Inc.
- Keboola Data Services, Inc.
- Lionsgate Software
- MNP LLP
- Newcomp Analytics Inc.

- T4G Ltd.
- TIBCO Software (Ireland) Limited
- Triptech Engineering and Software Services Inc.

Review Process

A cross-functional team representing Finance, Public Works, and Information Technology conducted the evaluation process. A two stage process was undertaken by the team that included a review of all proposals submitted, scoring based on a pre-determined set of criteria published in the RFP, followed by interviews and product demonstrations.

Staff initially evaluated the eight proposals against pre-determined criteria that included:
- Proposal Quality
- Pricing
- Proponent Qualifications
- Project Methodology
- Deliverables

Table 1 – Results of First Stage Evaluation

Proponent	Evaluation Score	Costs
CGI Information Systems and Management Consultants Inc.	52.64%	$1,264,112.42
Keboola Data Services, Inc.	39.22%	$4,527,350.00
Lionsgate Software	32.26%	$3,639,400.00
MNP LLP	52.11%	$2,436,545.00
Newcomp Analytics Inc.	46.13%	$2,824,195.00
T4G Ltd.	50.31%	$2,934,246.40
TIBCO Software (Ireland) Limited	60.66%	$1,543,472.00
Triptech Engineering and Software Services Inc.	53.80%	$ 220,080.00

The team determined it was in the City's best interests to shortlist TIBCO Software (Ireland) Limited and CGI Information Systems and Management Consultants Inc. to the second stage of evaluation.

Despite being the lowest price component, Triptech Engineering and Software Services Inc.'s proposal of an entirely custom-developed software that cannot be further enhanced without continual development was deemed to be too restrictive as a general purpose Data Analytics Platform and received a low score for its deliverable section. They were not short-listed to proceed to the second stage evaluation.

It should be noted that the low price financial proposal received from Triptech ($220,080.00) resulted in the first stage evaluation scores being skewed, as all of the other proponents received

very low scores that reflected their financial proposals (compared to the proposal received from Triptech). The next lowest financial proposal was $1,264,112.42 which was received from CGI Information Systems and Management Consultants.

For the second stage evaluation, the two short-listed proponents were given City data and 3 use-cases to demonstrate how the data would be ingested, analysed and then visualized in dashboards. This allowed the evaluation panel to understand how the products would work with City requirements. This phase of the process evaluated the responses according to:-
- Product fit
- Execution ability
- Understanding of required analytics

The second stage evaluation process resulted in TIBCO Software receiving a final score of 78% and CGI receiving a final score of 47%.

TIBCO Software was subsequently invited to participate in a Proof-of-Concept (POC) to produce solutions for use cases from Finance, Customer Service, and Economic Development. The POC would set up TIBCO Software's Data Analytics platform within the City data centre providing access to data sources from City systems. TIBCO consultants worked with City staff over a two week period to implement the use cases. This completed work was presented to management and received approval to advance. The POC result was presented to the Senior Management Team (SMT) on June 1st, 2021, which resulted in an invitation for TIBCO Software to return with an overview of the capabilities and success stories of their Data Analytics Platform. TIBCO Software's Chief Analytics Officer returned to present to SMT on June 22nd, 2021.

To ensure compatibility and demand, Information Technology further engaged with department heads in the organization to compile a list of potential data analytics initiatives. This result was presented to SMT on August 3rd, 2021, and received approval to proceed with TIBCO Software.

Financial Impact

This project will be funded from the 2018 Council approved capital project Digital Strategy Implementation (account 1762-40-000-00000-0000-CITY-CY00035) and the 2015 approved capital project Master Customer Data (1762-40-000-00000-0000-CITY-CY00003). The on-going licensing and support expenses will be funded from existing operating budget in 5524-10-355-00000-0000.

Table 1
Estimated Cost to Complete the Project

Approved Budget	
Capital account 1762-40-000-00000-0000-CITY-CY00035	$600,000.00
Capital account 1762-40-000-00000-0000-CITY-CY00003	600,000.00
Total Approved Budget	**$1,200,000.00**
Estimated Capital Costs	
Contract 6650P – Data Analytics - Account Code: Capital account 1762-40-000-00000-0000-CITY-CY00035, 1762-40-000-00000-0000-CITY-CY00003	$438,915.00
Contingency	$50,000.00
Total Estimated Project Capital Costs	**$488,915.00**
Funds Remaining	**$711,085.00**

Table 2
Estimated Cost to operate the system between 2022 and 2025

Estimated Operating Costs	
Contract 6650P – Data Analytics – Operating account 5524-10-355-00000-0000 • 2022 Maintenance and Support: $175,440 • 2023 Maintenance and Support: $178,948 • 2024 Maintenance and Support: $182,527 • 2025 Maintenance and Support: $186,178	$723,093
Total Operating Costs between 2022 and 2025	**$723,093**

Table 3
Award amount to implement and operate the system

Award amount	
Total Estimated Project Capital Costs	$488,915
Total Operating Costs over 5 years	$723,093
Total award amount	**$1,212,008**

As part of the contract award, the City's current support license to TIBCO Integration products will be converted to a subscription license. There is no financial impact to this conversion. The renewal date on both the Integration product and the Data Analytic product will co-terminate on the same date. Any unused amount from the City's current license will be transferred to the subscription as a credit.

Conclusion

This report presents the RFP summary results for Contract 6650P - Data Visualization and Analytics Platform. It is recommended that a contract be awarded to TIBCO Software (Ireland)

Limited as the highest scoring proponent, with the initial five year term estimated at the total amount of $1,212,008.00 (exclusive of contingency and taxes).

Corporate policies and procedures have been followed in the soliciting and award of this contract.

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