



THE CORPORATION OF THE MUNICIPALITY OF KINCARDINE

Subject: RFP Award for Digital Transformation Strategy

Report Number: [Report Number]

Meeting Date: Monday, July 13, 2020

Recommendation: That Council awards the Request for Proposal for a Digital Transformation Strategy to Perry Group Consulting Ltd. in the amount of \$39,368, plus HST.

And further that the Mayor and CAO are authorized to sign the necessary documentation.

Date to be considered by Council: Monday, July 13, 2020

Report Summary:

The Municipality of Kincardine received \$60,000 under the Municipal Modernization Fund to hire a third party consultant to develop a Digital Transformation Strategy. Staff is recommending that the project be awarded to Perry Group Consulting Lt. in the amount of \$39,368, plus HST.

Origin: Municipal Modernization Fund

Existing Policy:

Background/Analysis:

The Municipality of Kincardine received \$60,000 under the Municipal Modernization Fund to hire a third party consultant to develop a Digital Transformation Strategy. The purpose of the strategy will be to develop a plan for the municipality to improve service delivery and find efficiencies through digitization. This will be achieved through the following activities;

- assess the municipality's existing software platforms to determine whether they are being used to their full capacity and eliminate redundancies
- assess the municipality's current processes and make recommendations for improvements through digitization

- engagement with stakeholders, staff and Council to identify existing challenges and new opportunities for digital services
- recommendations for appropriate training and change management to create a digital culture within the organization

The Request for Proposals closed on June 26th. Fifteen submissions were received. Two proposals were received after the deadline and were not considered.

The evaluation committee consisted of the CAO, Treasurer and Financial Analyst. Proposals were evaluated based on the following criteria; Quality & Completeness, Experience, Reputation, Resources, Project Methodology and Price.

Based on the analysis, staff is recommending that Council award the project to Perry Group Consulting Ltd.

Below is an excerpt from Perry Group's submission;

Perry Group is a digital and technology management consulting firm focused purely on the municipal sector. Our mission is building better municipalities, and, toward that end, we have become well-known and well-established as a leader in helping municipalities with digital transformation and technology planning and strategy, service delivery reviews, evaluation of operational requirements, process re-engineering and business solutions planning.

Technology and digital (online services) underpin so much of what we do today, especially in these uncertain times – from talking to friends and family around the world using FaceTime or WhatsApp, watching movies and TV on Netflix, to banking and ordering take-out, buying groceries and working from home. In the service sector, online services are becoming dominant – think Uber, Airbnb, Amazon, Indigo, and increasingly government services from ServiceOntario and the CRA. Customers have grown used to – and now expect – slick, simple online services from their service providers.

Today, over 92% of Ontarians are online, 76% own smartphones, and 88% of people across Canada bank online. These are valuable indicators – if this many people are connected and are willing to bank online, it is reasonable to expect that they would like to interact with their governments in the same way. So, digital service delivery represents a huge opportunity for municipalities, regardless of their size, to modernize service delivery and meet their customers' expectations. Furthermore, many of your staff are those who bank online and use smartphones day in and day out – and they expect the tools that they use at work to be as easy and as intuitive as those that they use out of the office.

Digital transformation for Kincardine then, is about leveraging technology and digital capabilities to better meet customer expectations, to make customer (residents, businesses, visitors) and staff experiences measurably better and more efficient. It is about using the technologies that you have to their fullest and in the most

coordinated manner. It is about ensuring that your organization is positioned and equipped to rapidly take advantage of digital capabilities as and when they emerge. Our experience in the municipal sector is second to none – we have helped over 100 municipalities figure out what their digital priorities are and set out plans and strategies to effectively address these opportunities.

opportunities assessment and so we are familiar with the mix of services offered by Kincardine and the scale of your organization.

**Community Plan and Integrated Community Sustainability Plan (ICSP)
Considerations:**

Financial Implications: The 2020 budget allotment for this project is \$60,000, which is fully funded under the Municipal Modernization Fund. Perry Group's hourly consulting rate is \$165/hr. Staff will consult with Perry Group to determine if there are additional tasks that could be undertaken to advance the implementation of the plan in order to fully utilize the funding received.

Attachments: